

Hvordan oplever borgerne at deltage i virtuelle forløb, frem for fysisk fremmøde?

- er det virtuelle tilbud for alle, eller har nogle målgrupper større gavn en andre?

Den professionelle rolle

- hvordan kan man være terapeut på distance

v/ Frank L. Jensen,
udviklingsterapeut
Klynge for træning

27. Januar 2022



AARHUS
KOMMUNE

Telerehabilitering



ehealth

mHealth

Mobile health

Video conferencing

Electronic conferencing

Online consultations

Telemedicine

Telerehabilitation

Telehealth

Teletherapy

Teknologier	Real-time	Asynkront	Monitorering
Telefon	✓		
Video-based <i>Teams mm.</i>	✓	✓	
Ekspert systemer			
Decision making (AI) <i>Digirehab, Join2Move</i>		✓	✓
Hjemmesider <i>MyHeart</i>		✓	
Gamification <i>Wii, Kinect</i>		✓	
Sensor based <i>HR, BT, Sat., vægt, skridt, Icura, Sens</i>		✓	✓
Læring <i>Mira, PainCoach</i>		✓	✓
Overdraget til andre <i>ExorLive ass</i>	✓		

Facilitatorer

Corona pandemi

Teknologi

Brændende platform

Telerehabilitering virker

- KOL
- Knæ osteoartrose
- Hjerterehabilitering



Tele-
rehabilitering

Video-
baseret
løsninger

Barrierer

Modstand mod teknologi

- Lovgivning/privatliv

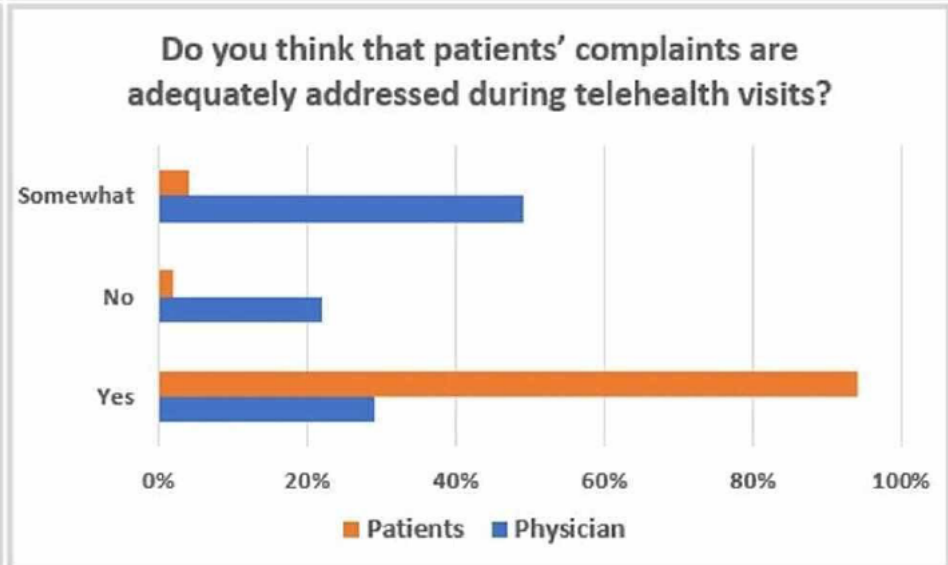
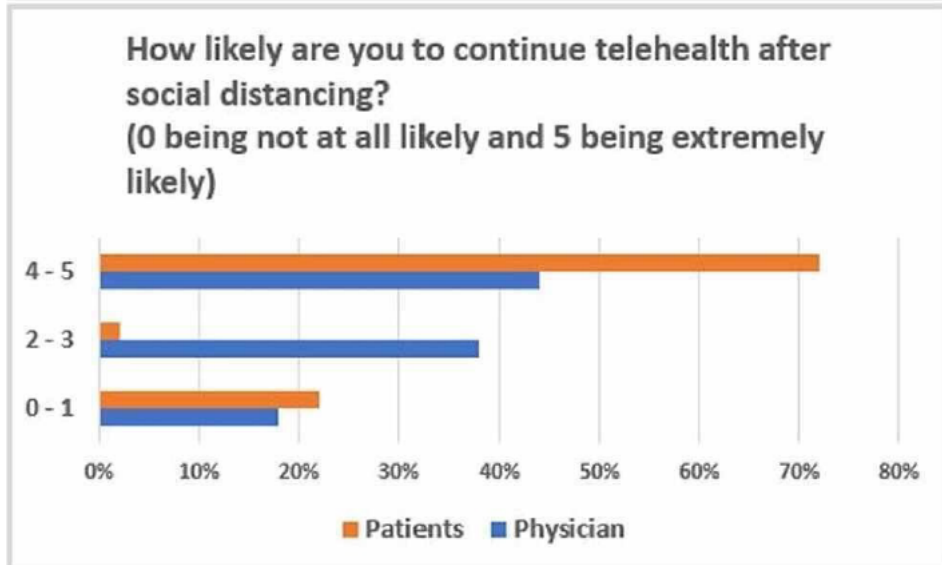
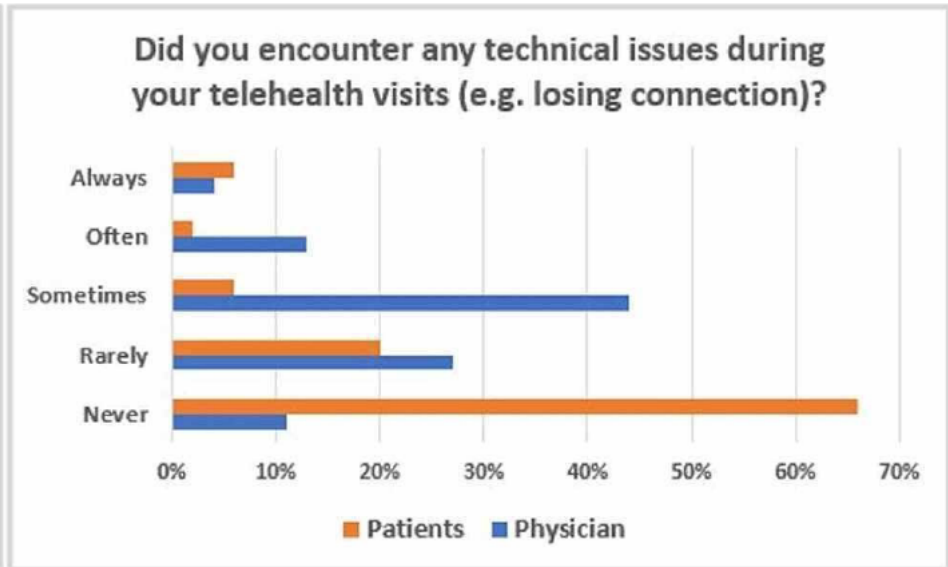
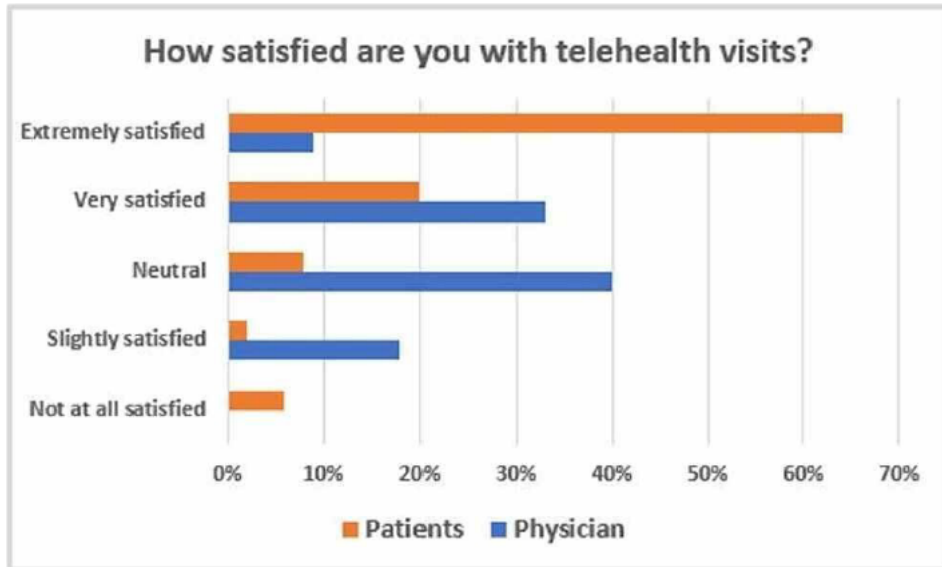
- Professionel rolle

Oversolgt teknologi

- ↓brugervenlighed



Telekonsultationer accepteres af nogle....



Yu J, Afridi S, Cozart A C, et al. (2021) Evaluation and Feedback for Telehealth From Patients and Physicians During the Early Stage of COVID-19 Pandemic Period. Cureus 13(1)

Client Survey



388 clients from **all states and territories** in Australia completed the survey.

70% were female.

Client age ranged from **3 to 79 years**.

38% were parents or carers completing on the clients behalf.

Clients received telehealth care from...



■ Speech Pathologists ■ Diabetes Educators ■ Accredited Exercise Physiologists ■ Occupational Therapists ■ Osteopaths ■ Podiatrists



90% had no telehealth consults prior to the COVID-19 pandemic.



81% preferred in-person consults rather than telehealth.

Experiences with telehealth consults via **video** and **telephone**...



89% and **80%** of clients were somewhat or very satisfied with consults.

87% and **86%** of clients rated consults as somewhat or very effective.



83% and **86%** of clients found the technology somewhat or very easy to use.

85% and **80%** of clients were somewhat or very comfortable communicating with their clinician via telehealth.

Advantages of telehealth....



Reduced travel
time/burden



Less waiting
time



Greater access
to care



Convenience



Some clients
benefit from
staying at home



Continuity of
care during
pandemic



Undivided
attention
from clinician

Disadvantages of telehealth...



Technical /
internet issues
and limited access
to technology



Not all
treatments /
assessments are
possible



Children may
be disengaged
and distracted



Less effective
than in-person
consults



Impersonal /
difficulty
building
relationships



Lack of visual input
/ relies on client
communication

Complaints and negative feedback about **video** and **telephone** consults...

24% and **10%** of clinicians had received complaints or negative feedback.

Common **complaints** and **negative feedback** about telehealth consults...



Issues with internet



Difficulty using / accessing video platforms



Young children are difficult to engage / easily distracted



Clients prefer in-person consults



Pressure on parent/carer to facilitate treatment



Difficult to understand instructions / communicate



Not all treatments / assessments are possible



Impersonal / reduces rapport



Telehealth was less effective



Poor sound quality



Too expensive

Safety concerns during **video** and **telephone** consults...

13% and **10%** of clinicians reported safety concerns.

Safety concerns related to telehealth...



Increased risk of injury and falls



Unable to supervise treatment and exercise



Potential for unsafe environment



Cannot determine if client understands information given



Cannot monitor heart rate, blood pressure, blood glucose levels



Consults with unsupervised children



Privacy and confidentiality concerns

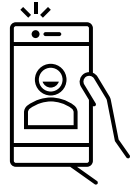


Potential for incorrect assessment

Home-based

hjemmetræning er lige så effektivt som fremmøde konsultationer

- Livskvalitet
- Dødelighed
- Fysisk kapacitet



Højere deltagelse

- 93% KOL-rehabilitering
- 78% hoftebrud (over 10 mdr.)

Træning i borgers hjem empower til self-management

Fokus på effektive behandlingsmodaliteter

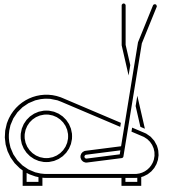


Center-based

Mulighed for undersøgelse

Mulighed for hands-on

Træningsmuligheder



Cox, N. et al. (2021). Tele-rehabilitation for chronic respiratory disease. *Cochrane Database of Systematic Reviews*, 1.
Yu-Yahiro, J. et al. (2009). Design and implementation of a home-based exercise program post-hip fracture: The Baltimore hip studies experience. *PM & R*: 1(4), 308–318.

Anderson, L. et al. (2017). Home-based versus centre-based cardiac rehabilitation. *Cochrane Database of Systematic Reviews*, 2017(6)
Filbay S. et al. (2021) Telehealth by allied health practitioners during the COVID-19 pandemic: An Australian wide survey of clinicians and clients. *The University of Melbourne*. Melbourne, Australia.

Facilitatorer

Oplever at spare tid
Kommunikation incl. kropssprog
Tilgængelighed
Bekendt med teknologien
Patienters erfaring med
behandling
Support - Teknisk og emotionelt
Relation til behandler
Involvering af pårørende
Motivation

TEKNOLOGI



Telemedicine
-Based
Real-Time
Online
Consultation
at Patients'
Homes

Barrierer

Modstand mod teknologi
Kommunikation incl. kropssprog
Patienters forventning
Bekymring om lovgivning/privatliv

TEKNOLOGI

Langsomt internet

↓brugervenlighed

Manglende support



Client Survey



Clients received telehealth care from...



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★★★★★ 90% had no telehealth consults prior to the COVID-19 pandemic.

★★★★★ 81% preferred in-person consults rather than telehealth.

Experiences with telehealth consults via **video** and **telephone**...

- ✓ **89%** and **80%** of clients were somewhat or very satisfied with consults.
- ✓ **87%** and **86%** of clients rated consults as somewhat or very effective.
- 📶 **83%** and **86%** of clients found the technology somewhat or very easy to use.
- 📞 **85%** and **80%** of clients were somewhat or very comfortable communicating with their clinician via telehealth.
- 🔒 **80%** and **77%** of clients felt very safe during telehealth consults.
- 🔒 **69%** and **74%** of clients were very satisfied with privacy and security during consults.
- 👍 **44%** and **40%** of clients felt it was somewhat or very likely that they would choose to access care via telehealth in the future.
- ⚖️ **84%** and **70%** of clients were somewhat or very likely to recommend the clinician to others based on their telehealth consult experience.
- ⚖️ **12%** and **9%** rated consults somewhat better or much better quality than in-person consults

Advantages of telehealth....

- 🚗 Reduced travel time/burden
- 🕒 Less waiting time
- 👉 Greater access to care
- ✓ Convenience
- 🏠 Some clients benefit from staying at home
- 👤 Continuity of care during pandemic
- 👁️ Undivided attention from clinician

Disadvantages of telehealth...

- 📶 Technical / internet issues and limited access to technology
- 👤 Not all treatments / assessments are possible
- 👉 Children may be disengaged and distracted
- 📋 Less effective than in-person consults
- 👤 Impersonal / difficulty building relationships
- 📱 Lack of visual input / relies on client communication

Positive feedback about **video** and **telephone** consults...

83% and **48%** of clinicians had received positive feedback about telehealth consults.

Common positive feedback about telehealth consults...

- ✓ Convenient and easy
- 🏠 Some clients like staying at home
- 👜 Do not need to take time off work / school
- 🚌 Less travel time / cost
- 🛏️ Do not need childcare
- 🕒 Greater attendance and less wait time
- 👉 Flexibility of appointments
- 👍 Video consults exceeded expectations
- ⚖️ Video as good or better than in-person care
- 👉 Some children / parents are more engaged
- 📊 Some clients have better outcomes
- 🏠 Can adapt treatments to home environment
- 💪 Increased confidence to self-manage
- 👤 Continuity of care
- 🧠 Reduces infection risk

Complaints and negative feedback about **video** and **telephone** consults...

24% and **10%** of clinicians had received complaints or negative feedback.

Common **complaints** and **negative feedback** about telehealth consults...

- 📶 Issues with internet
- 🖥️ Difficulty using / accessing video platforms
- 👤 Young children are difficult to engage / easily distracted
- 👉 Clients prefer in-person consults
- 👤 Pressure on parent/carer to facilitate treatment
- 🗣️ Difficult to understand instructions / communicate
- 👤 Not all treatments / assessments are possible
- 👤 Impersonal / reduces rapport
- 📋 Telehealth was less effective
- 🔊 Poor sound quality
- 💰 Too expensive

Safety concerns during **video** and **telephone** consults...

13% and **10%** of clinicians reported safety concerns.

Safety concerns related to telehealth...

- 👤 Increased risk of injury and falls
- 👁️ Unable to supervise treatment and exercise
- ⚠️ Potential for unsafe environment
- 🗣️ Cannot determine if client understands information given
- 👤 Cannot monitor heart rate, blood pressure, blood glucose levels
- 👉 Consults with unsupervised children
- 👤 Privacy and confidentiality concerns
- 📋 Potential for incorrect assessment