coviu.com

How Telehealth is Transforming NDIS Care

Dr Annie Banbury Dr Belinda Lawford Amanda Clark Isabella Size



Simple & Secure Telehealth







PERCEPTIONS ABOUT THE EFFICACY AND ACCEPTABILITY OF TELEHEALTH FOR ADULTS WITH DISABILITIES DURING COVID-19

Dr Belinda Lawford, Professor Kim Bennell, Professor Rana Hinman, Dr Renata Morello, Ms Kathryn Oliver, Professor Alicia Spittle





Why did we do the study?



COVID-19 contributed to a rapid pivot to telehealth

Why did we do the study?



COVID-19 contributed to a rapid pivot to telehealth



People with disabilities may experience more barriers to telehealth than the general population

Why did we do the study?



COVID-19 contributed to a rapid pivot to telehealth



People with disabilities may experience more barriers to telehealth than the general population



COVID-19 has provided a unique opportunity to evaluate telehealth in real-world situations

Why did we do the study?



COVID-19 contributed to a rapid pivot to telehealth



People with disabilities may experience more barriers to telehealth than the general population



COVID-19 has provided a unique opportunity to evaluate telehealth in real-world situations

THIS STUDY AIMED TO EVALUATE EXPERIENCES OF PEOPLE WITH PERMANENT AND SIGNIFICANT DISABILITY WHEN USING TELEHEALTH FOR ALLIED HEALTHCARE

METHODS

What did we do?

DESIGN

Online survey

PARTICIPANTS

Eligible respondents were NDIS participants (or carers/family members of a participant)

RECRUITMENT

Facilitated by the NDIS

SURVEY

Asked about experiences accessing allied healthcare via telehealth









Who completed the survey?

581

people participated



the person with the disability

Who completed the survey?

581



Who completed the survey?

581



Who completed the survey?

581



Who completed the survey?

581



Who completed the survey?

581

people participated



equipment) to communicate

Who completed the survey?

581



Who completed the survey?



How easy was it to use the technology?



How easy was it to use the technology?

		Difficu	lt Neutral	Easy	
All	17%	26%		56%	
Occupational therapy	17%	29%		54%	
Physiotherapy	12%	31%		57%	
Psychology	18%	21%		61%	
Speech pathology	3	36%	14%	50%	
()	25	50	75	10



How comfortable did you feel communicating?

		Uncomfortal	ole Neutral	Comfortable	
All	24%	2	5%	51%	
Occupational therapy	20%	27%		54%	
Physiotherapy	16%	39	%	45%	
Psychology	36	%	13%	52%	
Speech pathology	36	%	14%	50%	
0		25	50	75	10

How comfortable did you feel communicating?

		Uncomfort	able Neutra	Comfortable	
All	24%	24% 25%		51%	
Occupational therapy	20%	27	%	54%	
Physiotherapy	16%	3	9%	45%	
Psychology	3	6%	13%	52%	
Speech pathology	3	6%	14%	50%	
	0	25	50	75	10



All	27	7%	18%	55%		
Occupational therapy		32%	21%	48%		
Physiotherapy	14%	22%	64%			
Psychology	26	5% 1	4%	61%		
Speech pathology		35%	20%	45%		

How happy were you with the privacy/security?

		Unha	Appy Neutral Happy
All	<mark>6%</mark>	33%	61%
Occupational therapy	<mark>5%</mark>	36%	59%
Physiotherapy	2%	31%	67%
Psychology	11%	32%	57%
Speech pathology	7%	20%	73%
	0	25	50 75 100

How happy were you with the privacy/security?

			Ur	happy	Neutral Ha	арру	
\frown	All	<mark>6%</mark>	33%			61%	
	Occupational therapy	<mark>5%</mark>	36%			59%	
	Physiotherapy	2%	31%		67%		
	Psychology	11%	32%	6		57%	
	Speech pathology	7%	20%		739	6	
		0	25		50	75	100



All	9%		24%	67%
Occupational therapy	7%		29%	63%
Physiotherapy	<mark>5%</mark>	16%		79%
Psychology	1	6%	19%	65%
Speech pathology	4%		34%	62%

How safe did you feel?



			Unsafe	Neutral	Safe	
All	<mark>5%</mark>	21%		74	%	
Occupational therapy	<mark>5%</mark>	25%		7	1%	
Physiotherapy	8%	16%		765	%	
Psychology	<mark>5%</mark>	18%		77	%	
Speech pathology		27%			73%	
	0		25	50	75	100

How safe did you feel?



			Unsafe	Neutral	Safe	
All	<mark>5%</mark>	21%		74	%	
Occupational therapy	5%	25%		7	1%	
Physiotherapy	8%	16%		765	%	
Psychology	5%	18%		77	%	
Speech pathology		27%			73%	
	0		25	50	75	100



All	7%	19%	74%
Occupational therapy	6%	27%	67%
Physiotherapy	<mark>3</mark> %	13%	84%
Psychology	10%	17%	73%
Speech pathology	6%	18%	76%

How effective was the care you received?



How effective was the care you received?





All	17%	199	%	64%
Occupational therapy	16%	23	%	61%
Physiotherapy	19%	18	3%	64%
Psychology	11%	17%		72%
Speech pathology	19%		26%	56%

How likely would you be to choose to use telehealth after the pandemic?

	Unlikely	leutral Like	ely		
All	51%	17%		32%	
Occupational therapy	45%	22%	;	33%	
Physiotherapy	63%		15%	23%	
Psychology	48%	13%	3	9%	
Speech pathology	71%		7%	21%	
0	25	50	75		1(

How likely would you be to choose to use telehealth after the pandemic?

		Un	likely Ne	outral	Likely			
\frown	All	51%			17%		32%	
$(\boldsymbol{\zeta})$	Occupational therapy	45%		225	22%		33%	
	Physiotherapy	63%			1	15% 23%		
	Psychology	48%		13%	13%		39%	
	Speech pathology		71%			7%	21%	
	(0 25		50		75		100
•	All	48%	48%		8%	36%		
	Occupational therapy	51%	51%		5%	34%		
WWW.IIIIIII	Physiotherapy	46%	46%		4%	30%		
	Psychology	41%	13	3%	46%			

59%

14%

27%

Speech pathology

No difference between experiences with telephone and video modalities



No difference between experiences with different allied health professions



NO DIFFERENCE IN EXPERIENCES BETWEEN...



Those in remote vs metro areas



Young adults vs older adults



Whether assistance was needed to communicate vs not









THANK YOU!

Link to the full survey report:

https://go.unimelb.edu.au/8n4i



@belinda_lawford

belinda.lawford@unimelb.edu.au

How Telehealth is Transforming NDIS Care

Practical experience










Choose which camera you would like to share



HD Pro Webcam C920 (046d:0892)



FaceTime HD Camera (Built-in) (05ac:8511)





Share a book page





IDEAS





Share an online store for product images

SETTINGS				То	ols +	0	OREC	> Active	
	► ¥. A.		€ × Q	ວ ເ ໑	* *	٥	×	Screens Paused Screenshare 2	MAC 🛍
								Screens Paused	MAC 🟛
	Woolworths 6	Stopping Everyday M		redit Cards — Everyday Rewards — Grit Card		n/ Signup 1	Viewcart		
	Specials Fruit & Veg Meet, Seafood	d & Deli Bakeny Doiry, Eggs & I	Fridge Pantry Freezer Drini	a Liquor Front of Store Pet	Baby Health & Beauty Ho		Choose >		
• a '	All Specials (2) > All Specials (2) > All Recipes (1) > Articles (2) > Results By Alsle Dairy, Eggs & Fridge (11) >	Showing results for "siggi"							
		Sort by: Relevance $ \sim $			1 – 11 of 11 Product				
MOD.	>								
AC CARL		\$2.30 \$1.84 / 100G Siggi's Yoghuri Raspberry 125g	\$2.30 \$1.53 / 1003 Sigg's Yoghurt Pouch Respierry 150g	\$2.30 \$1.53 / 100G Sigg's Yoghurt Strawberry 150g	\$2.30 \$1.84 / 1006 Siggis Yoghurt Mixed Beny 125g	\$2.30 S1.55 / 1000 Sggls Yoghurt Pouch Bueberry 100g			
		Add to cort 🛒 Same to list 👼	Add to cart 🚆 Save to list 🍜	Add to cort 🛒 Save to list 👼	Add to cart 🛒 Save tolist 🍜	Add to cart 🐂 Save to list 🎰			
		siggis	signik	sizzit	aitraite				





Share a handout for download







Easy Diet Diary









Portion Perfection

- Weight concerns cross across all disciplines
- Immobility
- Psychotropic or other medications
- Food preoccupations
- Food aversions



A visual weight control system



PORTION PERFECTION

- Simple
- System

oenecuc

- Plans for men, women and children
- Customisable by a dietitian
- Weight loss / weight maintenance
- Easy tools for clients, carers and practitioners
- Everyone is on the same page
- Recipes and plates for consistency by caregivers



		Wome	n and inactive	teens	Men and a	Men and active teens				
To lose weight		1300 0	als / 5460 kJ 🔹	/	1600 Cals	1600 Cals / 6720 kJ 🗸				
To maintain weight		1800 0	als / 7560 kJ 🔹	/	2200 Cals	2200 Cals / 9240 kJ 🗸				
Your daily requirements	Breakfast Cals / kJ		Morning snack Cals / kJ	Lunch Cals / ĸJ	Afternoon snack Cals / kJ	Dinner Cals / kJ	Supper snack Cals / kJ			
1300 Cals / 5460 kJ	300 /	1260	100 / 420	350 / 1470	100 / 420	350 / 1470	100 / 420			
1600 Cals / 6720 kJ	400 /	1680	100 / 420	450 / 1890	100 / 420	450 / 1890	100 / 420			
1800 Cals / 7560 kJ	400 / 1680		200 / 840	450 / 1890	200 / 840	450 / 1890	100 / 420			
2200 Cals / 9240 kJ	500 /	2100	200 / 840	550 / 2310	200 / 840	550 / 2310	200 / 840			
CustomCals										





Divided into Meals and Snacks



• Choose from the menu





Follow the guide







Use the bowls or plates used in the pictures







Brand named products







SYSTEMS HELP TO FORM HABITS

Adobe PDF

Adobe PDF

IDEAS

Portion Perfection

for Bariatrics

portion

perfection

www.greatideas.net.au

kit-n-karry

Occupational Therapy through Telehealth Presented by Belle Size



What is Occupational Therapy?

Occupational therapy enables people to participate in the activities they find meaningful.

These activities include taking care of oneself (and others), working, volunteering, and participating in hobbies, interests and social events. (OTA, 2022)





Healthy Digital Towns Project 2020-2021





The OT Process Through Telehealth





Resource from: http://bluewirecs.com/srs-mcmaster/oppm/data/downloads/oppm%20guide%20and%20questions.pdf

Assessment Through Telehealth

Clinical Observation

- Play and social engagement
- Fine and gross motor skills
- Sensory processing
- Emotional regulation

Standardised Assessment

- DASH
- Beery VMI

Interviews

- Parents
- Teachers
- Therapy Aides
- SLSO



Goal Setting

Canadian Occupational Performance Measure (COPM)

- Identifies issues of personal importance to the client
- Detects change in occupational performance over time
- Parent-rated performance and satisfaction measure



Goal Attainment Scale (GAS)

- Personalised goals set for each child by the clinicians
- Improvement is rated by clinicians on a five point scale









Delivering Intervention: Equipment used

•Telecare pack



- Exercise ball
- Scooter board
- Soccer ball
- Scissors
- Pool noodles
- Hoops
- Skipping rope



Delivering Intervention

Sessions with the Child and a Supportive Adult

- Build rapport and make it fun
- \cdot Provide clear expectations
- Therapy aide, teacher or parent engagement is pivotal
- Give the family or school activities to trial over the week

Sessions with Parents and Educators

- Problem solving and discussing strategies
- Capacity building



Benefits of Using Telehealth

Benefits of Using Telehealth

- Can be done anywhere there is internet
- Reduces time required to attend sessions
- Provides greater flexibility and opportunities for families to attend sessions with their children
- Access complex families

- Opportunity to upskill and coach families and schools
- Reduces cost barrier to accessing services
- Can be considered more trauma informed
- Provide services where there are none



Limitations of Using Telehealth

- Computer literacy and confidence using technology
- Internet and technological issues
- Dependent on privacy and suitable space available
- Building rapport may take longer
- Dependant on having an adult to help facilitate





Outcomes





Telecare COPM Performance



Telecare COPM Satisfaction



Royal Far West

Improvement Over Two Years





Evaluation by the Preschools

Overall Satisfaction/Quality





Evaluation by the Preschools



Met Needs



Evaluation by the Preschools







Feedback from the Preschools

"The OT and speech therapists have provided us with support and new techniques" "Very grateful for the opportunity to participate in this program. It has provided a valuable service that our children otherwise wouldn't have access to"

"We have seen improvements in the children"



Areas for Development

- Requiring sufficient space to hold the OT sessions
- Opportunity for small group activities and sessions
- Greater family involvement and follow through at home





References

https://www.otaus.com.au/about/about-ot

http://bluewirecs.com/srs-mcmaster/oppm/data/downloads/op pm%20guide%20and%20guestions.pdf



