

digitalhealth

REWired

LONDON 14-15 MARCH 2023

Headline Sponsors:

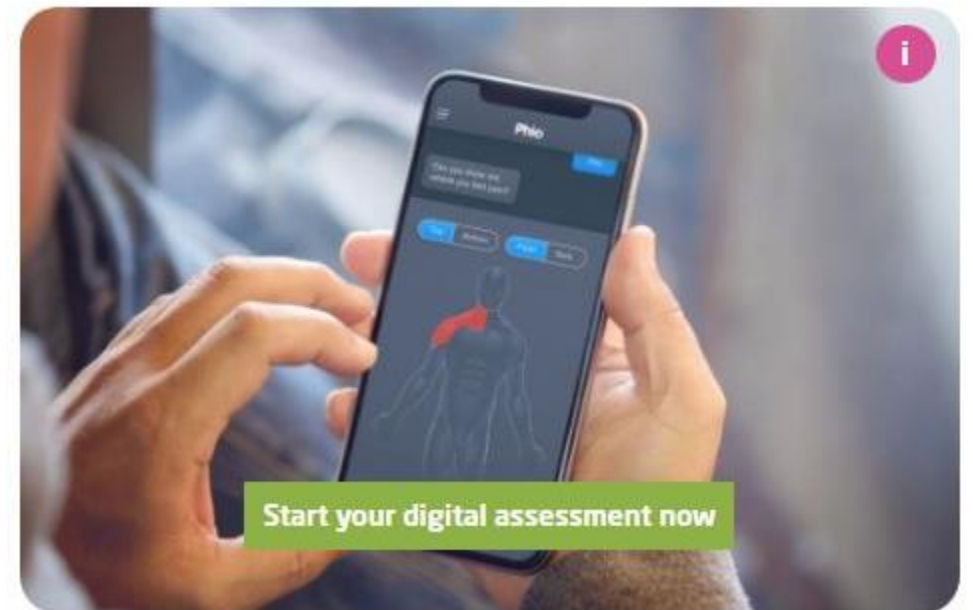


CHARLIE PARK

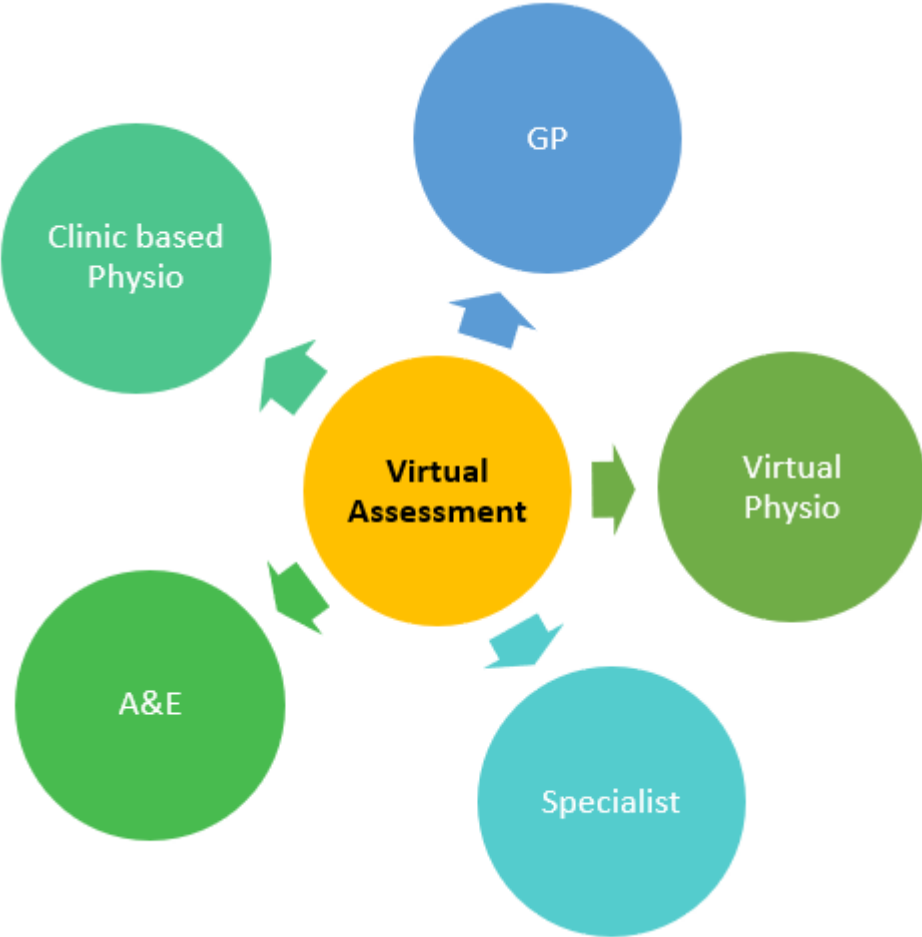
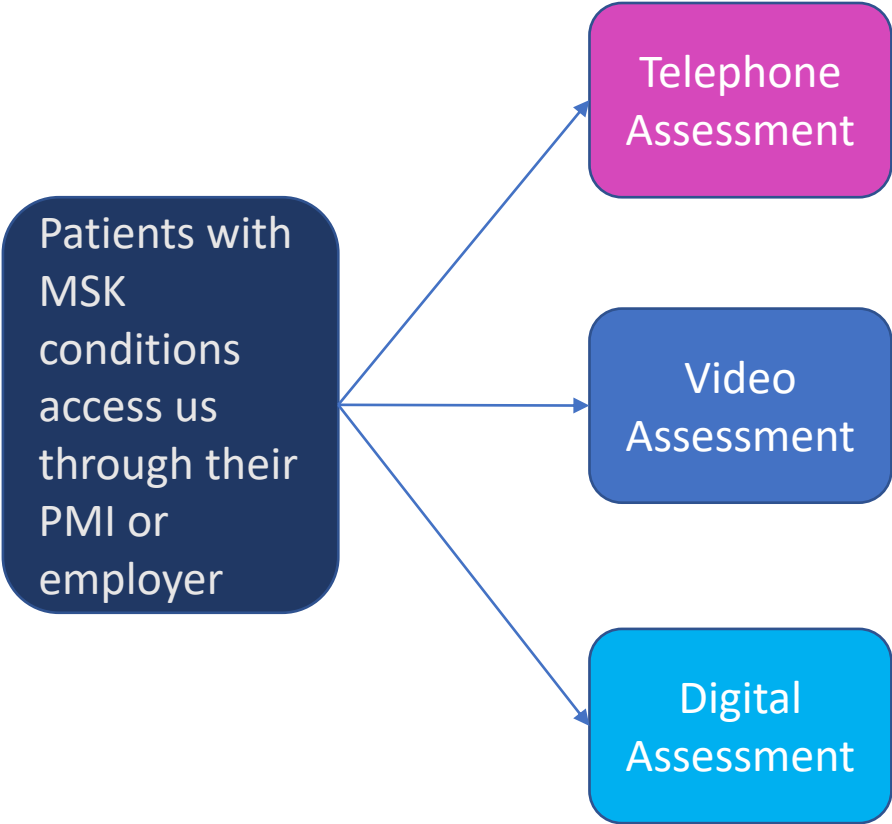
CLINICAL LEAD
PHYSIOTHERAPIST,
IPRS HEALTH

Patient Safety in a Virtual Physiotherapy Service

15/03/2023



Overview of the Service



Patient Safety in a Virtual Physio Service

Key Opportunities

- Automation of processes facilitates standardisation and removes unwanted variation.
- Telephone/ video consultations are recorded making auditing and quality assurance easy to do.
- Comparable patient reported outcomes to face-to-face Physio treatment.
- Monitoring patients through Apps increases accessibility and support.
- Clear pathways to escalate level of care where needed.
- Clear incident reporting processes that are digitalised.

Patient Safety in a Virtual Physio Service

Key Challenges

- Reliance on verbal cues mainly, with some observed physical assessment aspects.
- Additional cognitive, attention, and memory demands compared to F2F.
- Increasingly more complex caseload due to reduced access to GP and A&E in the NHS.
- Use of multiple IT systems may reduce clinician focus on safety critical aspects of patient care.

Overcoming the Challenges

Reliance on Verbal Cues

- The patient's story is the most important aspect of any assessment
- Safety netting is critical
- Equip the patient with safety critical info – education!
- Refer into F2F services where objective assessment needed



Overcoming the Challenges

Cognitive Demands

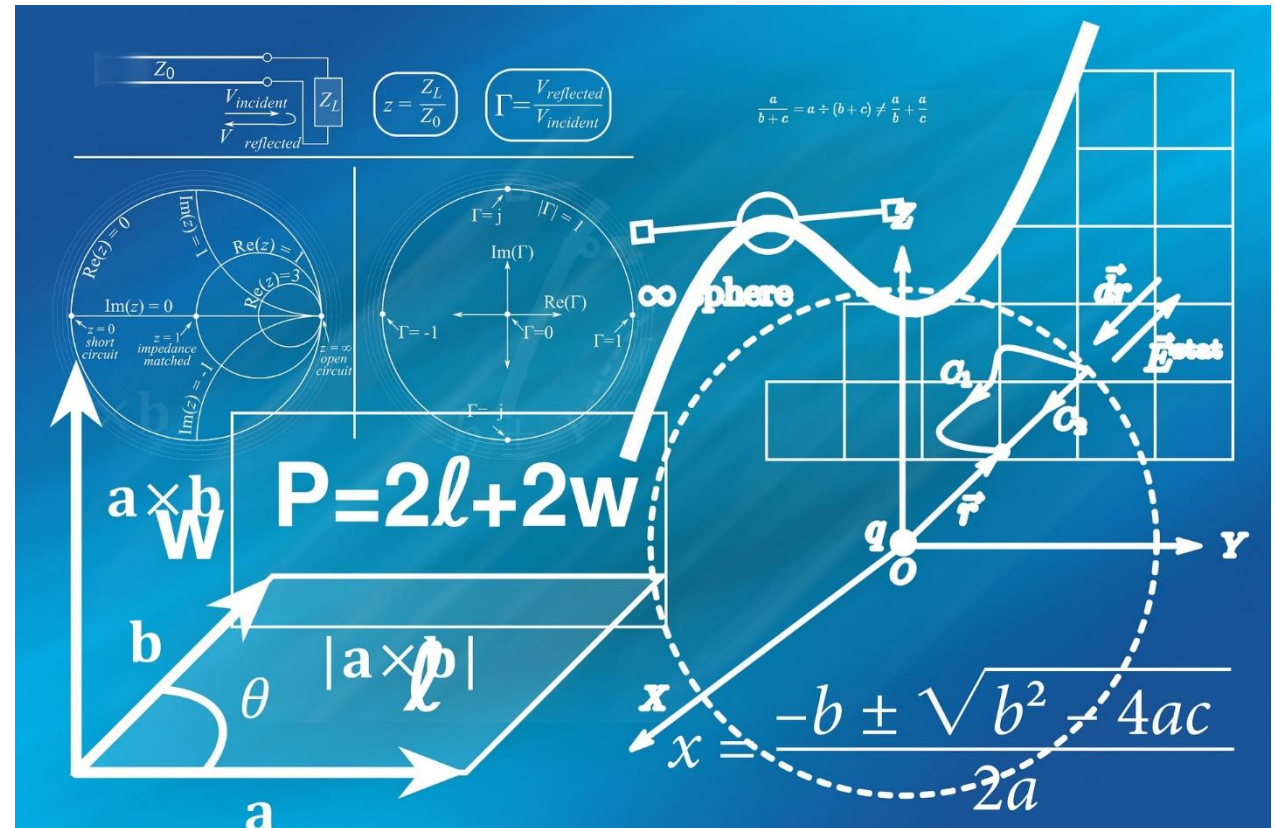
- We design services that automate non-clinical tasks to enhance the clinical encounter.
- We avoid automating processes solely to reduce consultation times.
- We give clinicians enough time and enough rest.
- IPRS has a 3:1 model to help manage cognitive load.



Overcoming the Challenges

Complex Caseload

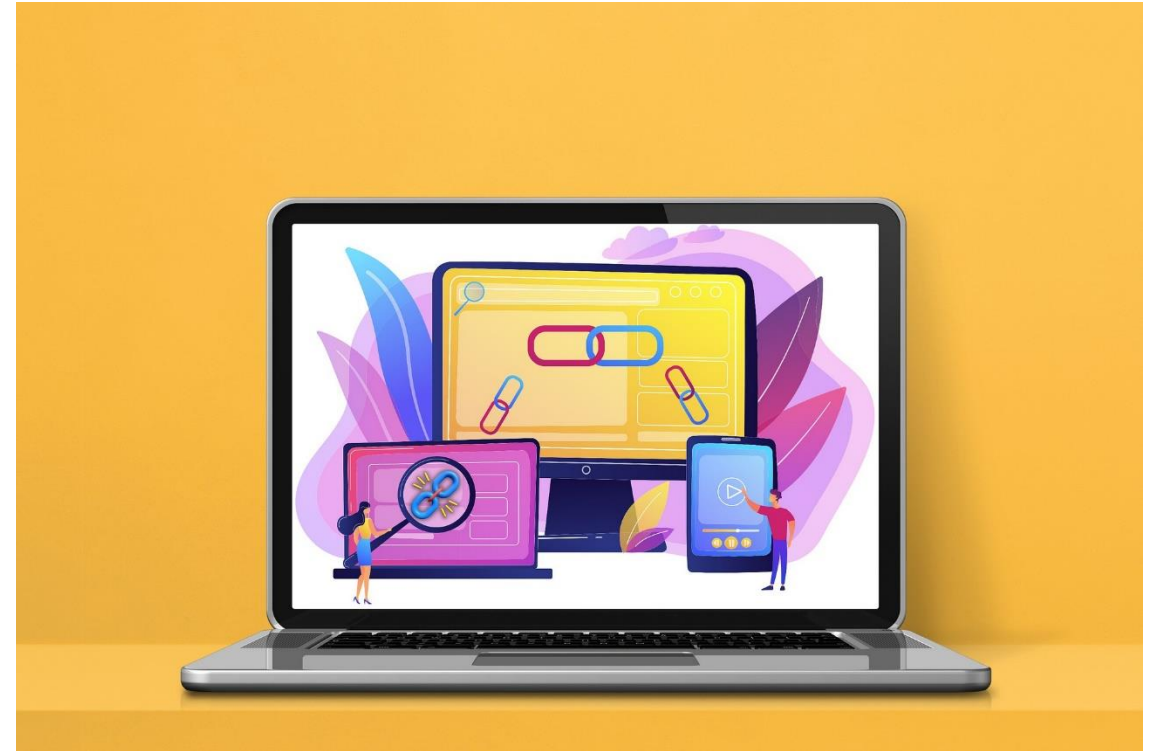
- We have standardised clinical pathways
- Quick links to key resources
- Thorough induction training and ongoing training
- Clinical support lines
- MS Teams groups with peers
- Accessible managers
- Audit and quality assurance processes



Overcoming the Challenges

Multiple Systems

- We have API links between systems being used
- We involve clinicians in design and implementation of systems
- We develop digital skills and have a competency framework
- Strong links between clinical team and IT/ development team
- Resources such as video tutorials



Top 3 Take Home Messages

Virtual Physiotherapy is safe and effective but to make it safe consider these 3 things:

1. Patient choice is key to ensure the right patients use digital/virtual services.
2. Clinicians working in a virtual setting need effective training and supervision.
3. Design the system with patient safety at the heart of it.