



IMPLEMENTING CASE & TECHNOLOGY-BASED EDUCATIONAL PROGRAMS IN CORRECTIONAL SYSTEMS OF CARE



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Introduction: Correctional providers need up-to-date clinical education to treat HIV-infected inmates effectively. Because most correctional facilities are concentrated in rural areas, access to regular HIV programming is difficult.

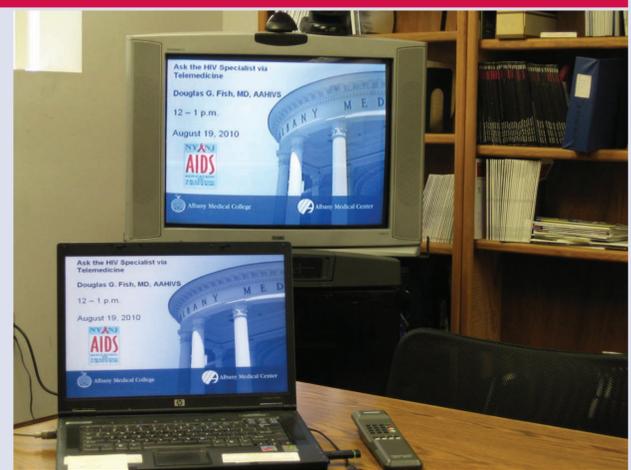
Activities: Traditionally utilized in correctional facilities to reduce transportation and security costs associated with linking inmates to outside specialty care, Albany Medical College (AMC), under the New York/New Jersey AIDS Education and Training Center (NY/NJ AETC), expanded the use of this existing medical technology to deliver on-site, interactive HIV clinical education in the New York State Department of Correctional Services (NYSDOCS) which detains the second largest number of HIV-infected inmates nationally (Bureau of Justice Statistics, 2009).

Results: AMC implements four case-based, accredited HIV telemedicine series for prescribers, nurses, pharmacists and dentists. Providers bring their own patient cases to this forum, and multiple providers from other facilities benefit simultaneously.

Lessons Learned: Telemedicine is a cost-effective means to deliver education to multiple sites in vast geographic areas. Technical support from the correctional system is critical.

What is telemedicine?

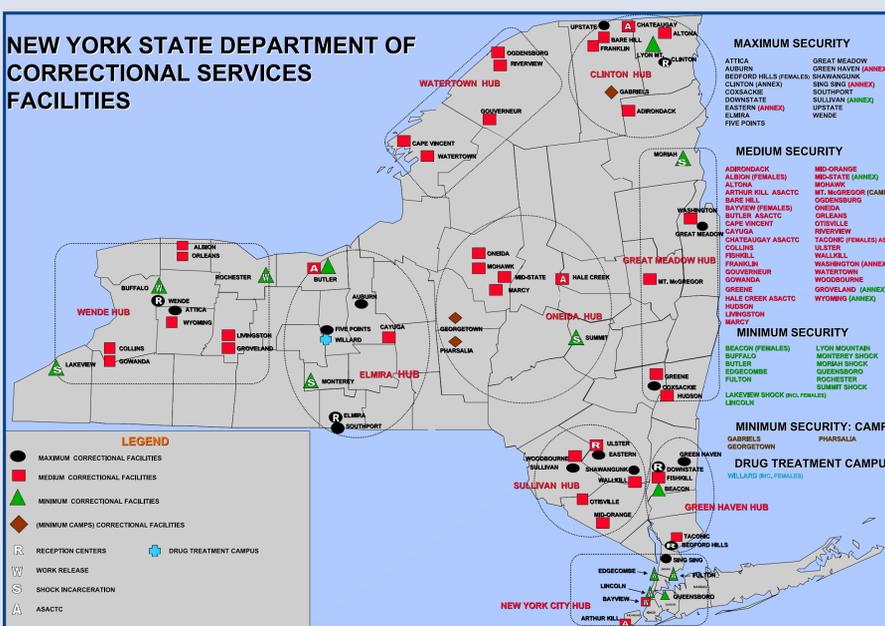
- The provision of health care over a distance using telecommunications technology with the goal of reducing transportation and security costs associated with linking inmates to outside specialty care.
- Telemedicine allows for interaction/conversation through the television resulting in many state prison systems also utilizing it for court hearings, meetings and consultations.
- AMC has expanded the use of this existing medical technology to deliver HIV clinical education simultaneously to multiple facilities.
- While some larger jails use this technology, it is more commonly found in prison settings.



An example of a telemedicine event with AMC and the NY/NJ AETC. In this image, AMC has connected a laptop to its telemedicine machine to project a Powerpoint slide set to correctional facilities throughout NYS.

How does the NY/NJ AETC connect to prisons' telemedicine machines?

- AMC uses its own telemedicine unit, or utilizes one provided by the NYSDOCS. All sites are connected via a multi-point videoconference bridge through an ISDN* vendor with AMC as the host site.
- * Integrated services digital network (ISDN)



Through telemedicine, AMC can reach multiple facilities simultaneously with HIV education with the presenter and attendees never having to leave their immediate work locations.

How you can get started:

- Find out if the correctional system you are targeting uses telemedicine technology.
- If the answer is yes, gauge interest and obtain buy-in from correctional health providers and key administrators.
 - Document correctional providers' interest using a formal needs assessment process/report. 96% of providers in the NYS prison system requested HIV clinical education via telemedicine and this is assessed annually.
 - Cite models of success delivering HIV clinical education via telemedicine and how you will use best-practices in your delivery method.
 - Describe benefits to the correctional department, e.g. telemedicine education = no travel time or expense to the correctional employee for HIV education. In NYS, programs occur during providers' lunch breaks.
 - Find out if the correctional department will incur any expenses to connect facilities' telemedicine units to your program. Charges are usually minimal.

BEST PRACTICES

- Establish a relationship with the telemedicine technical contact in the department of corrections who schedules the use of the telemedicine machines.
- Request that a technical contact monitor the event and offer support to you and the facilities (e.g. conducting roll call with facilities, monitoring loss of connection and sound quality etc.)
- Offer continuing education credit.
- Share evaluation data and adjust your program format accordingly.
- To reinforce your promotional efforts, request marketing assistance from correctional administrators (internal e-mails work best).
- Expect challenges with this technology. It is never perfect despite best efforts!

Please contact us with questions! ■ Albany Medical College ■ hiv@mail.amc.edu ■ 518.262.4674