# Telehealth Policy & Implementation in Public Sector Training Course

Professional Development Training Course Outline

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| **Category** | Public Sector Innovation | **Duration** | 10 Days |
| **Base Fee** | $3,000 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

Telehealth has emerged as a transformative solution in the public sector, enabling remote delivery of healthcare services, improving access to care, and reducing operational costs. With the growing adoption of digital health technologies, public institutions must establish robust policies, regulatory frameworks, and implementation strategies to ensure effective, secure, and equitable telehealth services. Telehealth Policy & Implementation in Public Sector Training Course equips participants with the knowledge and practical tools to design, implement, and evaluate telehealth initiatives, emphasizing policy alignment, technology integration, patient safety, and interoperability standards.

The course also addresses the strategic, operational, and ethical dimensions of telehealth in public sector settings. Participants will learn to navigate regulatory compliance, data privacy, digital infrastructure, stakeholder engagement, and performance monitoring. By combining theoretical frameworks with real-world case studies, the training prepares healthcare administrators, policymakers, and IT professionals to lead telehealth programs that enhance service delivery, improve population health outcomes, and support sustainable digital health ecosystems.

## Programme Curriculum

**Telehealth Policy & Implementation in Public Sector Training Course**

**Introduction**

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**Course Objectives**

1. Understand the principles, scope, and strategic importance of telehealth in public health.
2. Develop telehealth policies aligned with national and international regulations.
3. Assess technological requirements for telehealth infrastructure and interoperability.
4. Identify operational workflows and clinical integration strategies.
5. Apply regulatory and compliance frameworks for data privacy and patient safety.
6. Evaluate digital health platforms, devices, and teleconsultation systems.
7. Implement evidence-based telehealth protocols and clinical guidelines.
8. Establish monitoring and evaluation mechanisms to measure telehealth impact.
9. Manage stakeholder engagement, including patients, clinicians, and policymakers.
10. Integrate telehealth solutions with existing healthcare systems and EMRs.
11. Address ethical, social, and equity considerations in telehealth delivery.
12. Design capacity-building programs and training for telehealth adoption.
13. Develop sustainability and scale-up strategies for public sector telehealth initiatives.

**Organizational Benefits**

- Enhanced access to healthcare services for remote and underserved populations
- Improved patient outcomes through timely teleconsultations and monitoring
- Cost reduction by minimizing travel, hospital visits, and resource utilization
- Strengthened compliance with digital health regulations and privacy laws
- Increased efficiency in public health service delivery
- Better integration of digital health platforms into existing systems
- Enhanced stakeholder satisfaction and engagement
- Improved data collection and reporting for decision-making
- Capacity building for healthcare professionals in digital health adoption
- Scalable and sustainable telehealth programs for public sector institutions

**Target Audiences**

- Public health policymakers and administrators
- Healthcare IT managers and system integrators
- Hospital and clinic administrators
- Telehealth program coordinators and managers

- Health regulatory and compliance officers
- Healthcare consultants and trainers
- Public sector digital health specialists
- Monitoring, evaluation, and research professionals

**Course Duration:** 10 days

**Course Modules**

**Module 1: Introduction to Telehealth in Public Sector**

- Overview of telehealth concepts, types, and models
- Role of telehealth in improving access and reducing costs
- Key benefits and challenges in public health delivery
- Strategic priorities for national telehealth programs
- Integration of telehealth into health system planning
- Case Study: Successful national telehealth program implementation

**Module 2: Policy Frameworks and Governance**

- Principles for designing telehealth policies
- Regulatory compliance and accreditation standards
- Roles of government, regulators, and health institutions
- Aligning telehealth policy with health system objectives
- Policy documentation, approvals, and monitoring
- Case Study: Governance model for state-level telehealth policy

**Module 3: Legal and Ethical Considerations**

- Data privacy and security regulations for digital health
- Patient consent and teleconsultation legal frameworks
- Ethical considerations in remote care delivery
- Liability management and malpractice mitigation
- Compliance with national and international health laws
- Case Study: Ethical challenges in remote mental health services

**Module 4: Technology Infrastructure and Interoperability**

- Digital platforms, telemedicine devices, and connectivity requirements
- EMR integration and health information exchange standards
- Cloud computing and telehealth data storage
- Interoperability protocols and standards (HL7, FHIR)
- Technology procurement and vendor evaluation

- Case Study: Integrating telehealth with hospital EMRs

**Module 5: Clinical Integration and Workflow Design**

- Mapping clinical workflows for telehealth implementation
- Remote patient monitoring and teleconsultation processes
- Scheduling, triaging, and clinical documentation
- Staff training and role adaptation for telehealth delivery
- Standard operating procedures for telehealth clinics
- Case Study: Workflow redesign for remote chronic disease management

**Module 6: Telehealth Program Planning and Strategy**

- Needs assessment and gap analysis for telehealth adoption
- Strategic planning and goal setting
- Resource allocation and budgeting
- Pilot program design and scale-up planning
- Risk assessment and mitigation strategies
- Case Study: Strategic telehealth rollout in a regional public health system

**Module 7: Telehealth Implementation and Project Management**

- Project management principles for telehealth initiatives
- Implementation planning, milestones, and timelines
- Stakeholder engagement and communication strategies
- Change management for healthcare staff adoption
- Monitoring implementation progress and quality metrics
- Case Study: Implementing telehealth services in rural hospitals

**Module 8: Teleconsultation Systems and Digital Tools**

- Overview of teleconsultation platforms and video conferencing tools
- Mobile and remote monitoring devices for patient care
- Integration with existing hospital IT systems
- Technical support, troubleshooting, and maintenance
- Patient portal and engagement tools
- Case Study: Implementing teleconsultation in primary care settings

**Module 9: Data Security and Privacy Management**

- Secure transmission and storage of patient data

- Encryption, access control, and authentication methods
- Privacy policies and consent management
- Risk management for data breaches and cyber threats
- Compliance auditing and reporting
- Case Study: Securing patient data in a national telehealth program

**Module 10: Quality Assurance and Clinical Guidelines**

- Standardizing telehealth care protocols
- Clinical guideline development for remote care
- Quality monitoring metrics and indicators
- Patient safety and outcome tracking
- Continuous improvement and feedback loops
- Case Study: Implementing quality assurance in tele-ICU services

**Module 11: Stakeholder Engagement and Communication**

- Identifying key stakeholders and partners
- Engaging clinicians, patients, and policymakers
- Communication strategies for telehealth adoption
- Community awareness campaigns
- Feedback mechanisms and satisfaction surveys
- Case Study: Stakeholder engagement strategy for urban telehealth program

**Module 12: Training and Capacity Building**

- Assessing training needs for staff and clinicians
- Developing telehealth training modules and manuals
- Simulation-based and hands-on learning approaches
- Certification and competency evaluation
- Sustaining staff engagement and continuous learning
- Case Study: Training program for telehealth nurses and clinicians

**Module 13: Monitoring and Evaluation of Telehealth Programs**

- Key performance indicators and outcome measures
- Data collection, analytics, and reporting
- Dashboards for decision-making and performance tracking
- Evaluation frameworks for program impact assessment
- Continuous improvement cycles for telehealth services
- Case Study: M&E framework applied in a regional telehealth initiative

**Module 14: Sustainability and Scale-Up**

- Financial and operational sustainability strategies
- Policy alignment and funding models
- Scaling telehealth services across multiple regions
- Risk management and adaptation strategies
- Leveraging partnerships and technology innovations
- Case Study: Scaling telehealth for national coverage

**Module 15: Innovation and Future Trends in Telehealth**

- Emerging technologies in telemedicine and remote care
- Artificial intelligence, predictive analytics, and telehealth AI applications
- Virtual reality and remote diagnostics innovations
- Telehealth integration with wearable and IoT devices
- Preparing public health systems for next-generation telehealth
- Case Study: AI-enabled telehealth platform improving rural healthcare access

**Training Methodology**

- Instructor-led presentations on telehealth policy, technology, and compliance
- Hands-on exercises with telehealth platforms and digital tools
- Group discussions and problem-solving workshops
- Case study analysis for practical implementation scenarios
- Simulation exercises for workflow and clinical integration
- Action plan development and facilitator feedback sessions

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** *+254769199797*

***Certification***

*Upon successful completion of this training, participants will be issued with a globally- recognized certificate.*

***Tailor-Made Course***

*We also offer tailor-made courses based on your needs.*

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.
**f.** Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 04 Dec 2026 | Online | $2,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $3,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $6,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $6,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $9,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

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