




Caregiver and Patient Engagement Through Telehealth

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My Journey to Tele-therapy Practice

- Education:
 - Bachelor of Science- Kinesiology/Exercise Science
 - Master of Science- Biology/Neuroscience
 - Doctorate of Physical Therapy
- First Author publication:
 - Parent Handling of Typical Infants Varies Segmentally Across Development of Trunk Control, Experimental Brain Research Journal
- **Re-location to Wyoming to enjoy a simple, outdoors lifestyle!!!**
- URLEND (Utah Regional Leadership Education on Neurodevelopmental Disabilities)
Post-Professional Fellow
- Launched “The Intuitive Parents Physical Therapy, LLC”
 - Early Intervention Independent Contractor and Private Practice Owner in Evanston, Wyoming.
- Wyoming Institute for Disabilities (WIND), Project Coordinator

What You Will Learn

- Impact of COVID-19 on technology usage
- Implications for rural Wyoming
- Engagement in pediatric practice across therapy disciplines (PT, OT, SLP)
- Use of Parent Coaching model in Early Intervention



The Role of Telehealth During COVID-19 Outbreak



The Shift to the Technological Age

Industrial Age (19th and 20th century)

- Medical Scientific Breakthroughs
 - “Germ Theory”
 - The invention of machines for diagnosis
 - Vaccines
 - Sophisticated surgeries

Technological Age (21st century)

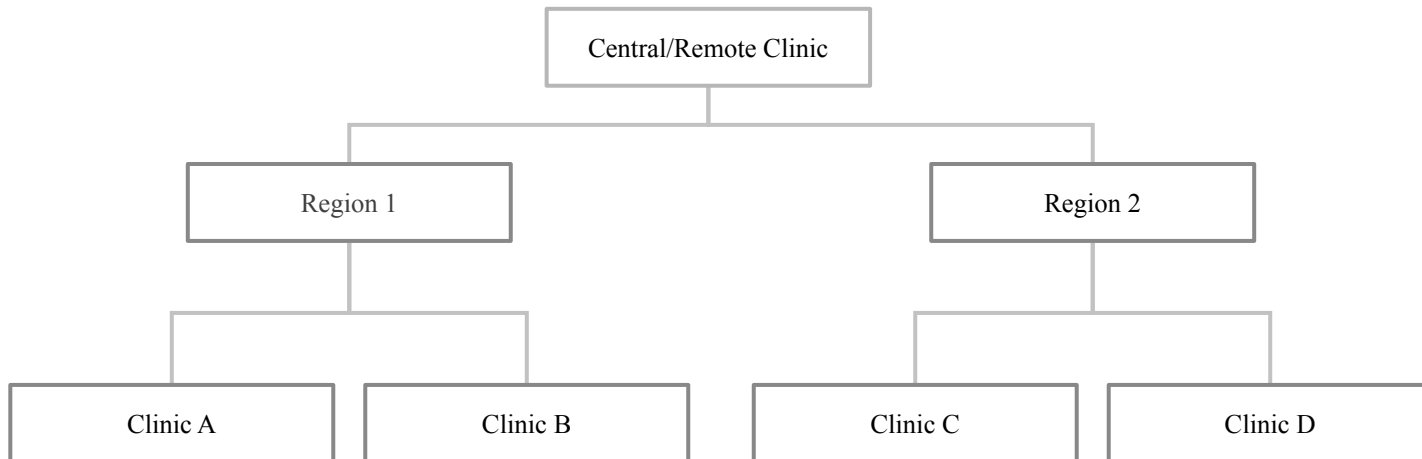
- Medical Scientific Breakthroughs
 - Robotics
 - Virtual Reality
 - “Dr.” Google, Social Media Influence
 - **Telemedicine, Tele-therapy**


Why it matters?

- With the rapid evolution and downsizing of portable electronics, **most families have at least one device of digital, such as smartphones and webcams that provide communication** between patient and healthcare provider.
- **Individuals who are hospitalized or in quarantine to reduce the risk of exposure** to others and employees.
- Practitioners who are in quarantine can employ these services to **take care of their patients remotely**
- **Covering multiple sites** with a tele-practitioner can address some of the challenges of the healthcare workforce
- **Remote care reduces the use of resources in health centers, improves access to care**, while minimizing the risk of direct transmission of the infectious agent from person to person.


Potential in Rural Wyoming

Telehealth has the potential to incorporate several organizations and situations of health care into one virtual network, led by the central clinic. This network can contain physical locations in different region: central and remote clinics, prevention centers, private clinics, and, private offices of physicians, centers of rehab, and all registered patients within their locations.





Telehealth can overall improve access to necessary health services, while reducing overall cost.





Use of Teletherapy Across Disciplines in
Pediatrics
(PT, OT, SLP)



1. Are parents ready to accept their roles as teachers to their children?

2. Are therapists ready to accept their roles as coaches?

Characteristics of Effective Coaching

- Definition: “to provide support, analyze application, offer feedback, and adapt results.” (Synder 2012)
 - Planning, observation, action (modeling, role-play, assistance), reflection, and feedback
- Sustained
- Systematic
- Directly linked to intervention

Coaching Components and Strategies

- **Partnership**

- Coach spends part of coaching time building relationship with parent

- **Action Plan**

- Clear plans for opportunities for parents to work on new skills in between coaching visits

- **Action (work)**

- Manual or written directions used to guide and support parents
- Coaches help parents in preparing materials needed to implement newly learned skills
 - Live model
 - Video model
 - Role-play

Coaching Components and Strategies (Cont.)

- **Observation**

- Parents practicing new skills during coaching/observation sessions

- **Reflection and feedback**

- Parent reflects on practices, coach and parent work together to track progress learned, coach provides feedback based on observation

Coaching Components and Strategies (cont.)

- Parents priorities are respected and intervention builds on what parents know and already do.
 - Routines-based intervention
- Provide SUGGESTIONS and not instructions
 - Ask open-ended and reflective questions
 - Provide reflective feedback
 - Manage time
 - Joint goal setting
- Acknowledge the families leading role in the intervention

Where to begin?

- Partner with community stakeholders to **develop a toolkit of implementation strategies** designed to help improve EI clinician's parent coaching practices
 - Graphics, handouts, checklist
- Identify barriers in using parent coaching + teletherapy in EI service systems
- Allow spaces to discuss parent desire for parent coaching using tele-therapy.
 - Parents must be willing to step into this role
 - Therapist **must be comfortable** with this approach rather than a child-directed approach
- Communicating strategies to EI clinicians that can be used to decrease interruptions during parent coaching sessions (https://www.canva.com/design/DAEeklTjklM/HridrXWW8lEvD_aYi6Ml3Q/edit)
 - Asking parents for dedicated time
 - Asking parents to turn off their cell phones
 - find a quieter room in their home
 - setting siblings up with toys before beginning parent coaching

Tips for Therapists in Tele-therapy

- Plan a fluid and flexible schedule
- Maximize the time we are spending with the family and optimize child engagement
- Give the child choices to maintain control and attention
- Find Interactive treatment Ideas...i.e. make it like a video game for the child.
- Use free online printables, yoga pictures, and cards to communicate exercises for children to do at home.
- Have a model person or doll
- COACH FAMILIES!!!!

Resources

Virtual activity ideas:

1. Pink Oatmeal (PT and OT)
2. The Digital SLP (SLP)
3. Electronic Therapy (SLP)
4. Alison Fors (SLP)
5. Tools to Grow (PT, OT, SLP)
6. Inspired TreeHouse (PT, OT)
7. Edith Magazine Games (PT, OT)
8. Teachers Pay Teachers (PT, OT Some resources in Spanish)

Conclusion

- We do need **robust** teletherapy implementation in the state of Wyoming
- A hybrid model of care for caregiver comfort may be suitable initially
- Continued work to decrease of barriers to access to teletherapy for caregivers
- Approach this with positivity!