

Changing the rehabilitation journey across SA through telehealth

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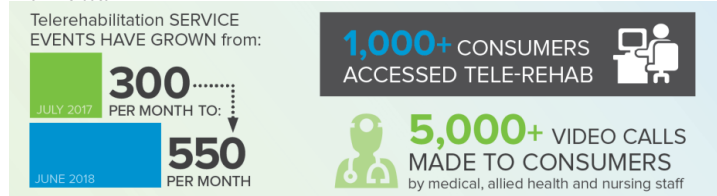
SA Health

SA Health supports consumers living across a land area of over 980,000 square kilometres with a population density of 1.7 people per square kilometre (p/km²) which compares with 26p/km² in Victoria, 9.5p/km² in NSW and 2.8p/km² in Queensland.¹ This geographical sparsity in the distribution of the South Australian population has system-wide implications for providing efficient, accessible & equitable services.

Telerehabilitation expansion

A pilot project commenced in 2013 in one SA Health rehabilitation service established the feasibility and acceptance of home-based rehabilitation provided via telehealth.^{2,3} This successful pilot project, in conjunction with the growing national^{3,4,5,6,7} and international^{4,5} evidence base supporting telerehabilitation, provided the impetus for SA Health to commit to the expansion of telehealth in rehabilitation services across the state. This commitment involved establishing a statewide implementation team along with local support teams comprising Information & Communication Technology (ICT) officers, telerehabilitation nurses & administration staff to support the consumer and clinicians at the point of care, as well as a significant investment in additional technology and equipment.

2017-18 data



Telerehabilitation for consumers

Consumers can connect with the entire rehabilitation team for telehealth consultations, assessments & therapy. iPads & therapeutic apps can be introduced early in the consumer journey and can assist with the maintenance of therapy programs across the care continuum. A free video conference app is used at the consumer end which enables them to use their own devices where preferred. The clinician end uses a licenced and compatible video conference platform which supports secure and confidential connections.

Consumer feedback

Consumers have been engaged throughout the development & expansion of the telerehabilitation service. Consumers and their carers are also offered opportunities to provide feedback throughout their health system journey. The data and comments presented in this poster are sourced from 117 *SurveyMonkey* electronic surveys completed by consumers/carers during or after receiving telerehabilitation care.



"I would like a bigger screen if this service was easy to use and the service was easy to use any as my vision is bad and I can't see the screen clearly. I would like to see a bigger screen if this service was easy to use and the service was easy to use any as my vision is bad and I can't see the screen clearly. I would like to see a bigger screen if this service was easy to use and the service was easy to use any as my vision is bad and I can't see the screen clearly."



Clinician support & feedback

Clinicians are provided with technical training around the use of telehealth equipment, software and therapy apps. Profession-specific communities of practice were established to connect and support clinicians throughout the change journey of adopting telehealth as a modality. Telehealth skills and competencies were further developed through practical workshops. The data & comments presented in this poster are sourced from 51 *SurveyMonkey* electronic surveys completed by clinicians from July 2017 to June 2018.



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References: 1. Australian Bureau of Statistics. 3218.0 - Regional Population Growth, Australia, 2014-15. [Online]. 2016 [cited 2018 July 25]. Available from URL: <http://www.abs.gov.au/ausstats/abs@.nsf/Previewproduct?3218.0Main%20Feature%3A32014-15?opendocument&tabnames=Summary&pid=3218.0&issu=2014-15&num=&view=12>. 2. Cratty M, Killington C, van den Berg M, Morris C, Taylor A, Carati C. Telerehabilitation for older people using off-the-shelf applications: acceptability and feasibility. *Journal of Telemedicine and Telecare*. 2014; 20(7): 370-376. 3. Shulver W, Killington M, Morris C et al. Well, if the kids can do it, I can do it: older rehabilitation patients' experiences of telerehabilitation. *Health Expectations*. 2016; 20(1): 120-129. 4. van den Berg M, Cratty M, Liu E et al. Early Supported Discharge by Caregiver-Mediated Exercises and e-Health Support After Stroke. *Stroke*. 2016 July; 47(7): 1885-1892. 5. Speyer R, Denman D, Wilkes-Gillan S et al. Effects of Telehealth by Allied Health Professionals and Nurses in Rural and Remote Areas: A Systematic Review and Meta-analysis. *Journal of Rehabilitation Medicine*. 2018; 50(5): 22-35. 6. Amatya B, Galea MP, Kessinger J, Khan F. Effectiveness of telerehabilitation interventions in persons with multiple sclerosis: A systematic review. *Multiple Sclerosis and Related Disorders*. 2015 July; 4(4): 358-369. 7. Beard M, Orlando JF, Kumar S. Overcoming the tyranny of distance: An audit of process and outcomes from a pilot of telehealth spinal assessment clinic. *Journal of Telemedicine and Telecare*. 2017 September; 23(8): 733-739.