

HIMSS¹⁹ CHAMPIONS OF HEALTH UNITE

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Virtual Acute Care: Pediatric Physiotherapy with Telehealth

Session 172, February 13, 2019

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The Sydney
children's
Hospitals Network

care, advocacy, research, education

Conflict of Interest

Cloe Benz, BPhy

Has no real or apparent conflicts of interest to report.

Agenda

Presentation

- How Telehealth can be utilized in Acute Care
- Challenges and Barriers
- Feedback from families and efficiency improvements

Discussion session

- Impacts of Age
- Risk management
- Exploring alternate acute and subacute avenues of Telehealth use



Learning Objectives

- Discuss the benefits of allowing patients to access care from their choice of environment and how Telehealth helps to facilitate this
- Evaluate the strategies used to overcome the barriers encountered in establishing Telehealth therapy sessions and compare to barriers experienced with face to face patient engagement
- Identify the concepts provided for the administration of therapy via Telehealth, into a variety of fields outside of the presented case study of physical therapy



Accessing Health Care

Audience response question:

If you had to complete two weeks of daily intravenous antibiotics and two physiotherapy sessions per day (30min each), which location would you choose:

- 1) Hospital Ward
- 2) Home

<https://live.eventbase.com/polls?event=himss19&polls=5137>

HITH, Telehealth and Acute Care

Hospital in the Home (HITH):

- Clinical model of care providing admitted acute and subacute care with a patient's home as a virtual hospital bed rather than in-hospital care
- Nursing and Physiotherapy staff are available to provide home visits
- HITH inclusion criteria: requiring admission for treatment but clinically stable; not requiring oxygen or overnight cares.



Benefits of Being on HITH

Potential locations for care:

- Home
- School
- Work
- Primary Health Care facility or Local Hospital

Benefits of allowing Families this choice:

- Respect and Empowerment
- Cost to families and hospitals of acute ward admissions
- Decreased Stress
- Building trust, rapport and understanding of home life



Limitations of Hospital in the Home

- Natural limit on the number of home visits per day for clinicians
- Restricted by catchment area and travel distance
- Patients requiring twice daily physiotherapy sessions
- Unable to utilize pre school and post school time slots with peak hour traffic



Telehealth as a Solution

- Improved ability to provide family centered care – pre and post school sessions
- Increased number of patients able to complete treatment at home
- Access for higher acuity patients
- Access patients in rural and regional locations

Giving a Clinical Picture

“ Telehealth has made a huge impact on our admission. Without telehealth, I am sure we would not be as well as what we were after 2 weeks. I know that if we didn’t have the telehealth doing that extra session a day we would of struggled getting the second treatment done.”

Parent of 11yo boy with Cystic Fibrosis

Challenges and Barriers

- Skepticism!
- Being physical as physical therapists!
- Technological barriers, education and roll out
- Balancing improved efficiency with effective care
- Consent and Supervision



Participant Feedback

How satisfied were you / your child with the telehealth physio service provided?

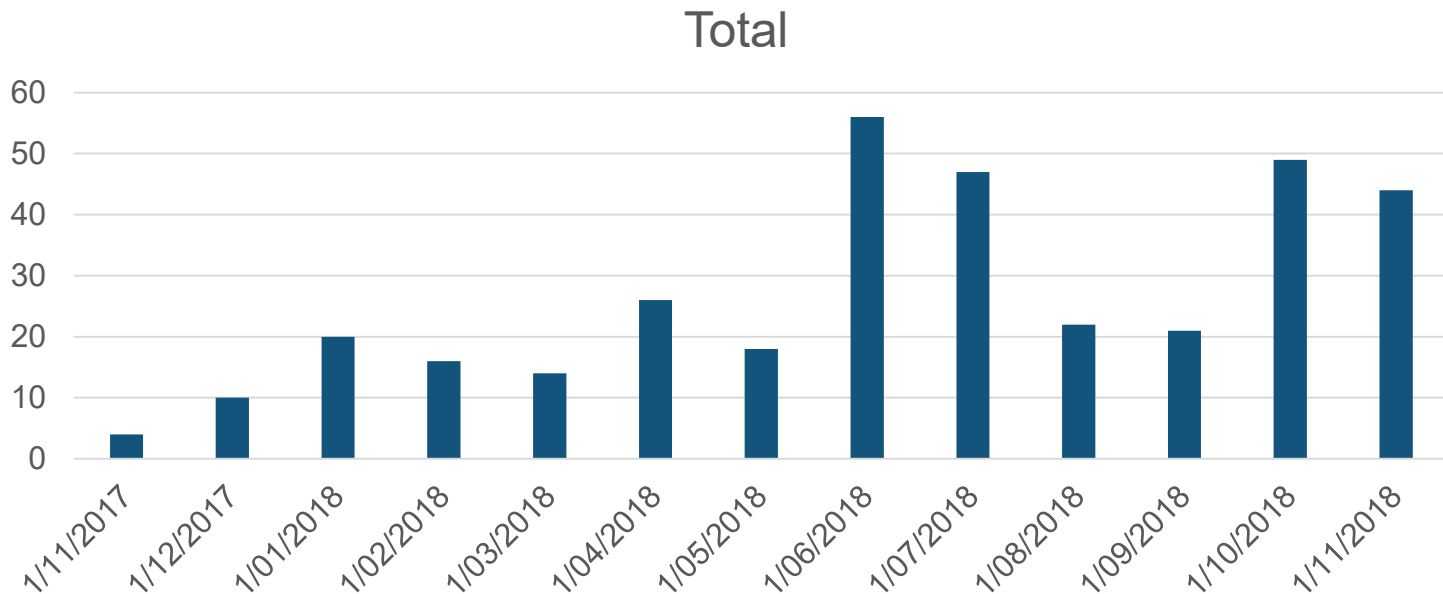
Poor 1 2 3 4 5 6 7 8 9 10 Very

Parent and Patient responses:

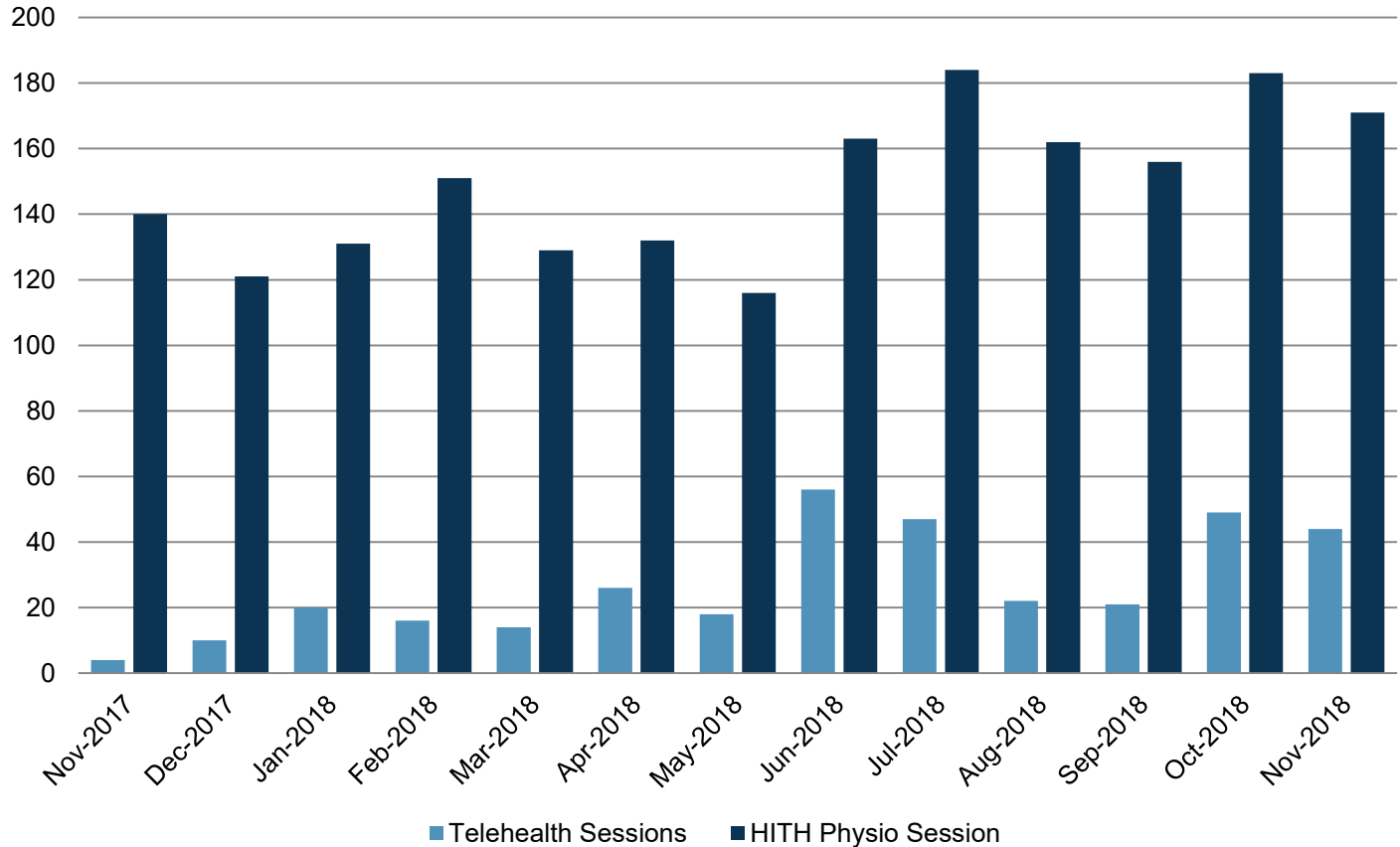
- Overall Satisfaction **9.1/10**
- Timing and Logistics **9.15/10**
- Effectiveness **8.95/10**



Telehealth Sessions



Sessions Completed



Efficiency Improvements



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Questions

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