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## REVIEW ARTICLE

### TELE NURSING

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#### ABSTRACT

Telenursing is a very specialized field of Nursing practice that has advanced in response to the introduction of recent new technologies and modalities with in the health care delivery system. Telenursing has been defined as the use of telecommunication technology in nursing to enhance patient care in remote areas. As health care has become more costly and complex now-a-days due to more challenges to access, telenursing is applied to alleviate these types of problems.

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## INTRODUCTION

Telenursing is one of the various innovative and improved methods of providing nursing care. The word telenursing came from the Greek word telos, which implies distance. This concept might have been originated centuries ago but the current system of telemedicine was first used in 1960 by National Aeronautics and Space Administration (NASA). Telenursing refers to the use of telecommunications technology in nursing to enhance patient care. It involves the use of electromagnetic channels (e.g., wire, radio, and optical) to transmit voice, data, and video communication signals. The International Council of Nurses (2007) has defined telenursing as the use of telemedicine technology, to deliver nursing care and conduct nursing practice. It combines information technology to render nursing services to clients at geographically distant locations. The American Nurses Association has defined "telenursing as a subset of telehealth in which the focus is on the specific profession's practice (i.e., nursing)". Telenursing provides access to healthcare for the poor and for people living in rural areas who may need advice on such issues as diabetic counseling, diet, healthy living, post-operative follow-up, and any topic that falls under the Nursing Domain. "Telenursing is effective in decreasing the costs borne by patients, decreasing the number of outpatient and emergency room visits, shortening hospital stays, improving

health-related quality of life and decreasing the cost of health care" (Kamei, T. 2013). The first telenursing training center set up in Mysore, a city in southern India, is expected to increase efficiency and provide opportunities to medical and paramedical staff to enhance their knowledge.

#### Purpose

- To increase the accuracy of Nursing documentation.
- To provide quality care to the needy.
- To improve the workflow of nurses in patient care.
- To support patient, Nurses and care providers in decision making and role setting.
- To improve workflow of Nurses in patient care.
- To avoid unnecessary documentation load.
- To facilitate in the analysis of clinical data.

#### Application

**Home Care:** Home care is one of the innovative and novice parts of Telenursing Application. Patients, who are bedridden, immobilized or people living in remote areas, away from city or patients those are staying in their homes and suffering from any chronic ailments can be visited and assisted on regular basis by a TeleNurse with the help of videoconferencing, phone or internet. As routine a Nurse can provide home health care to only limited number of patients but in the same time a teleNurse can provide care to many patients and can help them to get rid of their problems.

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**Case Management:** Case management is a common and important aspect of telenursing. In this registered nurses act as case managers and they assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health care needs.

**Telephone Triage:** In this A registered Nurse speaks via telephone to a patient and assess the symptoms pertaining to health issues.

### Benefits

#### For Nurses

- Flexible working hours
- Improved Salary
- Less Travel
- Cost Effectiveness
- Job Satisfaction
- Opportunity for skill development
- Rapid response time
- Data sharing

#### For Patients

- Easy assess
- Economical
- High quality care
- Patient satisfaction
- Remote services
- less travel
- no waiting queues
- convenient
- simple

### Disadvantages

- Unable to see the patient
- Ethical dilemmas
- Technological difficulties
- Less human contact
- Privacy, Security and confidentiality concerns
- Need of technical assistance
- High cost of equipment
- Lack of proper knowledge and education in handling computers and internet
- Mishandling of the conversation
- Patient safety issues
- Delayed or missing information
- Misunderstood advice

### Legal and Ethical Issues

- Maintaining client's Privacy
- Prevent Malpractice
- Maintaining client's Security
- Maintaining client's Autonomy
- Maintaining client's Confidentiality
- Maintaining client's integrity
- Prevent harm to patient
- Reimbursement issues
- Verifying consent

### Telenursing in India current scenario and the future

Nurses constitute the backbone of health-care systems. It is important that they be trained to increase their reach and provide their expertise hundreds of miles beyond where they reside. When there exists an acute shortage of qualified nurses in urban India, it will be difficult to identify "telenurses." A telenurse needs to be a multi-faceted personality with excellent communication skills, be tech savvy, and have quick thinking ability with technical knowledge. Proper training and knowledge about the know-how forth evidenced based nursing care is carried out by videoconferencing. The technology is also being used to train nursing students. Nurses have also used telenursing to get ICU care guidelines. Few initiatives in the face of Tele-nursing in the country:

- WHO developed webinars and mobile apps for critical new born care center at AIIMS
- Indian Nursing council is using it for training and research protocol presentations of Ph.D nursing students.
- Mysore based Vishwabharati School, has their own Tele-nursing center.
- PGIMER telemedicine center, Chandigarh is educating nurses from Nepal and Afghanistan.
- In hilly areas of J&K, Himachal Pradesh and Uttarakhand, where there is poor cellphone coverage, the Indian Space Research Organisation (Isro) has provided satellite links to connect the telemedicine centres to hospitals in Delhi, Chandigarh, Srinagar and Puducherry.
- In July 2016, the Union ministry of health signed a memorandum of understanding (MOU) with Isro to expand its telemedicine network to remote places. "The primary focus of such initiatives is to provide health care accessibility in distant areas, rural communities and pilgrimage centres," said Jitendra Arora, director (eHealth), health ministry.

The Government of India has planned and implemented various national level telemedicine projects, and extended telemedicine services to South-Asian and African countries. An international online telenursing survey of 719 nurses from 36 countries recognised the need for telenurses. Nearly 89% believed telenursing should be a part of basic nursing education, and 59% of international telenurses felt more satisfied with their telenursing position than regular nursing positions. Importantly, the type of populations expected to benefit most were those with chronic illness needs, who lived in rural areas or at a distance from services, and who were poor and under-educated. A study conducted by ASSOCHAM states that the Indian telemedicine industry has been growing at an exponential rate of 20 percent year over year and holds the potential to cross \$32 million mark by 2020 from the current mark of over \$15 million. In a nation where limited resources and congested population lives in remote and rural areas, telemedicine holds the power to bring about the shift in the healthcare paradigm through its power of virtual accessibility.

### Conclusion

Telenursing is an opportunity for social innovation, but change is not easy. Despite foreseeable benefits, non-receptivity to widespread 'tele' adoption may pose the biggest barrier.

Telenursing is the application of technology in delivering nursing care and conducting nursing practice. Tele-intensive care unit helps the practice telenursing through leveraging the resources available by using technology. With the racially and culturally diversified population and large geographical area, it is very difficult to provide for essential healthcare. Telenursing is considered to be the best solution to this hindrance and guarantee an effective, inclusive and comprehensive association of trust within the different communal population. Telenursing in India is emerging due to increased number of old aged and ill population, wider distance between patient and health care centre, concern for cutting costs of health care and thinly populated regions. Physicians develop protocols which can be used by nurses to assess the client over telephone and assists them to suggest permitted interventions. Nurses also conduct physical visits to homes of clients and the clients can be supervised by nurses in homes and agencies.

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