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 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?