Guest Speaker:

Tonia Cockburn
Advanced Practice Physiotherapist
NBRHC
North East Joint Assessment Centre
Allied Health Professionals’ Role in Telemedicine

Tonia Cockburn, PT  BScPT, MSc(RS)  
Advanced Practice Physiotherapist
How it all started…

• About 2 years ago Deb Mantha (the TM coordinator at that time) came to talk to me

• The TM program was expanding and Deb wondered if I would consider using TM in my practice

• My first thought was “no” because as physiotherapists we do a lot of “hands-on” assessment

• But then we got talking and came up with a great idea!
Pre-operative Education Classes

- Designed to help educate patients about what to expect before, during and after their joint replacement surgery

- Historically pre-op knee classes offered only once a month

- Classes not mandatory – often poorly attended

- With the opening of NEJAC we started a pre-op hip class and increased the frequency the classes were offered

- Research shows that when patients are educated about their surgery they set more realistic expectations and are often more satisfied with the outcome of their surgery
Pre-operative Education Classes

Typical patient journey ...

1. NEJAC
2. Ortho Surgeon
3. Internist
4. PAC Visit
5. Pre-op Hip or Knee Class
6. Total Hip or Knee Replacement Surgery

6 Visits to NBRHC!
Where Do Our Patients Live?
How it all got organized...

- TM coordinator took the time to train me
- Started with one-on-one patient sessions
- Combined the TM sessions with the existing in-person class (next door to the TM office)
- Informed patients of the availability of classes
- Worked out a process between NEJAC clerk and TM nurses to book patients
Adapting the Class Over TM

Changing from camera, Power Point Presentation on computer and document camera …all with the click of a button!

Challenges:
• Presenter staying in view
• Microphone near by
• Booking out enough time for session so that you don’t hear:

“Your session will end in 2 minutes…
…Goodbye”
Has TM Helped our Patients?

(Stats May 2012- May 2014)

**Pre-op Hip Class**
- **30**
- Telemedicine (18%)
- In Person (82%)
- **139**

**Pre-op Knee Class**
- **112**
- Telemedicine (22%)
- In Person (78%)
- **394**
Next Steps...

• Spread the word
  – Talk to colleagues (other NEJACs) about successes and encourage them to use TM for pre-op education classes

• Evaluate effectiveness of education classes offered by TM
  – Patient Satisfaction Surveys
In Closing...

• Telemedicine is an easy and effective way to improve access to services and eliminate travel for patients and their family members

• Talk to your Allied Health Professionals and come up with creative ways to use TM in their practice
Thank you!
Group Discussion

- What other allied health professionals have you seen use telemedicine?
- What benefits have you seen for the patients?
- What peripherals have you seen used?
- For the TMC’s in the room have you done any special assessments or room set-ups for allied health consults?
Professional support

The practice of telemedicine is recognized by a number of regulated health professional organizations, including:

– College of Physicians and Surgeons of Ontario (CPSO);
– College of Nurses of Ontario (CNO);
– College of Audiologists & Speech Language Pathologists of Ontario (CALSPO):
– College of Dietitians of Ontario (CDO);
– College of Occupational Therapists of Ontario (COTO);
– College of Physiotherapists of Ontario (COPO); and
– College of Psychologists of Ontario (CPO).
Blood Glucose Results – Diabetes Centre-Nipissing District

Please provide this form to clients who have only brought their glucose meter to appointment – results can be obtained from meter and entered in log and faxed to 705 472 6119 prior to the start of the telemedicine consult (PLEASE PRINT):

Date: ____________________   Client Name: ___________________________________________   DOB: ________________

List of Oral Hypoglycemic Medications and/or Insulin type and dose:

<table>
<thead>
<tr>
<th>Date</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Supper</th>
<th>Bedtime</th>
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</thead>
<tbody>
<tr>
<td>Before</td>
<td>2 Hrs After</td>
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</tbody>
</table>

Telemedicine coordinator/nurse: ____________________________________________
Client site phone: ____________________________________________ Fax: ____________________
<table>
<thead>
<tr>
<th>Allied Health Professional</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physiotherapist</td>
<td>Cancer, Stroke, Arthritis, NEJAC</td>
</tr>
<tr>
<td>Social Workers</td>
<td>Renal, Bariatric, Diabetes, Cancer</td>
</tr>
<tr>
<td>Speech Language Pathologist</td>
<td>Stroke, Cancer</td>
</tr>
<tr>
<td>Dieticians</td>
<td>Bariatric, Renal, Cardiac, FHTs</td>
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<tr>
<td>Chiropodist</td>
<td>Diabetes</td>
</tr>
<tr>
<td>Nurse Practitioner</td>
<td>Bariatric, Diabetes, Primary Care</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>Renal, Bariatric, Diabetes</td>
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<tr>
<td>Dental Hygienist</td>
<td>Primary Care</td>
</tr>
<tr>
<td>Social Worker</td>
<td>Cancer, Bariatric, FHTs, Diabetes</td>
</tr>
<tr>
<td>Recreational Therapist/Kinesiologist</td>
<td>Brain Injury, Pulmonary &amp; Cardiac Rehab</td>
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<tr>
<td>Case Worker/Addiction Worker</td>
<td>Mental Health</td>
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<tr>
<td>Occupational Therapist</td>
<td>Stroke, Rehabilitation</td>
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<tr>
<td>Psychologist</td>
<td>Eating Disorder</td>
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<td>Personal Support Worker</td>
<td>Behavioural Support Services, Education</td>
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<tr>
<td>Registered Practical Nurse</td>
<td>Behavioural Support Services, Education</td>
</tr>
<tr>
<td>Nurses</td>
<td>FHTs, Cancer, Bariatric, Diabetes, Primary Care</td>
</tr>
<tr>
<td>Midwifes</td>
<td>Primary Care</td>
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</tbody>
</table>
Ice Breaker

Write down all of the allied health professionals you think can use telemedicine in 1 minute.

The person with the most wins a prize.

Remember to write them by program, e.g. Diabetes Social Worker, Bariatric Social Worker, Oncology Social Worker, etc (you’ll get more that way😊)
Breakout Session:

6 Groups, I’ll give you each a # from 1 – 6:

Group 1 front left
Group 2 from right
Group 3 middle left
Group 4 middle right
Group 5 back left
Group 6 back right

The person in the group with the last name that comes first in the alphabet is the scribe.

The person in the same group with the last name closest to the end of the alphabet presents the group’s answer.
Breakout Session

Questions:

1. Identify allied health opportunities in your organizations and compile a group list (use the ice breaker lists to create your list)

2. What services would you like provided by allied health professionals that you are not seeing today

3. What challenges have you experienced bringing on allied health professional and how did you address them? Note: if you weren’t able to overcome the challenge please still include it and we will brainstorm together with the help of your guest speaker
THANK YOU!
Breakout Session Questions

1. Identify allied health opportunities in your organizations and compile a group list (use the ice breaker lists to create your list)

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________________________________________________________________________
Breakout Session Questions

2. What services would you like provided by allied health professionals that you are not seeing today?

_________________________________________________________________________________

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_________________________________________________________________________________
3. What challenges have you experienced bringing on allied health professionals and how did you address them? Note: If you weren’t able to overcome the challenge please still include it and we will brainstorm together with the help of our guest speaker
Ice Breaker (1 minute):

Write down all of the allied health professionals you can think of that could use telemedicine.

_________________________________________
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