



ST. JOSEPH'S CARE GROUP

Facilitating Small Groups Using Telehealth: Feedback from Participants

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Conflict Disclosure Information:

Presenter: Denise Taylor

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I have no financial or personal relationships to disclose



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- "Facilitating Small Groups using Telehealth", Ontario Physiotherapy Association Workshop with Kirsten Pavelich, PT
- Ongoing feedback from clients and peers



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Objectives

- 1) Identify the **benefits and challenges** of facilitating groups across telehealth modalities.
- 2) Identify **factors to consider when preparing** to facilitate a remote group through a telehealth platform.
- 3) Discuss considerations when facilitating a **physical activity** through a telepractice platform.
- 4) List **strategies to increase the involvement** of all participants including those at remote sites.



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Definitions

- The use of advanced telecommunications technologies to deliver health and healthcare services and exchange health information over geographic, temporal, social and cultural barriers.
 - (Adapted from National Initiative for Telehealth Framework of Guidelines, 2003)
- Videoconference: Videoconferencing (VC) is a form of telehealth which allows for the transmission of live, synchronous, two-way video and audio information between two or more locations.



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Benefits of Telehealth

- Increase access
 - Geographical barrier (rural, remote, FN)
 - Mobility impairments
- Underserved areas: lack of HR
 - Lack of specialty
- More interaction; cost effective
 - Add video + audio
- Access to equipment



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Benefit of Groups

- “It is usually easier to change individuals formed into a group, than to change any one of them separately.”

» Kurt Lewin, social psychologist



Therapeutic Benefits of Groups

- Sharing information and problems
- Gaining hope from one another
- Experiencing the group as a family
- Altruism or helping one another
- Developing social skills
- Imitating, learning, or trying out new behaviours
- Experiencing cohesion with others
- Expressing emotions or catharsis

Yalom, 1995

Groups Across Videoconference

- Medical residents (Kroekker et al., 2000)
- Diabetic self-management (Chan et al., 2005)
- Stroke self-management and exercise (Lai et al., 2004)
- Caregivers of stroke survivors (Van Ast and Larson, 2007)
- Management teams (Meier, 2003)

Overall finding

- Videoconference: difficult environment to establish 'groupness'

Moving On after Stroke (MOST)

- Self-management, group delivery
- 18 sessions over 9 weeks
- Stroke survivors and care partners
- Facilitated by trained health care professionals
- Activities:
 - Interactive information sharing
 - Problem solving
 - Goal setting
 - Exercise

Baycrest Enriching Care
Enhancing Knowledge
Enlightening Minds

MOST Telehealth



Accessibility and Distance

Those in the remote areas appreciated the accessibility via videoconference and felt they were part of the group

"We're all in different parts of the country but basically we are all one big group when we were having our session." (PwS)

"Well it's terrific. We can make the trip [to Thunder Bay], but I certainly wouldn't have been making it twice a week" (CG)

"It's better than telephone, and it's better than driving to Thunder Bay."

"Even though I'm on teleconference, I know where everybody sits. I know everybody's name... So, for me, I know everybody in that room and where they sit at the table and how they do their exercises, 'cause they're on the screen just as we are." (CG)



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Group Cohesion and Benefits

Information sharing, sharing problems:

"Well the knowledge, as well as being able to talk to others, and that's what I found most fantastic with the MOST group. I thought, you know, there's other people out there that are going through the same thing as I'm going through and, I wasn't alone in this thing. 'Cause I had nobody here that I could talk to, that would understand..." (PwS)

"It was an opportunity for us to meet with other people in the same situation as we were, and how [they were] dealing with it, and how to move on. Because you feel like you're the only ones and when you see other people like you, you realize you're not the only ones and people handled this situation in different ways..." (CG)

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Group Cohesion and Benefits

Gaining hope from one another:

"The woman that was going to knit, you know, her aim was to start her knitting again, and you could see that she was quite pleased with herself. But I consider that as a, a motivation for the group. Because you know, that's really positive. I can feed on that. Good things are happening in my group. It builds confidence I guess. I don't know."

Imitating, learning, trying new behaviours:

"I would never have done all those exercises on my own."

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Challenges of Groups across Telehealth

- Booking rooms
- Technological glitches
- Audio delay
- Limited visual
- Keeping group connection
- Loss of subtleties
- Change in participation
- Participation from all
- Keeping group safe

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Logistics

- Room booking and client recruitment
 - Contact person
 - Booking in advance
 - Clinical vs. education- room size, chairs, etc
- Housekeeping details
- Technical support
 - Second person
 - Early connection



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Perception of Being in Same Room

- "When I came and met you all in person, it was like I already knew you's. That's the way I felt, when I walked in, I just felt, like, we were old friends." (CG)
- "Well actually, there was a couple of times I felt like it was really close, you know, it was really close. I mean it was, you know, that big huge television set and obviously.. It takes you back to reality, but no, there was a couple of times where that barrier felt like it was kind of not there." (PwS)
- Strategy: introduce VC connection as one large room

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Suggestions

- **Onsite support:** site coordinators, volunteers

"You need a physical being there for the first 10 minutes, after that you are part of a group... To have a warm body there for the first 10 minutes...a warm welcoming, interpersonal kind of thing."
- **Other participants in the same room**

"If there would have been another person or two with me, at my meetings, then it would have been more of a shared experience I think... a little bit more personal."

"I definitely think it would have made a difference because we could have compared notes about how I was... I always felt that that there was something missing, and I don't know what that was."

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Loss of Subtleties

- **Audio Delay**
 - Interruptions, side conversations
- **Decreased visual**

"Like even you, when you came in, I would never have recognized you off the TV, in person!" (CG)

"When you're looking at the TV screen, you're not really seeing the people in your whole group... Because when I'm at a meeting, I don't look just at the speaker, I look at the people. And I found that I wasn't able to pickup vibrations, as many as I wanted" (PWS)
- **Sixth sense, emotions**

"Yeah, you could tell the difference. You know, eh, I mean there is a distance feeling through telehealth." (CG)

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Change in Participation

"...probably I would have felt, more at ease with the talking [in person]." (CG)

"Well, it's [in person] more better ... I find it's funny if I'm here and if you're way out there...TV and all that. And you can't see, you could see on TV, but you can't... Feels funny talking to, you know a TV?" (PWS)



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Factors to Consider When Preparing

- **Timing**
 - Advanced booking (4-6 weeks in advance)
- **Equipment**
- **Support**
 - Technology
 - Onsite
- **Emergency contacts**

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Connections

- Site-to-site vs. multi-site
- **Connections**
 - **Voice-activated:**
 - Less band width,
 - Unlimited # of sites
 - **Continuous presence:** see all sites all the time, decrease size of screen as numbers of site increase, more band width
 - **Lecture mode:** no sound distractions but no interaction




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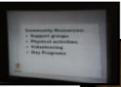
Equipment



Near/Far Camera Control



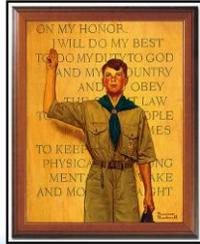
Placement Mute on/off


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Be Prepared

- Send course materials in advance
- Arrive early
- Review notes for maximum interaction/participation
- Pre-sets



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Dealing with a Crisis!



- OTN helpline: 1 866-480-2255 and event number
- Telehealth coordinator #, pager #
- Site coordinator phone #
 - Back up person in site coordinators absence
- Phone number of remote room(s)
- Know emergency procedures (ie., 911, codes, fire drills, flu outbreak, etc.)

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Exercise

- Benefits of exercising in groups
 - "I would never have done all those exercises on my own."
 - Cost effective
- Challenges:
 - Perception of level of difficulty
 - Safety



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Keeping it Safe

- Assessment
 - In person either host site or locally
- Appropriate room/ space
- Assistance and support
- Monitoring the distant site
 - Watching camera,
 - Adjusting camera,
 - Determining level of difficulty,
- Focus on leader of group
- Corrections to whole group not individuals



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Exercise Video

- Vol 1 VTS_01_1,VOB 7:29-8:20

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Strategies to Increase Involvement

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What is Facilitation?

- Facilitation is the art of leading people through processes and toward agreed upon objectives in a manner that encourages participation, ownership and creativity from all involved (*Principals of Facilitation, David Sibbet*)
- How do you think it could be different across videoconference?

Group Leader Skillset

- Facilitation not didactic: ideas arise from group
- Organized
- Multi-task: take notes as things go
- Flexible; redirect
- Respectful
- Push-pull (Push = resistance, pull = participation)

Practical Tips

- Introduce as "1 big room" concept
- Audio lag
 - Introduce
 - More frequent pauses between topics
 - More time for questions
 - Microphone placement
 - Repeat question into microphone if needed
 - Keep unmuted



Practical Tips

- Visual compromise
 - Zooming in
 - Use of presets
 - Same seating plan (fax ahead)
 - Video clip Vol 2 VTS_01.1.VOB 4:50-5:40



Practical Tips

- Group inclusion
 - Use names rather than sites
 - Frequent use of names to get to know one another
 - Invite them to interact with one another, not just through facilitator
 - Individual feedback (more time for questions/lag time)
 - Start brainstorming at distant sites
 - Onsite person to report too
 - Food at each of the sites the same
 - If possible, in person first

Suggestions

- **Face to face connection**

"You talk to the TV and you wish you were there sitting, with all the, seeing everybody. Have a big meeting and see everybody, how [they are]."

"At least once have everybody in the same room, kind of thing. So you'd, instead of just looking at the two dimensional thing on the screen, well at least you can put a you know..."

Etiquette

- Control own camera
- Roll call
- Keep mute on
- No secret observing
- No side conversations
- Minimal fidgeting
- Consider set-up for both live and distant
- Consider food, demonstrations etc.
- Start and end on time (10 minute warning)
- Initial AV check
- Use of moderator



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Cochrane Collaboration Review (2000)

- Feasible
- Too little clinical evidence or cost effectiveness
- Caution:
 - Different skills
 - Especially communication and giving information
 - May alter clinical encounter and relationship



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Summary and Recommendations

- Face to face connection important
 - All participants
 - Site coordinators, volunteers
- Use strategies to increase participation
- Monitor for safety
- Additional skill of technology required
- Technology improvement to control **all** far cameras
- Be AWARE of the potential differences

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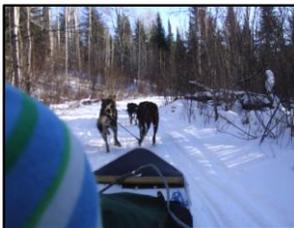
- “Yeah, when I was in Thunder Bay, that was really different. ... Finally to meet people that were in the same program with him. You know, that’s what I needed. Just seeing them I guess, knowing them.”
- “I think we can strongly say is videoconference is a wonderful technology and it certainly increases a lot of opportunity. It certainly is never going to replace face to face. We do video cams with our grandchildren, but it’s not going to replace having fun *with* them. You can’t give a hug across video cam.”

Not equivalent to face to face interactions
but...
Benefits outweigh the shortcomings

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Questions



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