

Step 3 – DEVELOPING A WORKING PLAN

In order to be fully prepared once the equipment arrives, we also recommend that before you purchase you create a detailed plan that outlines who in your organisation will be responsible for certain tasks and the timeframes for their input. Most successful TeleHealth programmes have a dedicated TeleHealth Coordinator who is the main point of contact for the programme in the organisation – this may be a clinical or an administrative staff member.

The TeleHealth Coordinator will need to work closely with members of the various teams or departments in your organisation to agree which tasks they will undertake and a reasonable completion date for those tasks. After liaison with all of the stakeholders involved, a realistic launch date can be set for the programme. An example of a working plan is below.

SAMPLE: TeleHealth Programme Working Plan

Project Name: ABC

Launch Date: 01 Jan 2000

Role	Suggested Responsibilities	Specific Tasks	Completion Date
TeleHealth Coordinator {Insert Employee Name}	Point of contact for all of the roles below, responsible for day to day running of the programme including room setup, meet and greet, scheduling.		
IT {Insert Employee Name}	Equipment specifications and interoperability, networking, bandwidth requirements etc		
Administration {Insert Employee Name}	Scheduling, assembling of notes, staffing requirement		
Properties {Insert Employee Name}	Responsible for providing a suitable location for the equipment		
Training {Insert Employee Name}	Either an in-house trainer or point of liaison with outside training organisation		
Marketing Communications {Insert Employee Name}	Promotion of the TeleHealth programme to internal and external customers		
Finance {Insert Employee Name}	Management and reporting of budget for the programme		
Management {Insert Name}	Overall responsibility for the programme rollout		