

OVERCOMING THE BARRIERS TO MAINSTREAMING REMOTE CARE TECHNOLOGIES – EXPLORING STAFF ROLES AND EXPERIENCE OF UTILIZING TELEHEALTH FOR COMMUNITY NURSING

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Telehealth technologies are designed to help facilitate and deliver elements of patient care traditionally carried out by clinicians, and are increasingly viewed as a solution to meet the demands of a growing patient population. In reality, the introduction of telehealth is associated with a range of technological and organisational barriers, with frontline staff adoption identified as a key challenge to successful implementation. Drawing on findings from the MALT study (Overcoming Barriers to Mainstreaming Assisted Living Technologies – <http://malt.group.shef.ac.uk/>), this presentation will discuss the factors that inhibit or alternatively promote the adoption and normalization of telehealth for community nursing. Working with four health localities in England, phase 1 of the MALT study involved in-depth case studies of each site, with qualitative interviews completed with 105 frontline staff and managers. In phase 2, an action research process was established to address barriers to success identified during phase 1 and continue to study frontline staff adoption, which was found to be a fluid and fragile process despite shared enthusiasm about the potential of telehealth to benefit patients and clinical practice. As well as reviewing the factors that were found to promote the successful adoption of telehealth, this presentation will discuss the enduring barriers pinpointed during the subsequent action research phase that continue to impede efforts to normalize the utilisation of remote care technologies into routine care.