

ISO/TS 13131:2014-12 (E)

Health informatics - Telehealth services - Quality planning guidelines

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
3.1	Quality characteristics	1
3.2	Actors	3
3.3	Care	5
3.4	Quality	7
3.5	Risk	8
3.6	Telehealth	9
4	Conformance	10
5	Quality and risk management	10
5.1	Telehealth risk, safety and quality assessment	10
5.2	Telehealth quality characteristics	10
5.3	Management of quality characteristics	11
5.4	Establishing the context for telehealth services	12
5.5	Risk assessment -- Identification	12
5.6	Risk assessment -- Analysis	12
5.7	Risk assessment -- Evaluation	12
5.8	Risk treatment and quality	13
6	Quality management of telehealth services	13
6.1	Quality characteristics	13
6.2	Services description	13
6.3	Processes description	14
6.4	Quality planning	14
6.5	Risk assessment	14
6.6	Risk treatment	15
6.7	Service improvement	15
6.8	Safety improvement	15
7	Financial management	15
7.1	Quality characteristics	15
7.2	Sustainability	16
7.3	Healthcare funds	16
8	Service planning	16
8.1	Quality characteristics	16
8.2	Service design	17
8.3	Service levels	17
8.4	Duration of care	17
9	Workforce planning	17
9.1	Quality characteristics	17
9.2	Workforce skills and training	18

9.3	Consultation with workforce	18
10	Healthcare planning	18
10.1	Quality characteristics	18
10.2	Healthcare processes	18
10.3	Healthcare plans	19
10.4	Healthcare continuity	19
10.5	Unavailable clinical guidelines and protocols	19
10.6	Adverse event management	19
10.7	Professional health record management	20
11	Responsibilities	20
11.1	Quality characteristics	20
11.2	Healthcare mandate	20
11.3	Informed consent	21
11.4	Care recipient preferences	21
11.5	Care recipients expenses	22
11.6	Appropriate healthcare services	22
11.7	Competence of care recipients	22
11.8	Execution of healthcare plan	23
12	Facilities management	23
12.1	Quality characteristics	23
12.2	Healthcare organization facilities	23
12.3	Care recipient facilities	24
13	Technology management	24
13.1	Quality characteristics	24
13.2	Service support	25
13.3	Service delivery	25
13.4	Infrastructure management	25
13.5	Deployment management	26
13.6	Operations management	26
13.7	Technical support	27
14	Information management	27
14.1	Quality characteristics	27
14.2	Privacy	27
14.3	Care recipient identity	28
14.4	Confidentiality of health records	28
14.5	Consultations, ordering and prescribing	28
14.6	Coordination and scheduling	28
14.7	Data quality	29
	Annex A (informative) Examples of telehealth risk assessments	30
	Bibliography	32