Emergent Online Clinical Learning Theory & Telehealth Pedagogies during COVID-19:

An In-Depth Case Study Cassaundra Corbett Miller, EdD, CCC/SLP West Virginia University Center for Excellence in Disabilities Gerald Kiel, PhD, Frostburg State University

Background

COVID-19 accelerated telehealth use. In fact, millions of people used telehealth for the first time! So, for the 1 in 4 children who experience feeding challenges, telehealth became a safe and accessible way to receive services. In addition, clinical teaching and learning for students also went remote during the coronavirus pandemic. Unfortunately, best practices for telehealth are lacking and most academic programs do not include education on the use of telehealth. So, as the use of telehealth becomes more commonplace, evidence-based telehealth guidance needs to be developed.

In-depth Case Study Research Design

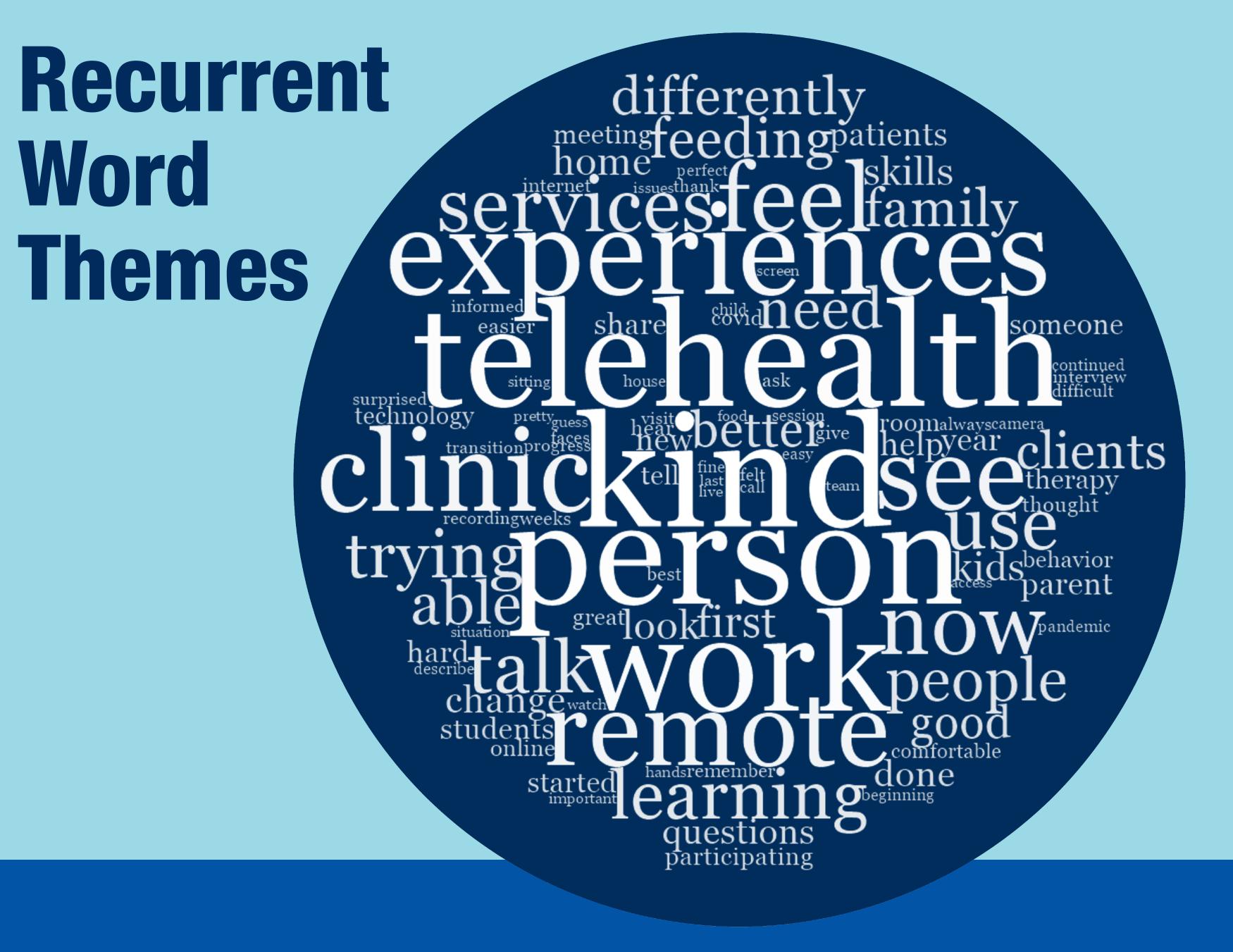
Three groups of participants from the West Virginia University Center for Excellence in Disabilities (WVUCED) Feeding and Swallowing Clinic were interviewed using semi-structured motivational interviewing. Interviews were video recorded, then transcribed, coded and analyzed.

Select Research Questions

RQ1: What happened when full online clinical learning and telehealth were implemented at the WVUCED Feeding and Swallowing Clinic during the COVID-19 pandemic?

Participant
3
Participant
4
Participant
10
Participant
10
Participant
1
Participant
1
Participant
1
Participant
1
Participant
1
Participant
2
Participant
6
Participant

RQ2: What best practices and challenges emerged from respondents at the Feeding Clinic during the time of COVID-19?



Conclusions

- There is a learning curve when using telehealth. All participants in this study described needing time and experience with telehealth to become more comfortable. Now, all participants would recommend telehealth to others.
- 2. Families are motivated to use telehealth! Even though telehealth required more preparation and hands-on participation, the families in this study were grateful to have telehealth as an option.
- 3. Equitable access to the internet is required for successful telehealth use.
- 4. A hybrid (combination of telehealth and face-to-face services) approach is required for patient-centered services.
- 5. Telehealth promotes learner autonomy. Study participants reported feeling more engaged and responsible for their own learning when using telehealth versus traditional face-to-face services.

Resources

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