

REHAB SUMMIT

**504: Telehealth & Technology:
How to Leverage Your Skill Set in the
Virtual World**

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504: Telehealth & Technology: How to Leverage Your Skill Set in the Virtual World

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Financial: Tracey Davis is the owner of Global Therapy Consultants. She has an employment relationship with Growing Healthy Children Therapy Services; and Nationwide Children's Hospital. Ms. Davis receives a speaking honorarium from PESI, Inc.

Non-financial: Tracey Davis is a member of the American Occupational Therapy Association.

WHAT IS TELEHEALTH?

- ◆ Service Delivery Model - falls within current scope of practice for both OT, ST and PT (Brennan et al, 2010)
- ◆ Can include any service that uses some sort of telecommunication or technology as part of session
- ◆ Synchronous - real time
- ◆ Asynchronous - store and forward technology

OCCUPATIONAL THERAPY DEFINITION

- ❖ Identified by AOTA in 2011 as an emerging niche
- ❖ Defined in 2013 position paper (latest revision 2018) as a service delivery model that uses telecommunication and technology (AOTA, 2013)
- "the application of evaluative, consultative, preventative, and therapeutic services delivered through information and communication technology (AOTA, 2018)"

PHYSICAL THERAPY DEFINITION

- 2012 position paper Physical Therapy defined telehealth as "the use of electronic communications to provide and deliver a host of health-related information and health care services, including, but not limited to physical therapy-related information and services, over large and small distances." (APTA, 2012)

SPEECH THERAPY DEFINITION

- **Telepractice** is the application of telecommunications technology to the delivery of speech language pathology and audiology professional services at a distance by linking clinician to client or clinician to clinician for assessment, intervention, and/or consultation

AMERICAN TELEMEDICINE ASSOCIATION

- ❖ Telerehab Special Interest Group
- ❖ Created Blueprint for Telerehabilitation Guidelines (Brennan et al., 2010); updated in 2017 as American Telemedicine Association's Principles for Delivering Telerehabilitation Services (Richmond et al., 2017)
- ❖ Good information on definitions and best practice across rehab disciplines, and the basis from which other organizations created their own position papers

CENTER FOR CONNECTED HEALTH POLICY

- Telehealth regulations for all 50 states
- Describes current legislation
- Encompasses all of telemedicine, not only telerehab
- State Telehealth Laws and Reimbursement Policies: A Comprehensive Scan of the 50 States and District of Columbia (updated twice yearly)

www.cchpca.org

NATIONAL ORGANIZATIONS

- ASHA: <https://www.asha.org/practice-portal/professional-issues/telepractice/>
- State by state regulations
- Evidence Map
- Code of Ethics
- COVID updates

NATIONAL ORGANIZATIONS

- APTA: <https://www.apta.org/your-practice/practice-models-and-settings/telehealth-practice>
- Position Paper
- Billing considerations
- State parity laws
- COVID updates

NATIONAL ORGANIZATIONS

- AOTA: <https://www.aota.org/Practice/Manage/telehealth.aspx>
- Telehealth Decision Guide
- Ethical considerations
- State by State Telehealth Laws
- COVID Updates

TYPES OF TELEHEALTH DELIVERY AND WHEN TO USE

The World is your Oyster

DIRECT SERVICES

- Services provided primarily to the client
 - E-Helper/Learning Coach/Facilitator may be present
- Traditional therapy session
- May involve asynchronous work between sessions
- Ideal for
 - Clients who can attend (with or without support) to video based sessions
 - Clients motivated by telehealth
 - Clients with compromised immune systems or affected by bad weather
 - Clients receiving school based services

COACHING MODEL

- Services provided to caregiver unit
 - Focus on incorporating strategies into daily life
 - Techniques demonstrated during sessions with goal to carry over between sessions
 - Based upon observation of client in natural environment
- Ideal for
 - Very young clients (ie birth-three population)
 - Clients with higher level needs
 - Clients who have difficulty attending

CONSULTATIVE MODEL

- Services provided primarily to the client's caregiver
 - Can include client
 - Based mainly on caregiver or client report, or recording of task performance
 - Although phone based services might suffice, many states do not allow it
- Ideal for
 - Clients who are close to discharge
 - Clients who have been discharged but need some guided intervention
 - Clients who are independent in carrying out strategies

HYBRID MODEL

- Combination of in person and telehealth services
- Ideal for
 - Those with attendance issues or are affected by weather, traffic, or rely on public transport
 - Orthopedic, post surgical population groups
 - Follow up from specialty services (ie intensive feeding programs)

WHO SHOULD BE SEEN

And who should not

IDEAL TELEHEALTH CLIENTS

- School based services
- Early Intervention
- Home Health
- Immunocompromised clients
- Short term rehab
- Sports injuries
- Mental Health

NOT SO IDEAL TELEHEALTH CLIENTS

- Those with severe behavioral challenges
 - But do not write off these clients so quickly!
 - "Online Disinhibition Effect"
- Clients requiring manual techniques
 - But...what could you teach a caregiver?
- Clients requiring modalities
 - But...how could you work with a family to simulate a modality between sessions?

THE TRUTH ABOUT TELEHEALTH CLIENTS

- Most clients who can follow instructions can benefit from a telehealth model
- Telehealth's outcomes measures are equal to and in some cases greater than in person services
 - Collaborative model, no matter what type of delivery is utilized
- Client satisfaction is usually much higher
- More convenient
- Safe

Source: ptcompact.org

CASE STUDY

6 YO BOY WITH A DIAGNOSIS OF AUTISM. TRANSFERRED TO VIRTUAL SCHOOL AND PLACED ON CONTINUING TREATMENT VIA A TRANSFER IEP. RECEIVED 45 MINUTES OT 2X/WK. ISSUES INCLUDED SHORT ATTENTION SPAN, DECREASED MOTOR PLANNING, SENSORY PROCESSING DIFFICULTIES, AND DECREASED DISTAL CONTROL AND VISUAL MOTOR INTEGRATION.

CASE STUDY

50 YO FEMALE WITH A DIAGNOSIS OF MULTIPLE SCLEROSIS. CLIENT HAD A FLARE 3 MONTHS PRIOR TO COMING TO OT; NEUROLOGIST RECOMMENDED OT FOR FINE MOTOR. WORKED FULL TIME AND HAD DIFFICULTY ATTENDING THERAPY SESSIONS.

TELEHEALTH IN ACTION

IE Ok Ok, let's see it already!

OT SESSIONS



OT ACTIVITIES

K.I.S.S.

Go With What You Know
Keep Moving
Use Your Camera



RESOURCES

Household Items
Toys
Weights
Theraband
Yoga Cards

- * www.yourtherapysource.com
- * www.abcya.com
- * www.hep2go.com
- * www.youtube.com
- * www.neuronup.com
- * www.gonoodle.com
- * www.eyecanlearn.com
- * www.memozor.com
- * www.otplan.com
- * www.highlightskids.com
- * www.seniorsflourish.com

Supply List for Occupational Therapy

Below is a list of common household items that would be useful to use during therapy. Most of these items are recycled already from your homes, but it would be beneficial to gather them into a single list, for not necessary to have everything on the list, but the items you have for more fun OT activities.

- Common Balls
- Cones
- String
- Playdough or other sculpting clay
- Scissors
- Paper (both lined and plain)
- Stapler
- Yarn
- Markers
- Crayons (both 1/4 erasers and small broken bits)
- Glue
- Shovel
- String with punch
- Popper (eggs)
- Play Dough
- Stickers
- Plastic Play Knete
- Highlighters
- Marbles
- Small cones
- permanet small jar
- egg carton
- toothpicks
- hole punch rolls
- socks
- scissors
- scrap cardboard
- toy and apple bag of oak

ADAPTING TO THE TELEHEALTH MODEL

Area to be Addressed

- 1) Balance
- 2) Midline Crossing
- 3) Therex
- 4) Proprioception
- 5) Visual Perception
- 6) Distal Control
- 7) Home Safety

Telehealth Model

- 1) Yoga via webcam
- 2) Dancing to YouTube video
- 3) Therapy Band or weights
- 4) Simon Says using body weight activities
- 5) Hidden picture presented on screen
- 6) Clay, craft, origami
- 7) Use a tablet or moveable webcam

PT SESSION

Mobility is key
Focus on Function
Use Common Objects



RESOURCES

Household objects
Asynchronous technology
Send materials

- www.hep2go.com
- <https://www.medbridgeeducation.com/medbridge-go/>
- www.youtube.com
- www.gonoodle.com
- www.hepbuilder.com
- www.ptwired.com
- www.rehabguru.com
- www.webpt.com
- <https://www.choosept.com/children/activities>
- www.theinspiredtreehouse.com
- www.pinkoatmeal.com

SPEECH SESSIONS

AudioVERY important!
 Online resources plentiful
 Easiest to transition to telehealth

- <https://www.talkpathlive.com/wp-content/uploads/2019/11/SpeechDemo-Artic.mp4>
- <https://www.talkpathlive.com/wp-content/uploads/2019/11/speechdemo-language.mp4>
- <https://www.talkpathlive.com/wp-content/uploads/2019/11/Speech-Demo-High-School.mp4>

RESOURCES

Stuffedies
 Green screens
 Household items
 Function function function

- www.boomlearning.com
- www.n2y.com
- www.esprintables.com
- www.tweentribune.com
- www.goboardmaker.com
- <https://www.medbridgeeducation.com/h/patient-engagement-for-speech-language-pathology>
- www.funbrain.com
- www.quia.com
- <http://learnenglishkids.britishcouncil.org/tongue-twisters>
- www.everydayspeech.com
- <https://www.visualthesaurus.com/vocabgrabber/>

YOUNGER OR HIGH NEEDS STUDENTS

- ❖ Concrete beginnings and endings
- ❖ Enlist the help of the caregiver
- ❖ Use a coaching model
- ❖ Reward system
- ❖ Positive reinforcements
- ❖ Sensory Breaks

AND FINALLY, CONDUCTING
EVALUATIONS WITH FIDELITY

- How can you see all you need to see?
- What about standardized testing?
- I work in the schools; does this count to qualify a student?
- Will insurance accept a virtual evaluation?

ANSWER TO ALL OF THE ABOVE:

IT DEPENDS

VIRTUAL EVALUATIONS
PROCEED WITH CAUTION



PANDEMIC CHANGES

- Explicit guidance created for certain standardized assessments
- Relaxed rules in some states regarding the need for in person evaluations before telehealth can begin
- Testing materials in digital format more readily available

BEST PRACTICE LANGUAGE WHEN CONDUCTING VIRTUAL EVALUATIONS

"These assessments have not been standardized for telehealth; however results are thought to be representative of client's current level of function."

"Client was evaluated via a telehealth service delivery model using a secure and compliant video connection. Informed consent was obtained prior to the evaluation."

RESOURCES

- Pearson: <https://www.pearsonassessments.com>
- WPS: <https://www.wpspublish.com>
- ATP: <https://www.academictherapy.com>
- National Associations

LET'S TALK PRIVACY

- HIPAA regulations have relaxed during the pandemic, but if you can comply, you should
- Platforms
- Messaging
- Emails

TECHNOLOGY IS YOUR FRIEND

Until it doesn't work

LIMITATIONS OF PLATFORMS AND TECHNOLOGY

- ❖ All in one systems do a lot of things
 - ❖ None are stellar
- ❖ Dedicated platforms tend to work more seamlessly
 - ❖ But you need to piecemeal your plan
- ❖ HIPAA trumps all
- ❖ Copyright also trumps all

BE READY TO TROUBLESHOOT

- ❖ Create a tech plan
 - ❖ Run a tech check before initiation services
 - ❖ Include a speed test
 - ❖ Be prepared to send equipment if necessary
 - ❖ Headphone with mic
 - ❖ External web cam
 - ❖ Address tech issues for XX minutes, then cancel session

BASIC TROUBLESHOOTING TIPS

- ❖ Signing out and back in solves a myriad of problems
- ❖ Orient your client to the virtual space as part of your initial session
- ❖ Make use of the chat feature so if trouble occurs you can still communicate
- ❖ Use your phone to call in if necessary, or instruct your client to do the same

PROS AND CONS OF SMARTPHONES AND TABLETS

- ❖ A lot of platforms have apps that can be accessed from a smartphone or tablet
- ❖ These devices are much more portable
- ❖ The screens are also much smaller

BOTTOM LINE:WEIGH THE PROS AND CONS
MAKE A POLICY
STICK TO IT

LEVERAGE THE INTERNET

- ❖ Be involved on social media
- ❖ Participate in LinkedIn
- ❖ Offer to give free consults
- ❖ Create webinar proposals
- ❖ Listen to podcasts
- ❖ Volunteer to be interviewed for podcasts

YOUR TURN – QUESTION TIME

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Continuing Education Credits

Access the Rehab Summit Evaluation on August 1st:

- An email will be sent to your registered email address
- An evaluation link will also be available on RehabSummit.com

Once you have completed the evaluation, you can choose to print, download, or email the certificate for your records.

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