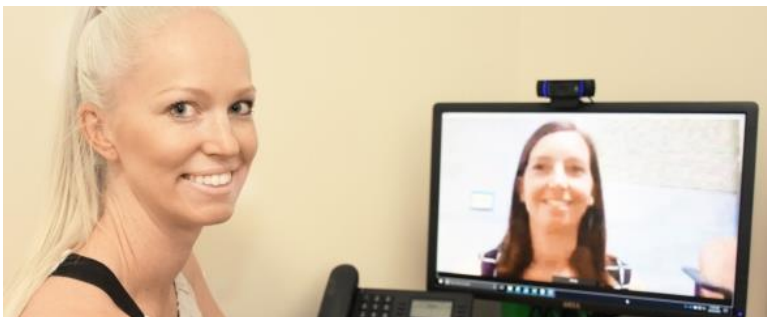


## Establishing Telehealth within Redland Hospital's Physiotherapy Musculoskeletal Management Clinic's model of care to improve patient access to services

The Physiotherapy Musculoskeletal Management Clinic and Conservative Management Service (PMMC and CMS) is an allied health led multi professional conservative management pathway aimed to reduce the Orthopaedic wait list at Redland Hospital.

A Telehealth project was completed over a 6 month period, from January to June 2019. It was sourced by 0.2FTE Physiotherapist (Project Officer) and 0.2FTE Administration/Telehealth Support Officer. The project aimed at improving access to specialist care, and establishing Telehealth within the existing model of care.



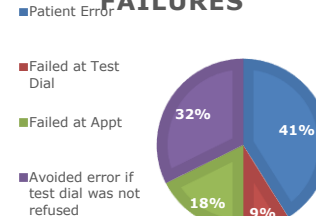
### OUTCOMES

- 86 Telehealth occasions of service across Physiotherapy, Nutrition and Dietetics and Psychology
- 56 additional patients were removed off the Orthopaedic wait list
- 91% of patients remained off the Orthopaedic wait list
- Patients achieved the same outcomes as face to face consults
- 92.86% of patients were either satisfied or extremely satisfied with their treatment/outcome using Telehealth
- 92% were motivated to improve their own healthcare after Telehealth
- No change in failure to attend rates over the 6 months

### DEMOGRAPHIC DATA

AVERAGE AGE	51 YEARS OLD
GENDER	MALE 50% FEMALE 50%
CONDITION	KNEE = 85% SHOULDER = 15%
Patients lived in the local health district	

### EQUIPMENT FAILURES



### SUCCESSSES

- Additional 56 patients removed off the Orthopaedic wait list
- Improved access to services
- Engaged 4 medical centres on Bay Islands to use Telehealth reducing travel costs to the mainland
- Excellent patient satisfaction and outcomes
- Trial site for virtual waiting room
- Established new processes for longer term sustainability
- Improved staff confidence to deliver Telehealth

### BARRIERS

- Test dial failures. Patients were then offered a face to face appointment
- We experienced 2 weeks of portal issues resulting in lost occasions of service
- 28.57% of patients reported technical difficulties
- Additional administration support is needed to sustain the service long term and is currently being reviewed.

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