



# Tele-Observations

Conducting observations of televisits is an important way for program managers to ensure that practitioners are using evidence-based practices. When conducting tele-observations think about the following:

Create a pre-observation plan. Ask the practitioner:

- What is your joint plan with the caregiver for this visit?
- What is the caregiver planning to learn during the activity?
- What specifically do you want me to observe for?

Observe the visit.

- Ask for the televisit log-in information well in advance.
- Ask the practitioner to introduce you to the caregiver(s).
- Mute yourself and hide your video feed to avoid becoming a distraction.

Debrief the observation with the practitioner. Ask the practitioner:

- How did the visit match your plan?
- What did the caregiver learn from the visit? How do you know?
- What was your role in impacting increases in caregiver knowledge and skill?
- What else do you think you could have done to support the caregiver to reach the intended outcome of the visit?

End with a continuous improvement plan. Ask the practitioner:

- What are your next steps for improving or maintaining your use of evidence-based practices?
- What support will you need?