Virtual Acute Care: Pediatric Physiotherapy with Telehealth

Session 172, February 13, 2019
Cloe Benz, BPhty, Sydney Children’s Hospital Network
Conflict of Interest

Cloe Benz, BPhty

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
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
Case Study: 11 year old Patient C with Cystic Fibrosis

Admission to Hospital in the Home booked by Respiratory Doctors due to increased cough, secretions, and shortness of breath. Mom reports nearly bringing patient to ED night before admission due to trouble breathing and fatigue.

Planned admission of 2 weeks of daily Intravenous Antibiotics and 2 Physiotherapy sessions per day to help clear cough and secretions from lungs.

“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

Total
Sessions Completed

Telehealth Sessions  HITH Physio Session
Efficiency Improvements

All patients 25 days 5 hours or 605 hrs 15 work weeks or 3.5 months

Travel Time Saved In Area Patients 13 days 7 hours or 319 hrs 8 work weeks or 2 working months

Travel Distance Saved All patients 39 249kms 24 388 miles

In Area Patients 14 693km 9130 miles
References


Questions

Cloe Benz

Email: cloe.benz@health.nsw.gov.au