



**Rehabilitative
Care Alliance**

Tele-Rehab Q&A Follow-Up Webinar



RCA Webinar

June 10, 2020

12:00 p.m. – 1:00 p.m.





Welcome and Overview

- ▲ Welcome! Today's webinar is a follow-up to the RCA webinar, Tele-rehab: a sharing of approaches and processes that was held on May 13, 2020.
- ▲ This follow-up webinar will:
 - » Address questions that were sent during the May 13th webinar
 - The questions and answers have been summarized in the Q&A document attached in the Handouts section for downloading. This document will also be posted on the RCA website at <http://rehabcarealliance.ca/webinars>.
 - » Provide an opportunity for other “live” questions that may arise.



Participating in the webinar

- You can access your webinar options via the orange arrow button.
- ALL participants will be muted (to reduce background noise).
- Resources related to the webinar can be found in the Handout section.
- If you would like to submit a question or comment at any time, please use question box feature.
- This webinar is being recorded and will be available at:
www.rehabcarealliance.ca/webinars

File View Help

Audio

Sound Check

Computer audio
Phone call
No audio

MUTED

Microphone (Plantronics .Audio 478...)

Speakers (Plantronics .Audio 478 USB)

Talking: **Health Quality Ontario**

Attendees: 2 of 1001 (max)

Attendees (1) Staff (1)

NAMES - ALPHABETICALLY

Janine Theben (Me)

Search

Handouts: 1

Flyer April 16 registration.docx

Questions

Practice for Palliative
Webinar ID: 276-681-915

This session is being recorded.



Agenda

12:00 – 12:05	Welcome <ul style="list-style-type: none">• Introduction & polling	Charissa Levy, RCA
12:05 – 12:40	Questions & Answers from May 13th <ul style="list-style-type: none">A. Conducting Virtual AssessmentsB. Virtual System Set-UpC. Consent/Privacy/SecurityD. Patient Outcome ReportingE. ReportingF. Virtual Rehab for the Paediatric PopulationG. Tools & ResourcesH. Research/Evidence	Charissa Levy, RCA and Speakers
12:40 – 12:55	“Live” Questions/Discussion	All
12:55 – 1:00	Wrap-Up and Final Poll	Charissa Levy, RCA



Meet our speakers

Jeanne Bonnell

Director, Home & Community Care
Champlain Local Health
Integration Network (LHIN)

Dr. Meiqi Guo

MSc, MD, FRCPC, CSCN
Diplomate(EMG)
Physiatrist and Brain Rehab
Program Medical Director
UHN – Toronto Rehab

Manny Paiva

Coordinator, Inpatient
Stroke/Neuro
Comprehensive Outpatient
Rehabilitation Program
Parkwood Institute, St. Joseph's
Health Care, London

Brenda Colella

Psychological Associate
Clinical Neuropsychology
Clinical Research Manager
Telerehab Centre for ABI
Toronto Rehabilitation Institute, UHN

Edith Ng

Advanced Practice Lead
Toronto Rehabilitation Institute Brain
Program, UHN

Kristine Stubbs

Speech-Language Pathologist
St. Joseph's Care Group
Thunder Bay

Theresa Grant

Community Stroke Rehabilitation
Program, Clinical Manager
Champlain Local Health Integration
Network (LHIN)

Jennifer O'Neil

PT, PhD Candidate
University of Ottawa
Bruyère Research Institute

Denise Taylor

Manager Northwest Regional
Rehabilitative Care Program and
Physiotherapy Professional Practice
Leader, St. Joseph's Care Group
Thunder Bay



Rehabilitative
Care Alliance

Polling Questions





**Rehabilitative
Care Alliance**

Q & A





Questions by Topic

The questions that follow have been organized into the following topics:

- A. Conducting Virtual Assessments
- B. Virtual System Set-Up
- C. Consent/Privacy/Security
- D. Patient Outcome Reporting
- E. Reporting
- F. Virtual Rehab for the Paediatric Population
- G. Tools & Resources
- H. Research/Evidence



Conducting Virtual Assessments

1. Did Edith Ng include patients and caregivers in the planning process other than developing info handouts and instruction tools?
2. Does Denise Taylor link with inpatient therapists prior to starting your involvement - using their BERG or other assessments?
3. How do you do virtual physical assessments?



Conducting Virtual Assessments

4. How do you do the assessment virtually for physical therapy especially for strength, pain etc.?
5. Do you have a video pool that is effective for common physio treatments?
6. Why did Denise Taylor need to know about a food bank?
How did that help with tele-rehab?



Virtual System Set-Up

7. Can Jennifer O'Neil's patients connect to a smart TV for your tele-rehab session?
8. What different cultural views on technology and rehab was Jennifer O'Neil able to distinguish?
9. What system do you use for clients to send in videos?
10. Can anyone comment on therapists doing tele-rehab from home? (i.e., therapist working from home?) Successes, barriers & tips?
11. What is the cost for WebEx? Is it secure to share PHI? How many participants would you have at once for group program?



Virtual System Set-Up

12. What platform do you use?
13. Can you tell us more about the OTN - compatible Group Therapy?
14. What are the platforms that the speakers have used (e.g., OTN, WebEx etc.) Are there other platforms aside from these that are recommended? What about Zoom, Google apps? WhatsApp?



Virtual System Set-Up

15. How do you do groups on OTN?
16. How are you dealing with OTN issues? Our ability to use it during regular business hours is limited.
17. Can you provide some tips for participants & therapists on viewability i.e. viewing angles, height/tilt of camera, distance from camera, etc.?



Consent/Privacy/Security Issues

18. Does Manny Paiva have any concerns with the use of WebEx from a privacy stand point?
19. How are you managing group dynamics (e.g., patient requests to share emails amongst themselves?) We are not comfortable as clinicians facilitating this.
20. When the patients email documents to the therapist are they encrypted?



Consent/Privacy/Security Issues

21. What are the best practices involved in obtaining consent over a video chat or a phone call (consent to complete an assessment or a treatment)? I heard a tip to check the client's ID over video chat, but are there other tips or suggestions? For example, separate consent regarding consent to phone 911 in case of an emergency, or any other scenarios specific to telehealth experiences etc.?
22. How did you deal with the privacy issues with virtual group rehab? And is there financial help for those without appropriate devices?



Consent/Privacy/Security Issues

23. A question regarding physical rehabilitation remotely. I work with a client with COPD and a lot of monitoring usually takes place. Without using oximeters, how can you monitor clients during physical rehabilitation in group formats and what are some emergency procedures that you have in place?



Follow Up Questions: responding to emergency situations

- ▲ Is there any data on how often virtual care results in the requirement of using an emergency, hospitalization, etc.? And what are the panelists' anecdotal experience in requiring these?
- ▲ What specifically is the recommendation, guidance to caregivers in regards to management of safety and emergencies?



Patient Outcome & Workload Reporting

24. What online outcome measure tools did you use?

Note: the Q&A document includes links to the outcome measures identified.

25. For MIS purposes by the MOH, are these considered Face to Face visits?



Virtual Rehab for the Paediatric Population:

26. Is there anyone that can comment on how this will work with a pediatric population?



Tools & Resources

27. Have any rehab departments in hospitals created a "Virtual Rehab Policy/Procedure"? If so, would you be willing to share? Asking from a small rural hospital with minimal human resources.
28. Wondering if any of the speakers have created (or are aware of) any screening tools that help therapists identify and triage those individuals that are appropriate for tele-rehab versus those that would require face-to-face (particularly in light of the current directive where urgent care can only be provided face-to-face)?



Tools & Resources, Research

- ▲ Links to tools/resources are embedded in the Q&A document.
- ▲ Additional resources are available in the handouts section of the webinar.
- ▲ Question 29 in the Q&A document provides references of current research.



Rehabilitative
Care Alliance

“Live” Questions/Discussion





Rehabilitative
Care Alliance

Final Polling Question





The last word

- ▲ A final reminder that the recording of this webinar along with the Q&A document will be posted within a few days on the RCA website at <http://rehabcarealliance.ca/webinars>
- ▲ The recording and presentation from the May 13th webinar are also available at the same link.

Thank you for attending our follow-up Q&A webinar on
Tele-Rehab: a sharing of approaches and processes