



**IPRC**  
International  
Pediatric Rehabilitation  
Collaborative

# Preparing Your Team for Telehealth: Educating Pediatric Therapy Providers for Implementation of Telehealth in a Pandemic

**May 6, 2020**



Division of Clinical Therapies

Michelle Byars, Sara O'Rourke, Lindsey Pauline, David Wessells



Lindsey Pauline, MA, CCC-SLP  
Program Manager, Speech Pathology and  
Behavioral Health

# Objectives

- Review how a pediatric medical center utilized a One Team approach to establish telehealth operations at the onset of a Pandemic.
- Discuss models of clinical education, orientation and decision making used to establish telehealth operations.
- Discuss challenges and ongoing problems with the telehealth model in pediatric therapies.

# Nationwide Children's Hospital



# One Team



# Division of Clinical Therapies

Developmental Occupational Therapy

Developmental Physical Therapy

Inpatient Therapies

Behavioral Health Therapies

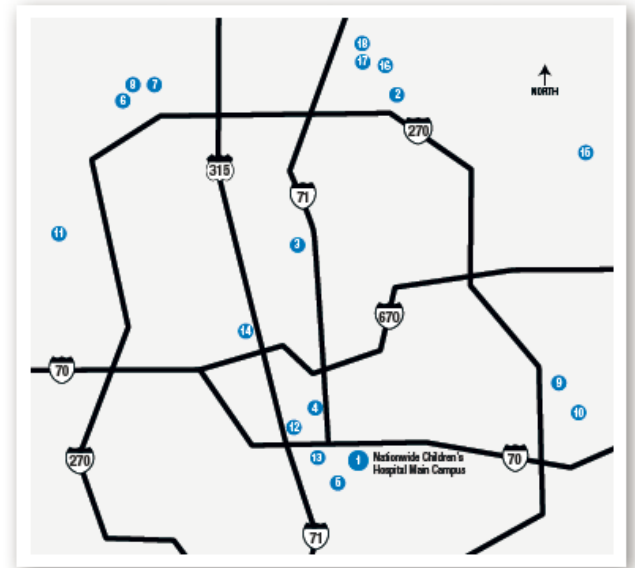
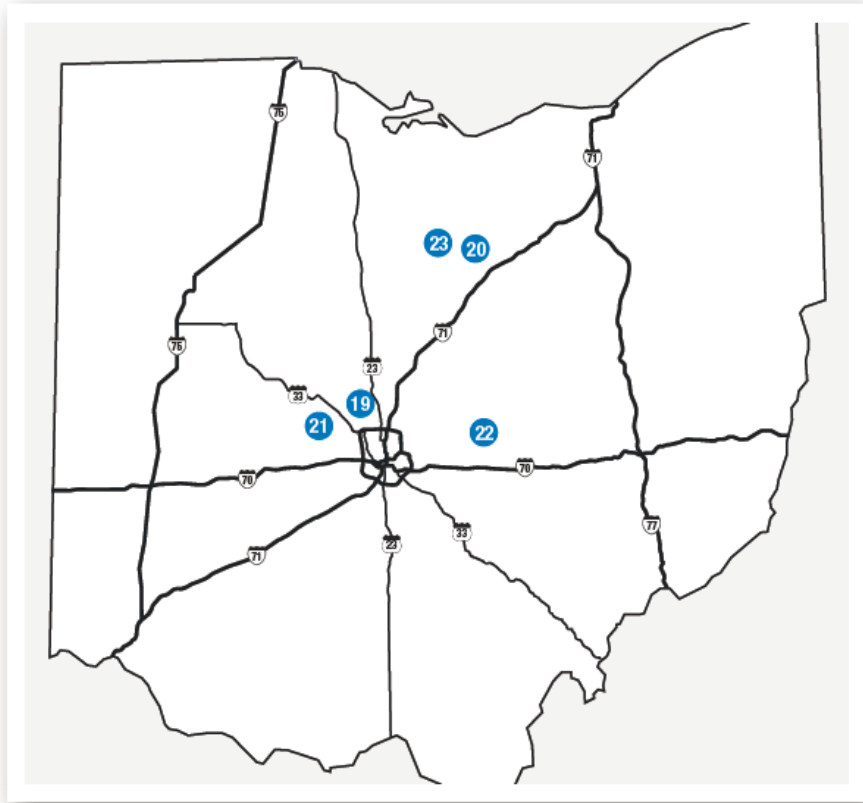
Speech Pathology

Audiology

Sports and Orthopedic Therapy

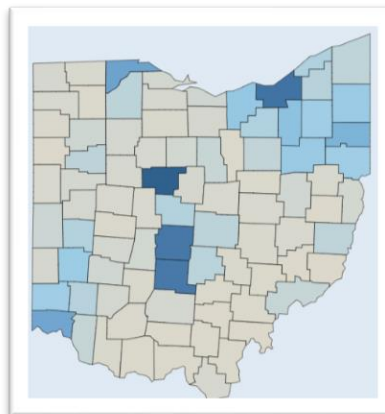
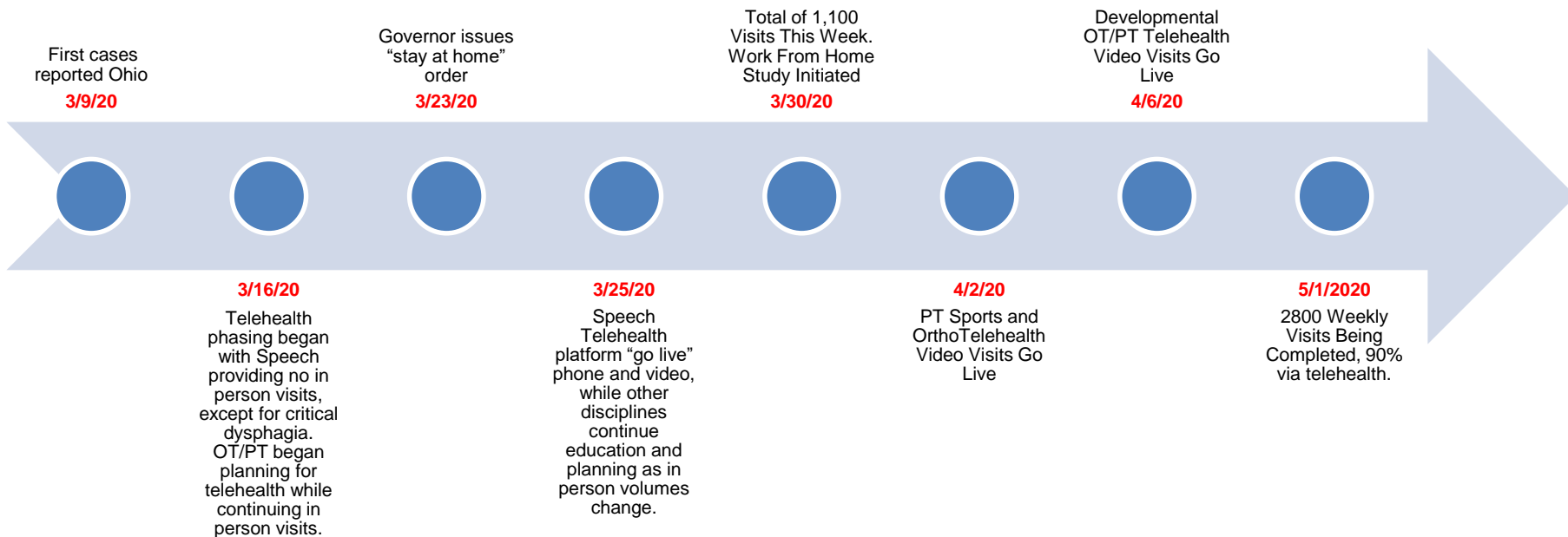


# Division of Clinical Therapies



# COVID-19 in Ohio

## General Department Transition Timeline







David Wessells, MPT, MHA  
Program Manager Sports and Orthopedics  
Therapies

# Technology platform



# Understanding the regulations



UPDATED MARCH 23, 2020

COVID-19 EMERGENCY RULES  
FOR TELEMEDICINE VISITS



# Logistics of Implementation





Sara O'Rourke, MOT, OT/L, BCP  
Program Manager, Developmental  
Occupational Therapy

# Education

- Multi-pronged approach using existing structures
- Two types of training:
  - Technology training
  - Discipline specific staff education

# Technology Training



Telehealth  
phone calls



Video visits  
using Epic Zoom

# Core Staff Education Components

Normalize telehealth using official statements and examples from other areas of practice

Highlight examples from research

Provide step-by-step guide for how to conduct a session

Identify where to find additional resources

Include time for Q & A and discussion of case examples



**NATIONWIDE CHILDREN'S**  
*When your child needs a hospital, everything matters.*



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# Considerations for Implementation

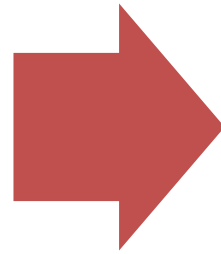
- How do we provide **meaningful care** without risking our patients health?
- How do we **protect staff's** (ours and others) **health**?
- How do we **protect their jobs**?

# Considerations for Implementation

- How can we support our patients?
  - Initial violation of attendance policies
  - Continuing to provide services
  - Seeing new patients

# How do I actually do it?

Operational  
planning  
and  
education



Successful  
telehealth

# Focus of Outpatient OT during COVID-19



# Two Delivery Methods

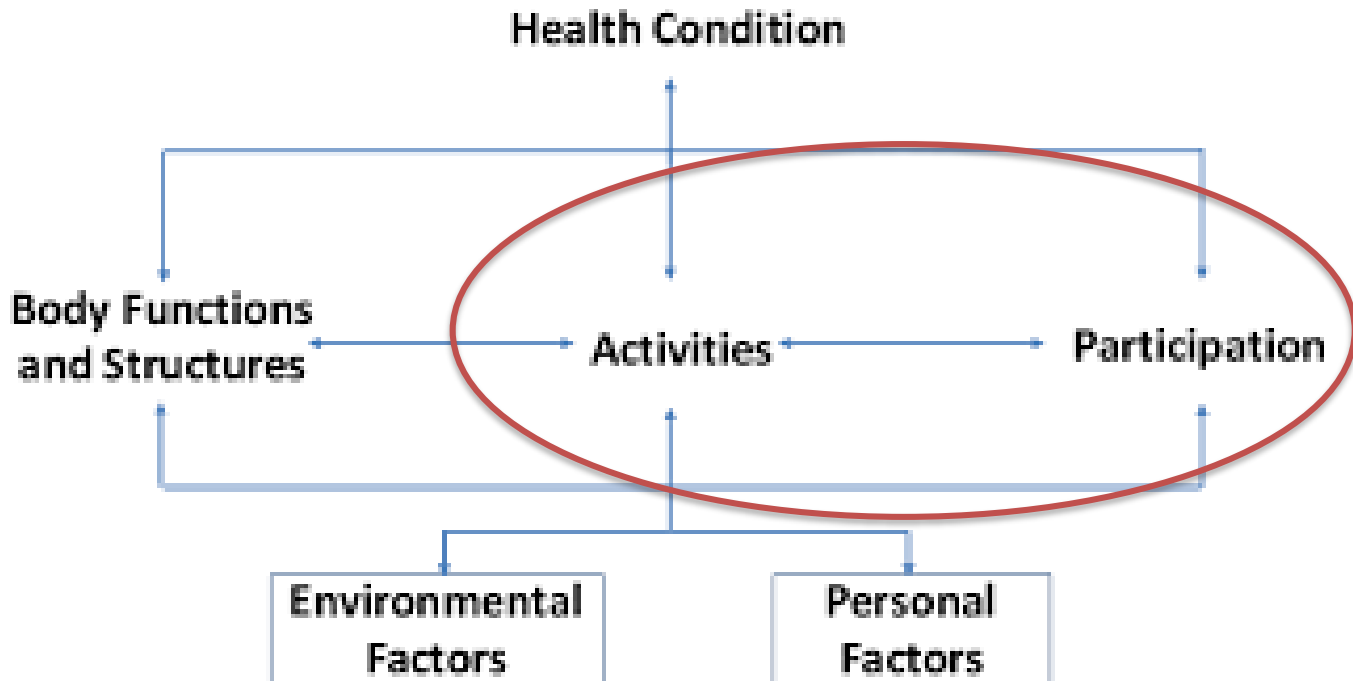


Billable phone  
calls



Video visits  
using Epic Zoom

# Triage



[Image source](#)

# Principles

**Authentic contexts:** Natural environments; daily life settings

**Family's interests and routines:** Focus on strategies that can be incorporated into routines

**Caregiver interaction and responsiveness:** Foster relationship between the caregiver and child; focus on strengths

**Reflection and feedback:** Talk through strategies and evaluate effectiveness; focus on building caregiver knowledge and drawing out insights

**Joint plans:** Caregiver and practitioner identify what they will work on between sessions, and then check in at next session

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Little et al.,  
2018; Rush &  
Shelden, 2011





Michelle Byars, PT  
Program Manager, Developmental Physical  
Therapy



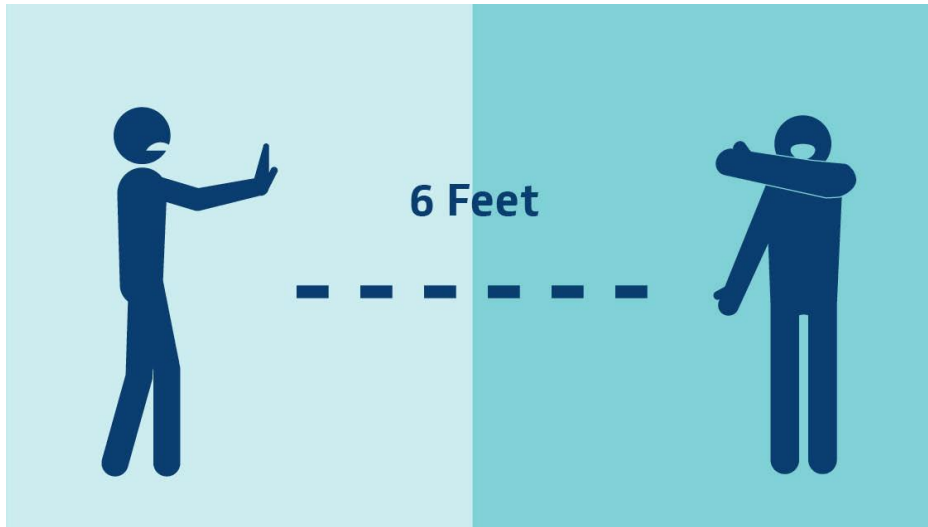
# Telehealth Challenges



# Technology and Language Barriers



# Workplace Changes



# Patient follow up



# Measuring Success



# Satisfaction Surveys

## Avoiding Delays



# Multidisciplinary Clinics

## EBP



# What's next...





# Next Steps

- Perfecting Our Skills
- Telehealth Specific Referrals
- Best Practice further defined
- Planning for the Future

# Discipline Specific Follow Up Webinars

## The Pediatric Therapist in Telehealth in a Pandemic: What Works?

### **Speech Language Pathology - Tuesday, May 12th, 2020**

12-1 pm EDT, 11 am-12 pm CDT, 10-11 am MDT, 9-10 am PDT

### **Occupational Therapy - Wednesday, May 13th, 2020**

12-1 pm EDT, 11 am-12 pm CDT, 10-11 am MDT, 9-10 am PDT

### **Physical Therapy - Thursday, May 14th, 2020**

12-1 pm EDT, 11 am-12 pm CDT, 10-11 am MDT, 9-10 am PDT

### **Neuropsychology - Friday, May 15th, 2020**

12-1 pm EDT, 11 am-12 pm CDT, 10-11 am MDT, 9-10 am PDT

To Register: [www.iprc.info](http://www.iprc.info)

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# Questions

For a certificate of attendance, please complete survey monkey:



[www.surveymonkey.com/r/IPRCwebinarsurvey](http://www.surveymonkey.com/r/IPRCwebinarsurvey)