

Telehealth in Physical Therapy

Adaptations of a hands-on profession in a hands-off world

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What We'll Cover Today?

aka The Takeaways

- The transition to telehealth physical therapy in the COVID era
 - Where were we before? Where are we now?
- Patient satisfaction with telehealth physical therapy
- What have we learned?
 - The good, the bad, the ugly
- What is the potential future of telehealth physical therapy?



The Transition to Telehealth PT

UCSF Faculty Practice Physical Therapy

- 3 outpatient clinics
 - MB, MZ, Lakeshore
- 44 Board-Certified Clinicians
 - Orthopedics (N= 27)
 - Neurology (N = 5)
 - Geriatrics (N = 2)
 - Sports (N= 2)
 - Non-Specialized (N = 8)





Pre-COVID Telehealth PT

- Telehealth PT has long been available
 - Research has shown favorable outcomes in numerous areas
 - Cost effectiveness often discussed in research
 - Small selection of our neuro group was utilizing telehealth PT
- March 22 May16, 2019
 - <1% of visits were telehealth
- All telehealth PT visits performed from clinic spaces
- Minimal insurance coverage for PT telehealth
 - Must be done from clinic, in state of origin, with patient in the same state
 - No evaluations



COVID-Era

After March 22nd, 2020

- March 22 May 16, 2020
 - 85% of visits were telehealth
- All clinicians transitioned to majority telehealth visits
- In-clinic visits limited to recent post-op or acute
- Clinicians transitioned to majority work-from-home with telehealth
- Private insurers began coverage, followed by federal (CARES Act)
 - Waived in-state requirements
 - Allowed Eval and more available codes with modifier





Telehealth in Physical Therapy

COVID-Era

- All new patient evaluations on telehealth
- Gradual progression of in-person follow up visits based guidelines from state and UCSF
- Variable schedules for PTs
 - From 100% in-person to 100% telehealth until Aug 2021
- Continued allowance of work-from-home based telehealth rehab





March 22 – May 16, 2019 March 22 – May 16, 2020 (N = 9,255)(N = 4,548)18; 0% 74; 2% 745; 16% 1,785; 19% 0;0% 591; 13% 3,138;69% 7,452; 81% New, In-Person New, Telehealth New, In-Person New, Telehealth ■ Follow-Up, In-Person ■ Follow-Up, Telehealth Follow-Up, In-Person Follow-Up, Telehealth







How Did We Transition?

- Early adoption
- Fantastic leadership
- Clinician involvement
- Regular meetings
- Task forces
- Admin/Clinician teamwork
- Realtime data analysis
- Patient Involvement





So How Does It Work?





"People start to heal the moment they feel heard."

Cheryl Richardson Life Coach



What to expect

The blueprint of a telehealth PT session

- Evaluation
 - SUBJECTIVE
 - Red Flags
 - Objective
 - ROM = good validity
 - Functional strength vs. MMT
 - Modified Special Tests
 - Home Program
 - Therex, patient ed, selfmobilization, etc.



- Follow-Up
 - Q&A
 - Exercise adjustments
 - Demo / Return-Demo
 - Video / Pictures
 - Patient Education



Objective Measurement Validity

Can we accurately measure remotely?

- Limited evidence, but all studies show high level of accuracy compared to clinical measurement
 - Dent PA Jr., et al. Validation of Teleconference-based Goniometry for Measuring Elbow Joint Range of Motion. Cureus. 2020;12(2):e6925. Published 2020 Feb 9. doi:10.7759/cureus.6925
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Examples of Exercise Programs / Education An exciting new world of ideas

Self-Mobilization



Equipment Setup







🔢 Apps 🦁 Spreadshirt 🌌 Earthquakes 🚯 UCSF Mail 👔 Facebook 🔞 Wikipedia 💈 Workspace Webm... 🧮 Dashboard | UCPa... 🗎 Work 🇎 News 🗎 Popular 🗎 Enzo and Me 🗎 Imported From Sa... 🐇 Apple 👘 Iclicud 🎐 Twitter 🔇 Yahoo! ★ Bookmarks 🔇 BART EZ Rider C

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FLY ME TO THE MOON Frank Sinatra

All I worship and adore In other words, please be true



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Up next



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Patient Satisfaction

Measuring Patient Satisfaction Data Miners and Clinicians Work Together

 M Miller, S Pak, D Keller and D Barnes, Evaluation of Pragmatic Telehealth Physical Therapy Implementation During the COVID-19 Pandemic, *Physical Therapy*, Volume 101, Issue 1, January 2021, pzaa193, <u>https://doi.org/10.1093/ptj/pzaa193</u>

Why A Patient Satisfaction Survey?

- Press-Ganey wasn't assessing telehealth
- Immediate need for feedback on early procedures
- Guide clinicians in understanding patient barriers
- Improve patient-centered care

Telehealth PT Satisfaction Survey

- 10 Questions with 5-point Likert Scale
 - 0 = Not satisfied at all
 - 5 = Very satisfied
- 1 Yes/No Question
 - Would you do telehealth PT again?
- 3 Open Ended Questions
 - Best part
 - Improvements
 - General comments

	Not at all satisfied	Partly satisfied	Satisfied	More than satisfied	Very satisfie
getting connected to your telehealth physical therapy session(s)?		0			0
using telehealth technology once you were connected to your physical therapy session(s)?					0
hearing and being heard during your telehealth physical therapy session(s).					
seeing and being seen during your telehealth physical therapy session(s).					
feeling safe during the telehealth physical therapy sessions(s)?					
feeling comfortable during the telehealth physical therapy session(s)?					
your telehealth physical therapist/physical therapist/physical therapist assistant.					
the additional information shared in the telehealth physical therapy sessions.					
how the telehealth physical therapy session(s) met your needs/expectations?					0
your overall telehealth physical therapy session(s).					

about aspects of your telehealth physical therapy se



What Did We Find?



Telehealth Satisfaction 2.0 In Data Collection...

Purpose:

- AIM 1: To identify the utilization of telehealth and in-person physical therapy late in the pandemic
- AIM 2: To identify patient-, clinician-, administration level factors influencing telehealth vs. in-person

Methods:

- AIM 1: Retrospective analysis of APEX data (similar to our prior study) with the addition of 2 new variables
- AIM 2: Qualitative interviews with clinicians, patients, and leaders.





What Have We Learned?

Barriers

The hurdles we've discovered

- Technology understanding / availability
- Available equipment for PTs
- Insurance reimbursement
- Scheduling
- Outcome measures
- Lack of palpation / limited objective
- Doesn't replace the hands-on aspect



Benefits

What positives have we taken away?

- Improved listening and observation
- Ease of access for many
- Reduced costs
- Patient satisfaction is strong
- Exciting opportunities for new programs
- Reduced commute for clinicians
- In-home equipment options





What Is The Future of Telehealth PT?

Transitioning current practice into the future $\ensuremath{\mathsf{The Hybrid}}\xspace$ Model

- Based on patient and clinician feedback, likely hybrid future
 - Most evals in-person, with occasional TH follow-ups
 - Full telehealth programs for patients in rural areas / with poor access
 - Integrated Sports Rehabilitation Group
 - Other interprofessional programs (ortho surg, neuro, limb loss, oncology, etc.)
 - Some PTs with full telehealth day





What Needs To Be Done Now? ADVOCACY!

- Continuation of insurance coverage for telehealth PT
 - Including fair reimbursement
- Continuation of state compacts allowing telehealth across state lines
- Fight Medicare cuts to physical therapy!
 - 9% planned cut this year
- Continue to assess the program and learn from mistakes!

Thank you! From all of us at UCSF Faculty Practice Physical Therapy













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