Telehealth

Stories from the Frontlines:

Innovative Ways to Reach Communities through Telehealth Therapy Delivery

Center for Disability Services

Introduction

- Rebecca Ryan, OTR/L PTA
- Director of Clinical Services OT, PT, Speech, SW and Psychology
- This month celebrated 13 years at CFDS

Learning Objectives

- Identify 3 critical areas that must be addressed to successfully provide services via telehealth platform

- Identify the required technological support needed to provide continued telehealth services

- Describe 3 strategies to overcome barriers to technological difficulties during telehealth delivery

- Identify 3 benefits and 3 drawbacks to providing services via telehealth

Center for Disability Services

➢ Primary Care

➢ Dental

➢ Specialty Medical – including Psychiatry, Physiatry, Neurology, Audiology, and Podiatry

➢ OT,PT, Speech services

➢ Counseling, and psychological testing

CFDS Response

Pandemic Planning
vs.
Actual Global Pandemic

We were in crisis…how would we get there, and where was there?

- Perception
  - How do we look at our specific problem?
    - Attitudes or approach
- Action
  - Energy and creativity needed to break down the problems and turn them into opportunities
- Will
  - Allows us to handle defeat and difficulty

School of Adversity and Stress

- Rockefeller said "I shall be forever grateful for the difficulties to be overcome all along the way" as this made him the success he was.

Initial response

- Developed plan to convert in-person health clinic visits to virtual telehealth visits where applicable

  - Primary Care – some services

  - Physiatry – not BOTOX

  - Neurology

  - Psychiatry

  - Therapies – caseload reviewed to determine those who were appropriate and would benefit

Platform was deemed not appropriate for: Dental, Physiatry/BOTOX, Podiatry and Audiology

Identified priority items for therapy provision

- What platforms are available?
- What will we need to accomplish?
- How will providers/clinicians/individuals respond?
- Who can provide the service?
- Safety concerns?

Doxy.me platform

- Benefits
  - Already set up in many of the residential settings
  - Free option
  - Web based
  - User friendly
  - Provided simple patient access
- Factor to consider
  - Free option does have its limits

Zoom/FaceTime platforms

- Benefits
  - Free option
  - Web based
  - User friendly
  - Simple patient access
  - People were more familiar with these platforms

- Factors to consider
  - Time frame limits for Zoom in free option

Tips to rollout

- Obtain equipment and train providers on DOXY.ME

- Learn the platform

- Highlight the benefits of providing services via telehealth

- For therapy

  - Providers asked to evaluate their caseloads for appropriateness

  - Providers asked to contact non-CFDS residential programs to determine if they had the capability and equipment to participate

  - Recognizing that Telehealth will not work for everyone.

    - Lists were developed by each clinician for their individual caseloads according to their clinical expertise as to what was appropriate clinically

Success with Telehealth

Counseling and Testing

- Counseling social work/psychology)
  - Anxiety and depression management, coping techniques, connections
- Psychological/autism testing
  - Determination of services

  - Success/Challenges

Speech Therapy

- Speech
  - Sign language, receptive and expressive language, use of apps and communication devices
  - Success/Challenges

Occupational/Physical Therapy

- OT/PT
  - Active range of motion, gentle passive range, repositioning, sensory diet activities, balance, fine motor, ADL's gross motor, balance, strengthening exercises, transfer training, bed mobility and safety
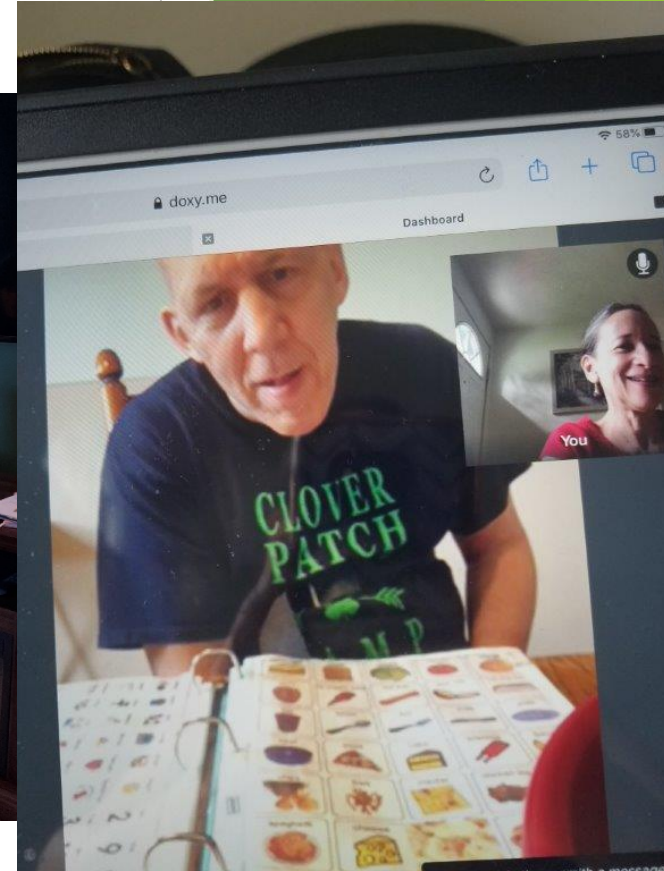 - Success/Challenges

CENTER HEALTH CARE
Telehealth in Action

OT dance party with Kate. 🎉🎉🎉🎉

Tips and Tricks

- Contacting residence, caregiver or family member prior to scheduled appointment (reminder as well as preparation)

- For therapy: Planning 3-4 activities/interventions ahead of time (ready and able to change plan)

- Limiting visual distractions in provider/therapist's space

- Distribution of any specific worksheets for individual to residence prior to appointment

- Allowing some time between appointments to allow for possible trouble shooting of technology connections

- Using format to provide visual demonstration of techniques to caregivers

- Provision of tablet stands

Handling the Challenges

- Poor internet connections
- Alternative positioning devices technology
- Difficulty demonstrating full body movement/exercises, etc.
- Hard to judge fatigue and need for positional adjustment
- Lack of Equipment
- Staffing challenges

Billing Considerations

Each individual provider/clinician uses their clinical expertise and judgement to determining the viability and appropriateness of billing for a session

The appropriate CPT code and duration of service is determined by the participation of the individual during each discreet session by the provider

If at anytime the service being provided is deemed inappropriate or ineffective the session will be stopped to safeguard the individual and the caregiver, and will not be billed for service.

You Cannot Put The Toothpaste Back in the Tube….
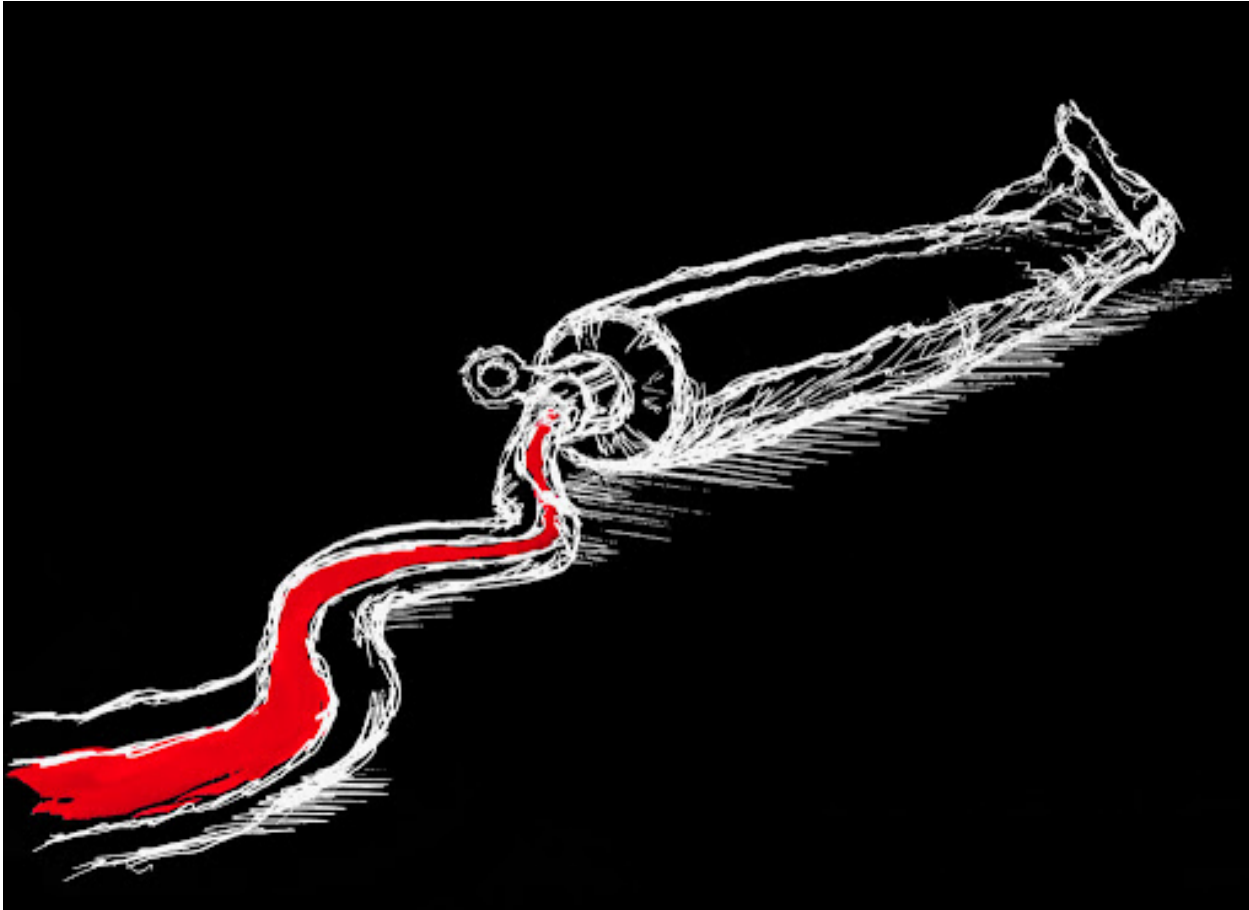
Agency-wide Collaboration

Internet technology and virtual delivery

allowed CHC to

Provide much needed services to keep

people well and engaged!

4,712 Social Work/Psychology

3,571 Occupational Therapy

5,318 Physical Therapy

3,623 Speech Therapy

In addition to:

Neurology, Physiatry

Primary Care and Psychiatry

Totaling more than 31,000 visits!

Thoughts or Questions?