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The Pediatric PT in Telehealth in a Pandemic: What Works in Developmental/Sports Orthopedic PT



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Rachel Bican PT, DPT, PhD Candidate

Research Coordinator
Developmental PT

Background & Introduction

- Physical therapists provide services in many settings and to patients across the life span
- All of us are experiencing many of the same challenges during the COVID-19 pandemic
- Speakers today will provide an example of transitioning and delivering outpatient services through telehealth
- Our goal today is to present information you can also apply to your setting and practice

Objectives

- Discuss how one pediatric hospital based institution rapidly implemented sports and orthopedic and developmental PT outpatient telehealth services.
- Review EBP related to telehealth evaluations and treatment, provide examples of resources developed, staff education provided, and the team approach to implementation of telehealth services.
- Describe how to find additional resources for physical therapy telehealth practice to support practitioner adaptability and resilience.
- Discuss telehealth tips learned through provider experiences and share telehealth patient success stories

Our Setting



Nationwide Children's Hospital



- One of the countries largest not-for-profit freestanding pediatric health care networks
- Provide care to more than 1 million patients annually
- Nearly 12,000 hospital staff and 1,000 medical staff

Division of Clinical Therapies

- Audiology
- Inpatient OT/PT/TR/Massage
- Sports and Orthopedic PT & Hand Therapy
- Speech Language Pathology
- Outpatient Developmental OT
- Outpatient Developmental PT
- HomeCare



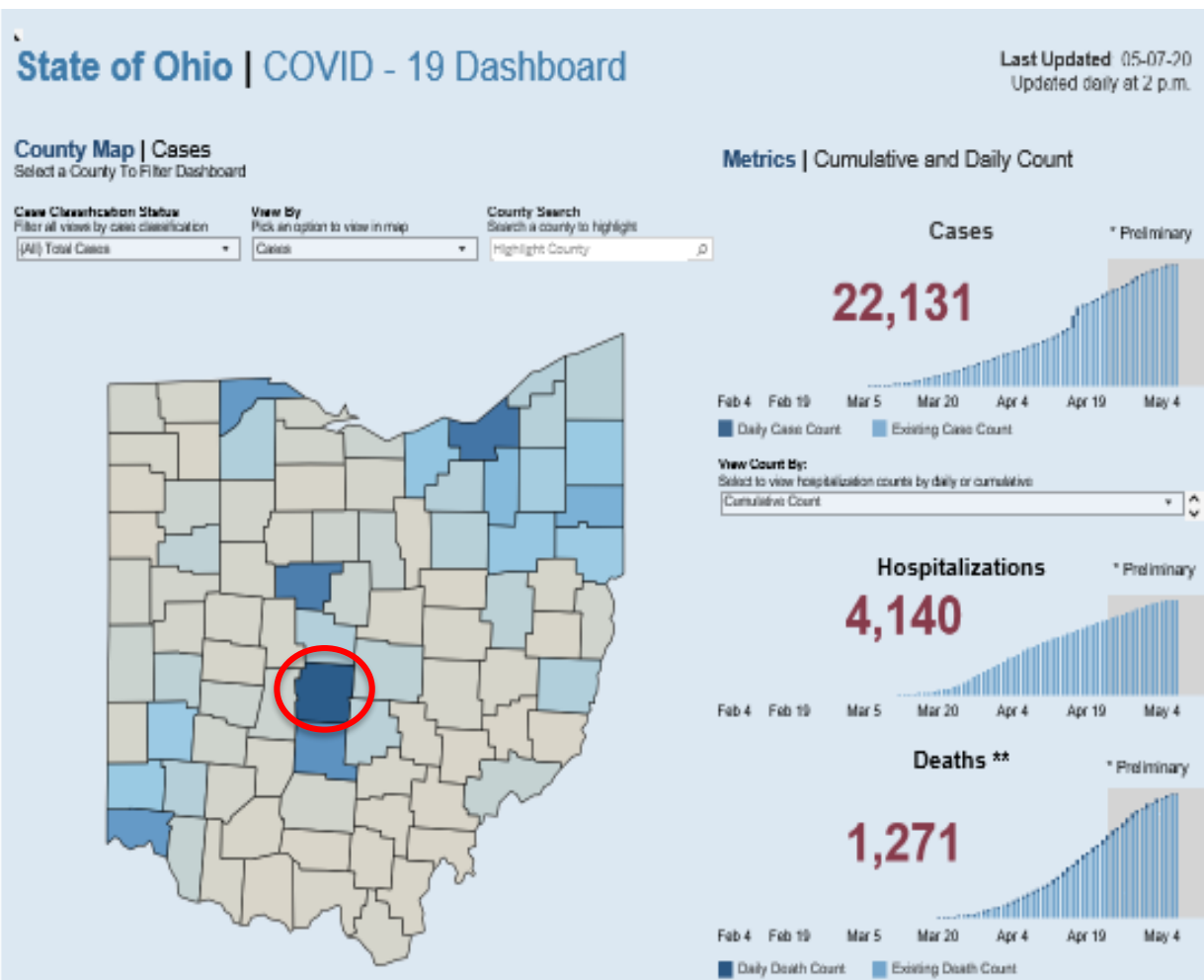
- > 400 professionals work in the Division of Clinical Therapies
- All departments within Clinical Therapies are doing telehealth so we are sharing resources

Department Numbers



	Outpatient Developmental PT	Sports PT & Hand Therapy
# of locations	8	9
# of PTs	51	45
# of patient seen per week (prior to COVID-19)	600	1200
Provided telehealth prior to COVID-19?	No	No

COVID-19 In Ohio



- Stay at Home Order Since:
 - March 22
- As of Friday, May 8:
 - 22,131 cases
 - 4,140 hospitalizations
 - 1,271 deaths
- We are in Franklin County
 - Dark blue in center



Transition to Telehealth

Department Goal: Transition of PT to Telehealth

In person
PT sessions

Telehealth
PT sessions



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Factors Considered During Transition to Telehealth

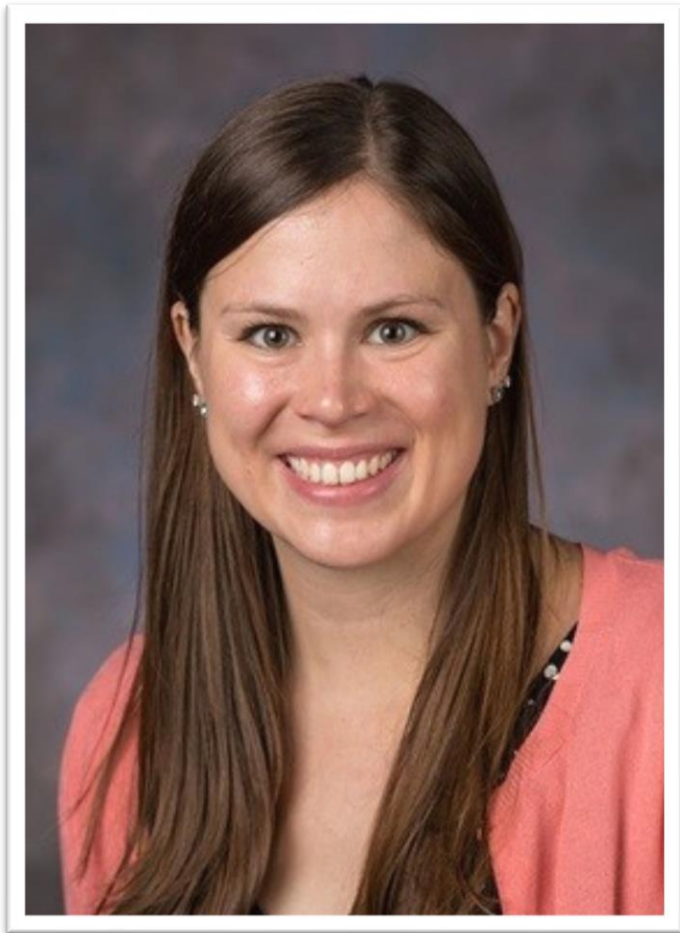
- Technology
- Documentation
- Billing
- Message to caregivers
- Education and Support for Staff
- Parent Resources



Members of Our Team To Transition to Telehealth

- Director of Rehabilitation Services & Program Managers
- Clinical Leads
- Performance Improvement Staff
- EBP/Research Coordinators
- IT Support Staff
- Scheduling Support Staff
- Treating Therapists/Therapy Aides





Christine Mansfield **PT, DPT, OCS, ATC**

EBP Coordinator Sports PT



Technology



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Two Delivery Methods



Billable phone
calls

- Lead:** Collaborated with our IS department to push the **Zoom** application to each of our clinicians' laptops



Video visits
using Epic Zoom



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Delivery Method



1. Billable phone calls

- Therapist guides the session by encouraging various therapeutic activities or exercises
- Parent reports how the child is doing on the activity and asks questions
- Therapist provides feedback on modifications to task, parent education, and directed activities

Delivery Method



- Therapist and family log into a secure Zoom session.
 - Therapist guides session by prompting parents and/or patients to perform therapeutic activities or exercises.
 - Therapist provides feedback to parents and/or patients on modifications to the activity and level of assistance provided; provides verbal cues to patients on performing exercises with appropriate mechanics and form.
 - Therapist encourages progression of activity and answers parent/patient questions.
-

Telehealth Services with



- EPIC Zoom is HIPAA compliant, encrypted, and password protected
- Patients launch Zoom using their MyChart patient portal on their personal or mobile device
- Department created a “MyChart Tips for Parents” document to help parents/families troubleshoot issues with Zoom
- Created an internal email group with a point person to answer questions with technical issues regarding telehealth services



Documentation



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Documentation

- **EPIC**
 - Created Dot Phrases
 - Phrases easily pulled in to electronic medical record
 - Goal
 - Follow payer guidelines for telehealth visits to make sure our documentation is accurate/consistent between therapist
- **Lead:**
 - Performance Improvement Staff and IT

Documentation

- **Dot Phrase Examples:**

- **Example:** .COVIDTelehealth

- **COVID-19 Telehealth Documentation:**

- Due to COVID-19 related state of emergency restrictions, as an alternative to an in-person session, the clinical decision was made to utilize Telehealth to provide services for this patient's visit.
 - Services were provided via: (Zoom or telephone)
 - Location of patient/family per their report:
 - Location of provider:
 - Identity was confirmed using:
 - Consent for use of Telehealth was provided to and completed by ...
-



Catie Christensen

PT, DPT, PCS

EBP Coordinator
Developmental PT



Billing



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Billing

- Rapidly evolving
 - Institutional & State Specific
 - Need to understand your specific work parameters and billing practices
 - Please follow the updates in your state and use the APTA as a resource
 - <https://www.apta.org/Telehealth/>
 - Leads:
 - Program Managers and Director of Rehabilitation Services work to stay updated on current recommendations
 - IT support worked to get billing set up correctly
-



Parent Messaging



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Initial Messaging to Patient Caregivers

- Developed language for practitioners to use as script to describe telehealth to caregivers
 - Treating therapists called the families to introduce telehealth, determine if family was willing to participate in this form of therapy, and decide if a telephone or video zoom visit would best meet families needs.
 - Developed Caregiver FAQ handout
 - **Does cover:** what telehealth is, supporting evidence, what it might look like for their child
 - **Does not cover:** billing/insurance questions
 - **Leads:**
 - Hospital administration, program manager, insurance specialists and therapists
-

Next Contact with Patient Caregivers

- Specific scripting to consent families to this model provided by our institution
- Sharing the technology requirements families will need
 - Scheduling staff spends 15-30 minutes with the patient/family walking them through the process for accessing [Zoom](#) on their device, ensuring they are registered for [MyChart](#), and outlining all the expectations of their upcoming visit
 - Emailed instructions were also provided to the family
 - Child's visit type was changed in EPIC to reflect type of visit (Phone call vs. video zoom visit)
- **Leads:**
 - Therapists and Scheduling staff



Staff Education & Resource Development



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Core 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



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What Do Official Bodies Say About PT via Telehealth?

- Professional Organizations Stance

- World Confederation of Physical Therapy (WCPT):

- “ It can result in services being delivered in a way that people want, **provide resources and information more easily and swiftly**, support service design and easier access, and encourage global learning and collaborative opportunities.”

- APTA:

- “Telehealth will not replace traditional clinical care. However, it will give PTs and PTAs the **flexibility to provide services in a greater capacity.**”

<https://www.wcpt.org/sites/wcpt.org/files/files/congress/19/Presentations/WCPT-06.pdf>



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Describe Telehealth & How It Can Be Done

- What does the research say?

- Clinicians report:

- Telehealth (can be) equivalent to face-to-face treatment
- Safe
- Beneficial for
 - Understanding home environment
 - Flexible
 - Improve family engagement

- Parents report:

- Feasibility
- High level of satisfaction

Olson et. al 2018
Wade et. al. 2019
Cole et. al. 2019
Seto et. al. 2019

Describe Telehealth & How It Can Be Done

- Principles of Telehealth
 - Standard of care for any given condition is the same regardless of whether care is provided in person or via telehealth
 - Site of care is the patient's physical location at the time of the telehealth encounter

Developmental PT: Staff Education & Resource Development Examples



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Summary of Developmental PT Education

Lead: EBP and Research Coordinators

Education	Content
3, 45 minute Live Skype Presentations	<ul style="list-style-type: none"> • Describe Telehealth <ul style="list-style-type: none"> • National governing bodies statements on the use of telehealth • Review of research on the impact of telehealth • Parent needs with these type of service • How it can be done at NCH <ul style="list-style-type: none"> • Education on moving from direct intervention to parent coaching • Who will be seen in the clinic and who will be seen via telehealth
3, 45 minute Live Skype Sessions on evaluations via telehealth	<ul style="list-style-type: none"> • Evaluation Guide: <ul style="list-style-type: none"> • Copied each evaluation template into word. Noted which items could be completed via telehealth and which should be skipped. Use as a guide during evaluations. • Created parent resources to help prepare and assist child during evaluation • Outcome measures: <ul style="list-style-type: none"> • Identified and educated on which outcome measures could be used via telehealth.
Flash Journal Clubs	<ul style="list-style-type: none"> • Journal clubs: <ul style="list-style-type: none"> • Educated staff on the research around performing telehealth via pop-up journal clubs
Telehealth resource organization and creation	<ul style="list-style-type: none"> • Telehealth folder: <ul style="list-style-type: none"> • Created a folder on a shared internal website to keep telehealth resources for easy access including information on coaching and evaluations. • Procedural folder: <ul style="list-style-type: none"> • Created a folder on a shared drive that includes procedural documents on how to perform telehealth such as how to log onto zoom. • HEP and Parent Resource Folder <ul style="list-style-type: none"> • Created over 85 HEP documents with pictures of how to facilitate various activities at home • Therapists sharing information on HEP and games that can be issued to families. • Created parent information sheet on how to prepare for a telehealth evaluation.
Daily Updates	<ul style="list-style-type: none"> • Daily Updates: <ul style="list-style-type: none"> • Send by clinical leaders, program managers, or the director of rehabilitation
Feedback meeting & survey	<ul style="list-style-type: none"> • What is going well and what are challenges

Describe Telehealth & How it Can Be Done: Initial 45 minute live education



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Describe Telehealth & How It Can Be Done



Direct
intervention



Consultation
and
coaching



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Describe Telehealth & How It Can Be Done

- **What is parent coaching?**
 - **Modeling, direct feedback, and parent questioning** to improve a child's participation and parent's competence
- **Different than parent education or training**
 - Occurs in the family context
 - Focus is on helping parents **design their own solutions**
- **Provided documentation template to match principles**

Parent Coaching 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 the relationship between the caregiver and child; focus on strengths

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

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

Little et al.,
2018

Evaluations Via Telehealth: 2nd Live Education Session



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PT Evaluations: TELEHEALTH

- Resources
 - Evaluation templates in word
 - Parent handouts

PT Evaluations: TELEHEALTH

- Goal of EPIC evaluations in word on SharePoint
 - Can be printed as a guide through your telehealth evaluation
 - Documenting the evaluation in EPIC as usual
 - Recommend therapists have the EPIC template up on your computer during your evaluations so you can document as you go.
 - No changes have been made to the EPIC evaluation templates
 - An additional resource to provide tips on
 - How to perform various aspects of the evaluation via telehealth
 - On which sections to skip

PT Evaluations: TELEHEALTH

- Two versions of each evaluation template in word
 - Detailed: includes details of the evaluation
 - Brief: includes headings but less details

DETAILED

GAIT AND AMBULATION SKILLS (OBSERVATION)

Functional Ambulation Skills

Ambulation skills on level surfaces assistive device.

Ambulation skills on uneven surfaces assistive device.

Safety and efficiency assistive device:

Movement patterns observed during gait: (OBSERVATION)

Trunk:

Hip:

Knee:

Ankle:

Upper extremity positioning during gait:

Deviations noted during stance phase:

Deviations noted during swing phase:

Deviations noted during initial contact:

BRIEF

GAIT AND AMBULATION SKILLS (OBSERVATION)

Functional Ambulation Skills

Movement patterns observed during gait: (OBSERVATION)



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PT Evaluations: TELEHEALTH

- Templates available include:
 - CMT
 - Coordination
 - Down Syndrome
 - General Evaluation_Young
 - General Evaluation_Older and More Involved
 - In-toeing
 - ITW

PT Evaluations: TELEHEALTH

- Suggested Outcome Measures
 - Body Structure & Function
 - Pediatric Balance Scale (PBS)
 - Timed Up and Go (TUG)
 - Timed Up and Down Stairs Test (TUDS)
 - Early Activity Scale for Endurance (EASE)
 - Patient-Reported Outcomes Measurement Information System (PROMIS)
 - Physical Activity Short Form)
 - Activity
 - Bayley Scales of Infant Motor Development, 3rd Edition, Gross Motor Subscale (Bayley-III GM)
 - Alberta Infant Motor Scale (AIMS)
 - Parent-Reported Outcomes Measurement Information System, Mobility Subscale (PROMIS)

Parent Resources

- How to prepare for a telehealth evaluation
- Instructional documents on handling techniques that may be challenging to describe or show on a doll

Parent Telehealth Resources

- Parent's Guide to Preparing for a Telehealth evaluation

TELEHEALTH PT SESSION: PARENT GUIDE

PREPARING FOR YOUR PT TELHEALTH EVALUATION

- Be sure you have [mychart](#) and zoom set up as instructed
- Think about your goals, questions, and concerns for your child with regards to physical therapy.
- Be sure that you and your child are in a location where you have enough space to perform the activities for which you have concerns, goals, or questions.
- Please dress your child in comfortable clothes and have toys, snacks, or other items to encourage your child to perform the activities during the session.
- Please have easy access to any equipment your child may have such as leg braces, walkers, or wheelchairs.
- Set the computer, phone, or iPad in one location rather than walking around with it so the camera is steady. Your therapist will ask you to move the camera if it needs

- Please be prepared to help your child do activities during the session. The therapist will ask you background questions to get to know you and your child. They will then have you engage with your child to observe you child performing various activities.

****Your may have emailed you with documents to help guide the evaluation. If you received any documents, please have them ready as a reference.**

Thank you! We look forward to working with your family.



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Parent Telehealth Resources

• Neck ROM Guide

PASSIVE TURNING: We want to see how far your child can turn his or her head when we help them. You child may be a little fussy. If you feel your child is in pain, please stop this activity.

- Place your child on his/her back.
- Place your hand on one of your child's shoulder and help them turn his/her head to the opposite side.
 - The goal of holding the child's shoulder is to ensure your child's neck is turning rather than their trunk.
 - Tips:
 - Use a toy to encourage your child to start turning his/her head on their own.
 - Try to distract child using songs, talking, a toy,
 - Use a broad flat hand to prevent pressure in one area when helping his/her turn their head.
- We will try it to both sides.



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Parent Telehealth Resources

All Fours (Hands and Knees) to Sit with Assist at Hips

- Place or encourage your child to move into hands and knees on their own (crawling position).
- Place a toy to one side of the child to encourage him/her to start to move into a seated position.
- Place your hands on your child's hips. Gently bring your child's hips backward and to one side to move into a sitting position.





Christine Mansfield
PT, DPT, OCS, ATC
EBP Coordinator Sports PT

Sports PT: Staff Education & Resource Development Examples



Summary of Sports PT Education

Lead: Program Manager, Clinical Leads and Research Coordinator

Education	Content
45 minute Live Skype Presentation	<ul style="list-style-type: none">• Describe Telehealth<ul style="list-style-type: none">• National governing bodies statements on the use of telehealth• Review of research on the impact of telehealth• Parent and patient needs with these type of service• How it can be done at NCH<ul style="list-style-type: none">• Education on moving from direct intervention to parent coaching• Who will be seen in the clinic and who will be seen via telehealth
Telehealth resource organization on internal website	<ul style="list-style-type: none">• Telehealth folder:<ul style="list-style-type: none">• Created a folder on a shared internal website to keep telehealth resources for easy access including information on implementation of telehealth• Procedural folder:<ul style="list-style-type: none">• Created a folder on a shared drive that includes procedural documents on how to perform telehealth such as how to log onto zoom.
Weekly “Telehealth Tips” email and departmental emails	<ul style="list-style-type: none">• Weekly Updates:<ul style="list-style-type: none">• Sent by clinical leaders, program managers, or the direction of rehabilitation

Describe Telehealth & How it Can Be Done: Initial 45 minute live education



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Research Supporting Telehealth for Musculoskeletal Conditions

- Evidence supports the ability of physical therapist to use telehealth (videocall/Zoom) to **evaluate and reassess patients** with musculoskeletal conditions.
- Telehealth PT found to **improve pain and function** among patients with musculoskeletal conditions.
- Telehealth use is **advocated when patients have inability to attend PT** or a shortage of practitioners in the area for musculoskeletal conditions. However, more research is needed to justify its routine use when patients can readily access care.
- Telehealth PT has been **successfully used to treat most joints of the body with musculoskeletal conditions**, including hand therapy and chronic pain.

Grona, 2018



How Will My Practice Change?



Direct
intervention



Consultation
and
coaching

Why Consultation and Coaching?

- Coach on the more **independent role** patients and families will take with Telehealth.
- Encourage patients and families to **stay active.**
- We can **see their natural home environment** and guide set up of HEP.
- We can make a **BIG** impact by coaching parents and patients through training principles and progression of exercises, and provide education on their condition.



How Do I Actually Do It?



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How Do I Actually Do It?

- Potential questions for patients/families:
 - What do you have pain with?
 - What is hardest right now?
 - How has this transition been?
 - What equipment do you have at home?
- Think about the **child's goals** and how you were working toward them in the clinic setting



Planning the Session

- Encourage patient setup in a private **distraction free area**
- Discuss with the family where they want to set up the session in their house and **what they should have access to during the session**



What Resources are Needed?

- Try to give all bands the patient may need over the episode of care
- Table exercise can be done on floor
 - Yoga mat-ideal
 - Carpeted floor/Rug
 - A bath towel or two for padding on hard floor
- Weights available at home
- Chair (Caution with chairs that roll)
- Stairs or a sturdy step stool



How Do I Actually Do It?

- Make sure to have parents of younger patients present for session to assist keeping patient on task and assist with cueing
- Ensure you can see and hear the patient and the patient can see and hear you
- Consider using screen as visual feedback for patient instead of mirror



How Do We Know if Telehealth is Effective?

Outcomes Assessment

- Parent satisfaction survey is being utilized
- Look at attainment of individual goals
- When possible use an outcome measure
- Filling out outcomes measures via phone or send to the family





Life Lessons

Lessons Learned



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Lessons Learned (So Far)

- Have lots of **opportunity for discussion** among staff, including open times for questions and answers
- **Flexibility** is key as this situation continues to evolve
- Prepare team members for **discomfort with change**, and normalize those feelings

Telehealth Tips for Sports PT



- Consider **completing the exercises with the patient** during the session as visual feedback
- As providers have seen patients more frequently through telehealth they have gained a better understanding of what equipment patients have at home (weights, things to stand on for balance, etc.) and space restrictions so **HEPs are more specific and tailored to the patient's needs**

Telehealth Tips for Sports PT



- The provider may need to **move their laptop computer to different angles** when demonstrating exercises for patient's to have the best view
- Similarly, **ask the parent or family member to hold the phone/computer** and video the patient when you need to perform an evaluation/re-evaluation of goals

Telehealth Tips for Sports PT

- Utilizing the “share screen” option has been helpful when teaching new exercises to have pictures and instructions of exercises available while demonstrating the exercises. This caters to multiple patient learning styles.
- If typing during the sessions patients may have a difficult time hearing the provider talk over the sound of the typing.
- Make sure you are in a quiet and private area to complete your session free of distractions

Telehealth Patient Success Stories



Telehealth Patient Success Story

A Sports PT patient fractured their tibia and fibula requiring surgery in December. The patient was non-weight bearing for a long time and in a boot for even longer. When the patient started PT in February they could barely weight bear and thought the injury was a career ending one for football. He had been doing well in PT, regaining full knee and ankle motion, but then COVID hit. The patient started doing Telehealth visits and has been doing phenomenally. The patient initiated weighted exercise using jugs of water, and he has even been able to start some plyometrics in his basement. The best news however, is that if the patient continues on this path he will be able to return for his senior season of football and has even been talking to college recruiters! The patient and family are so thankful for Telehealth.



Telehealth Patient Success Story

From one of our hand therapists: “Something I found heartwarming is that patients can engage with their pets when appropriate, even for a quick pat or snuggle during a break from an exercise. I have a patient with some pre-existing mental health issues who experienced a traumatic car accident and burn injury, and she lights up when her dog spontaneously walks through the session and she can give him a big hug. 😊”

Telehealth Patient Success Story

One of our Sports PTs is treating siblings. The PT does back to back treatments with the girls. The PT also has them do a few activities together since they share a bedroom. Both girls have stated that they are having decreased pain and feel stronger since starting Telehealth. They have been doing theme dinners as a family during this quarantine and it has been fun for the PT to hear what the daily/weekly themes are for them. One sister has high anxiety regarding COVID-19 so she has been thankful she can stay home and still do therapy without coming into the clinic.

Telehealth Patient Success Story

From one of our Sports PTs: “I have a patient who is going to play football in college next year and I was able to get him back to lifting weights in his garage gym which was really cool.”



Rachel Bican
PT, DPT, PhD Candidate
Research Coordinator
Developmental PT



Developmental PT: Staff Successes

- Improved patient and parent carry over

A window into child's natural surroundings

Parent appreciation of our services

Improving our skills in parent education

Developmental PT: Staff Challenges

- Notes and parent HEP is taking longer and more thought

Parents have a hard time grading support level of child

Finding an ideal location for camera while child is moving

Motivating children through telehealth



Telehealth Tips Developmental PT

- **Teaching parents hands on techniques**
 - Use a doll
 - Send information to email
 - Hold up information in camera
- **Engaging children**
 - Offer a dance party at the end of the session
 - Play a favorite song/video after each exercise
 - Use toys they have at home as well to “share play”
- **Efficient HEP**
 - Share screen and have patient take a screen shot
 - E-mail
 - Place in mychart

Telehealth Tips Developmental PT

- **Items to use as surfaces**
 - Diaper/amazon boxes
 - Case of water
 - Step stools
 - Stairs/couches/coffee tables
- **Parent engagement**
 - Education them on what they are doing correctly and what could be improved and why
 - Review what went well at the end of the session and what to focus on this week.

Telehealth Success Stories: Developmental PT

- My patient with hemiplegic CP was excited to be able to ride her scooter at home with siblings but has been falling a lot per family report.
- Family thought maybe something was wrong with her foot or her brace but by watching her ride at home I was able to see the issue was not with her foot but with her difficulty holding on to her handle bars with her right hand.
- She is now working with her OT to come up with different ways to adapt the handle to allow her a better grip for safe and independent scooter riding!

Telehealth Success Stories:

Developmental PT

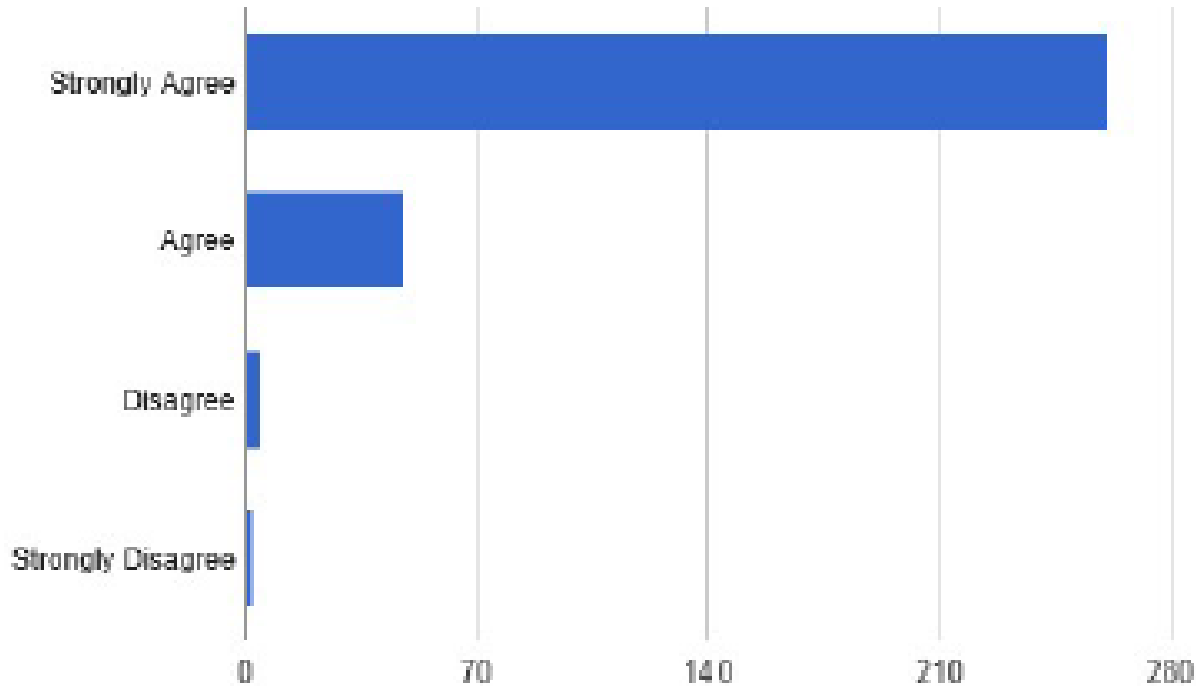
- I have a patient that was having significant difficulty attending PT appointments prior the pandemic.
 - Since switching to video telehealth, he has attended all appointments and his family/nursing staff have been very engaged in the appointment
 - We have been able to
 - Get his high chair and stander set up appropriately and to add towels and supports to promote function (items that would not have been able to be brought to the clinic). This has allowed him to use both hands to play rather than clenching them at his sides to maintain an upright posture. His OT has seen large improvements in his UE function.
 - Teach the family/nurses how to use an amazon box with couch pillows under the child's feet to work on bench sitting and kneeling activities.
 - The nurse as well as the parents are able to carry out these exercises daily now because they are using the resources within their house that have been set up correctly and now feel confident performing the activities.
-

Telehealth Success Stories: Developmental PT

- I am treating a child with Down syndrome. She is currently working toward (I) ambulation and stair climbing.
 - Her family has had some difficulty with getting her to participate in a HEP due to what was believed to be behavioral concerns.
 - During the pandemic, I have been able to work with her family over video sessions. This has allowed me to see how they are setting up the activities at home.
 - We have been able to modify her home set up and the way they are encouraging her to participate in these activities and she has demonstrated significant improvements in her functional mobility
 - We set up the dining room chairs in a circle with her play kitchen with in it. This has encouraged her to remain standing and transition from one surface to another for up to 40 minutes
 - Because I was able to see that her stairs had rungs, we were able to teach her how to go up sideways using two hands on the rungs. Within 2 weeks she is now going up the stairs on her own in a standing position.
 - We were progressing walking with less help. We tried to have mom hold one end of a toy and the child hold the other. We saw that she wanted to play with the toy. We were able to modify this to have the child and parent hold a pot holder in stead and she is now able to walk around the house holding just the pot holder with mom also holding it but not supporting child in any other way.
-

Parent View

7. My overall experience with NCH telehealth was positive.



Next Steps

- Continue to work with Division and Hospital leadership to provide safe, high-quality services to our patients and families
 - Continue to refine our staff telehealth coaching skills to provide high-quality care
 - Had a lunch time session about challenges and successes
 - Continue to adapt as the COVID-19 situation evolves
 - Discuss how we might use some of our new skills once we are past this phase
-

Certificates of Attendance

For a certificate of attendance, please complete survey monkey:



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Questions?

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