



TeleRehab

Lessons learnt from the Geraldton – Osborne Park Hospital Service Innovation Partnership

Toni Heinemann

A/Inpatient OT Coordinator, Stroke Services

Ruth Warr

TeleRehab Project Manager



Overview

- Admitted stroke telerehab project
- TeleRehab – hints & tips for success
- Patient feedback
- Clinician experience

Admitted Stroke TeleRehab Project

Aim: to increase access to specialist stroke rehab closer to home.

Through: a virtual healthcare team linking metro stroke specialists with country staff & patients via telehealth



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Telehealth hints & tips

- Know your equipment!
- Know when to mute
- Minimise background noise
- Trial before your first clinical session
- Have help at hand
 - Regional Telehealth Coordinator
 - STS service desk: **1300 367 166**
 - Phone in the room you're dialling



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TeleRehab – tips for success

- Keep it patient centered
 - Stand side-on to the patient
 - Zoom up to give a torso view of the clinician
 - Remove “picture in picture” from patient view
 - Introduce any other people in the room
 - Ensure that the patient is happy to proceed
 - Have resources ready
 - Have the environment set up



TeleRehab – tips for success

- Maximising audio quality
 - Adjust the unit volume, not your voice
 - Use a headset whenever possible
 - Invest in a good quality headset
 - Hearing amplifiers are available
 - Consider microphone placement



TeleRehab – tips for success

- Maximising visual quality
 - Allow far site clinician to operate camera
 - Avoid moving mobile units (trolleys, tablets) whenever possible



Patient Feedback

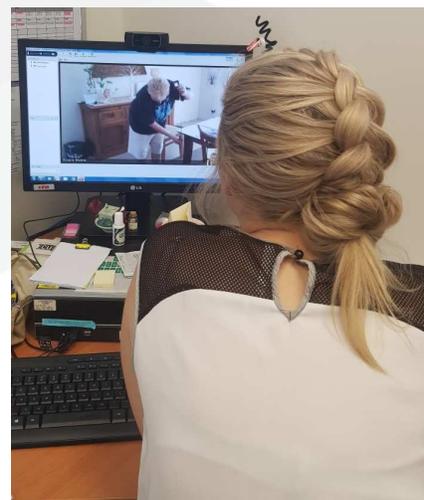
“He was a nice chap... it was no different to him being here, really.”

“I really quite enjoyed it!”



Clinician Experience

- Perceived barriers and challenges of TeleRehab
- Work out scope for each discipline
- Teaching and training 'on the run'
- Increase clinical knowledge and use of technology for clinical service delivery at own site
- Increased knowledge of WACHS challenges



Toni Heinemann

A/Inpatient OT Coordinator, Stroke Services
Osborne Park Hospital

Toni.Heinemann@health.wa.gov.au

Ruth Warr

Project Manager – TeleRehabilitation
WACHS – Innovation & Development

Ruth.Warr@health.wa.gov.au