



Health

Hunter New England
Local Health District



Telehealth for rehabilitation in Speech Pathology at Rankin Park Day Hospital.

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Rankin Park Centre

Rehabilitation Network Annual Education Forum ACI

July 2019



The opportunity 😊 The commitment ☹️

- Allied Health Clinical Telehealth Grant Application successful in late 2017. Thankyou!
- Clear expectations with timeframes regarding implementation and monitoring
- Regular progress updates to the Allied Health Directorate
- Presentation to the Allied Health Leadership Advisory Council

Doing the homework first :

Consulted with HNE Telehealth team about how best to organise resources for the way the Day Hospital works.

- less expensive option
 - for more stations
 - more practical option
 - more versatile option
- suggestions from experience

Planning :

- Monitors
- Speakers
- Cameras
- Headsets
- Five offices to be set up for Telehealth.
- Scopia and Polycom Real Presence.

Room	Office Use	Monitor	Camera	Headset	Speakers	Software
F076	SW office	1	1	1	1	1
F063	SP office 1	1	1	1	-	1
F067	Red chair room	1	1	1	1	1
F066	Clinic Room 1	1	-	-	1	-
F065	SP office 2	-	-	1	-	1

Consultation / Costing / Planning

Detailed Budget Items	Priority	Amount \$ (Do not include GST)	Justification Write a justification for each category of the budget requested.
24" monitors x 4 \$295 each (IT intranet quote on 31/8/17)		\$1180.00	Sessions can be delivered in a variety of offices for confidentiality and any impact of noise. Second screens were recommended by the Telehealth consultant as this allows for previous notes, exercises, relevant other materials and resources to be available during the session.
<u>Logitech Cameras</u> x 3. \$145 each.		\$435.00	Cameras already exist in only one monitor in these offices. Clinic Room 1 already has a camera.
Logitech Speakers x 3. \$16 each.		\$48.00	Speakers required for clarity of communication and particularly when multidisciplinary group is participating in the telehealth session.
Logitech Headset x 4 \$37 each.		\$148.00	Allows for confidentiality, ability to reduce ambient noise for communication which is soft in volume and for clear voice with communication from <u>the therapist</u> .
Polycom <u>RealPresence</u> Software x 4. \$60 ea		\$240.00	There are established computers in each room so only the Polycom software is required.
TOTAL FUNDS REQUESTED:		\$ 2051.00	

What for ?

- More intensive therapy – evidence based
- Easier access to us
- Distances travelled
- Frail and unwell patients
- Poor mobility, fatigue
- Cost of fuel and parking
- Time taken to travel and find parking

and

- Flexibility for all concerned
- Closer monitoring of patient progress?
- Monitoring of accuracy and barriers to home practice activities and exercises?
- Linking in with carers, family, friends (usually not informed or involved in rehab).
- Opportunity for multidisciplinary input.

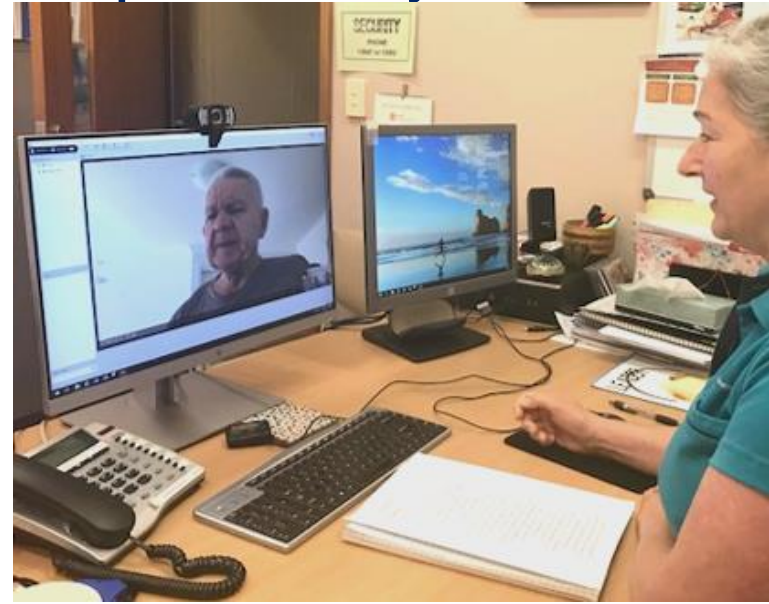
Resources

- Telehealth folder in Day Hospital shared drive.
- User Guide developed.
- Email template.
- CHIME instructions.
- Instruction sheets for clients from the intranet.
- And a poster.



Therapy in your own home with Telehealth

If you have access to a computer or iPad and the internet
Telehealth might be an option for you.



It's easy to set up and it's free!

Ask your therapist for more information.

Give it a Go!

Rankin Park Day Hospital 49855750



Health

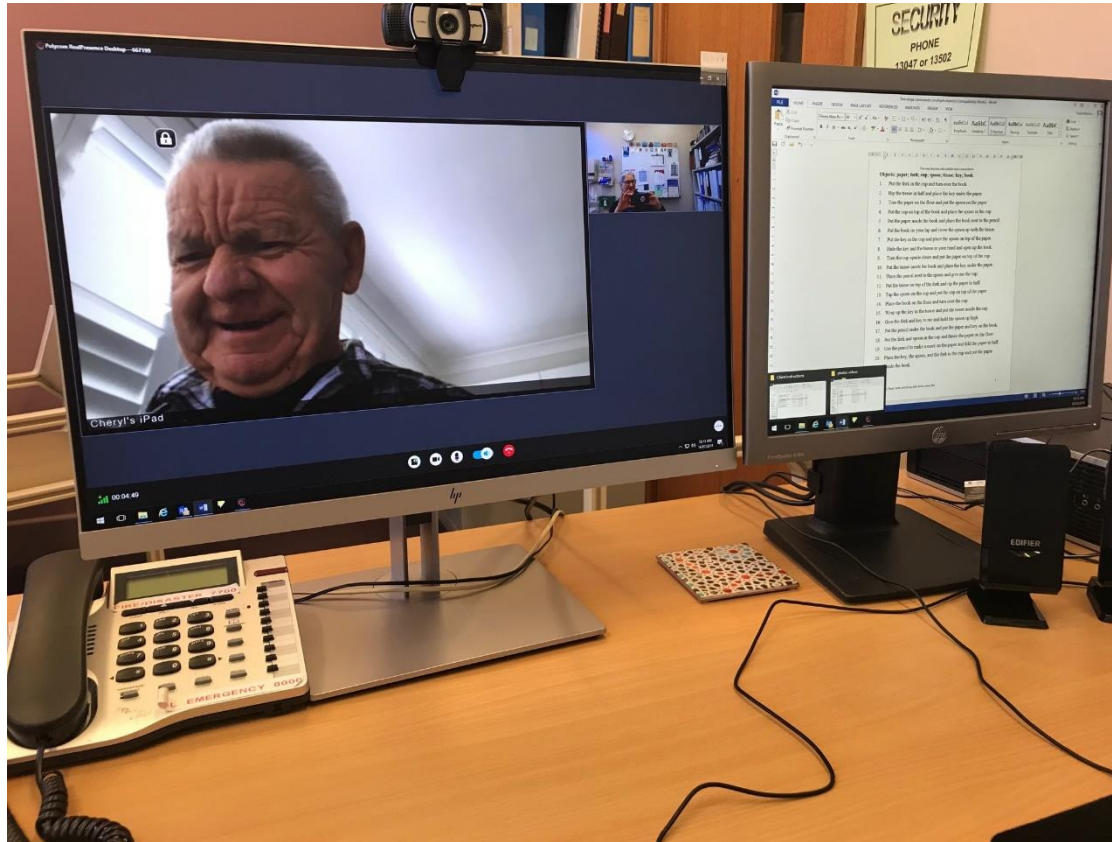
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telehealth
Saving precious time

Trying it out...

Intensive Aphasia therapy to the client's home.



Practicalities

- Provide information to set up Scopia at home (large ipad).
- Combination of face to face therapy with telehealth therapy.
- Book in appointments.
- Sessions flagged on Unit booking white board
- Regular days for attendance vs telehealth sessions.
- Recorded in chime as videoconference

outcomes

- The patients that have tried it LOVED it.
- Happy with the sound and picture although not always perfect.
- A client who lived 100km away saved a minimum of \$60 in fuel every time they had a telehealth session.
- Still like to come in to the clinic from time to time. Good to get out and socialise.

and

- Tended to be 30 – 40 minute sessions
- Unexpected advantages for the client and family : client's wife contacted us requesting telehealth rather than coming in to the Day Hospital when she was sick, when we had extreme weather conditions, and when they had another appointment closer to home or immediately after.

Proposed monitoring and reporting plan

Broad Evaluation Questions	What do you want to know? (Monitoring Question) <i>Reminder: you must include patient outcomes</i>	How will you know it? (Indicator)	Where will the data come from? (Data Source/Method)
Does the telehealth model of care increase the availability and accessibility of our service?	1. Does the telehealth service increase the number of appointments that the service is able to offer?	Number of patients seen pre and post introduction of telehealth service	CHIME
	2. Is patient feedback positive about therapy via Telehealth and its access and frequency?	Review Day Hospital Patient Feedback survey. Negotiate whether to include a more specific question(s) in the survey.	Survey summary report.
Does the telehealth model of care improve clinical outcomes for patients?	3. Are patients more confident about their home therapy programs and exercises?	Patient Feedback survey.	Survey summary report.
	4. Do patients improve with their rehabilitation goals with Telehealth?	Scores on relevant and discipline specific outcome measures and goal scales.	The treating clinicians' data.

Feedback form

- Positive feedback
- Like in person & telehealth option
- Find telehealth easy
- Didn't have to leave home in unsafe weather
- Good to get out too.

DRAFT CLIENT TELEHEALTH FEEDBACK FORM

Client's Name :

Date :

Clinician's Name :

Please Circle Your Answers.

		Circle one answer.	
1. Was it easy to set up Telehealth at home?	Yes	No	
2. Did you need help from family or friends?	Yes	No	
3. Could you see the clinician clearly?	Yes	No	
4. Could you hear the clinician clearly?	Yes	No	
5. Is it easy to do therapy with Telehealth?	Yes	No	
6. Would you continue with Telehealth or do it again?	Yes	No	
7. Which do you prefer?	In-Person	Telehealth	Combination
8. What are the good points about Telehealth?			
9. What are the good points about In-Person therapy?			
10.			
Comments :			

Rankin Park Day Hospital

April 2018

Issues

- Audio echoing and screeching resolved by moving speakers and/or rebooting.
- Prefer picture clarity with Polycom.
- But the main picture keeps switching with whoever is talking. IT hasn't been able to resolve this yet.
- Inconsistent success “sharing applications” so that the client can see pictures or tasks from my desktop.
- Little pick up so far from other allied health.
- Lack of confidence when suggested to clients.

Pamphlet created with patient feedback.

What are the advantages?

- **Convenience**
- There is less or no travel time
- Less time in a waiting room.
- Less fuel and parking costs
- Easier for people who are unwell or have difficulty with walking etc.
- It's easy for a family member or friend to be with you
- No need to travel in extreme weather
- Can allow for a coordinated care approach with your GP or other health providers.

Want to find out more?

Ring the Day Hospital on 49855750.

Talk to your clinician about it.

Look up the following Webpage:

www.hnehealth.nsw.gov.au/telehealth

Ring the Telehealth Help Desk.

Help Desk:

49855400 - Option 2

Monday to Friday

8.00am to 4.30pm

We can connect with you over the internet whether you are:

At home

At work

In an Aged Care Facility

At your GP

At your local Hospital

Or Health Care Centre.



Rankin Park Day Hospital



Therapy at Home



What is Telehealth?

Telehealth is a video-telephone call over the internet called a "videoconference". You can talk to your therapist and see them at the same time.

Telehealth is a **free** alternative for attending appointments in person with your health professional.

More than one clinician can join in if needed and family members can also join.

What is required?

Choose a private well-lit area at home where you won't be disturbed.

You will need a computer or other device like an iPad that is connected to the Internet.

We will provide you with **easy instructions** to install the required program at home. Some people get family or friends to help.

If you don't have this equipment, you may attend the consultation at your local community health centre or hospital. In this case, we will book a room for you to use for the consultation.

Some GPs also participate in Telehealth.

From our office



To your home



**Telehealth is private,
confidential and secure.**

What if I prefer face-to-face consultations?

Telehealth is optional.

You can always choose to see your clinician in their office. That is your decision.

Some examinations, investigations or tests are better completed in person.

Sometimes it's possible to combine seeing your clinician in person and then having other sessions via Telehealth.

Please note.

Fluctuating or poor internet connection may cause minor difficulties with clarity of the sound or the picture.

Telehealth will use minimal but some of your internet download capacity.



Lessons? Strategies?

- How to engage wider allied health team?
- Provide case presentations to team?
- Telehealth may be ideal for Speech Pathology but what about others?
- Providing instructions is not enough. How can we support patients to set up Scopia at home?
- Better data keeping and outcome measures.

finally

Any questions feedback or suggestions?

Thankyou.

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