Development and implementation of a multi-disciplinary training package to improve confidence and competence of clinicians in the use of Telepractice for outpatient services

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WHAT & WHY

- Aim = Develop, implement & evaluate a telehealth training package
- Objectives
  - Increase utilisation of telehealth
  - Skilled and sustainable workforce
  - Support positive culture
- Why?
  - Metro South Priority/Strategic Direction
  - Evidence supports use of telehealth
  - Improve service accessibility
  - Limited uptake and knowledge gap of telehealth across Allied Health and Chronic Disease
  - Limited access to telehealth training materials

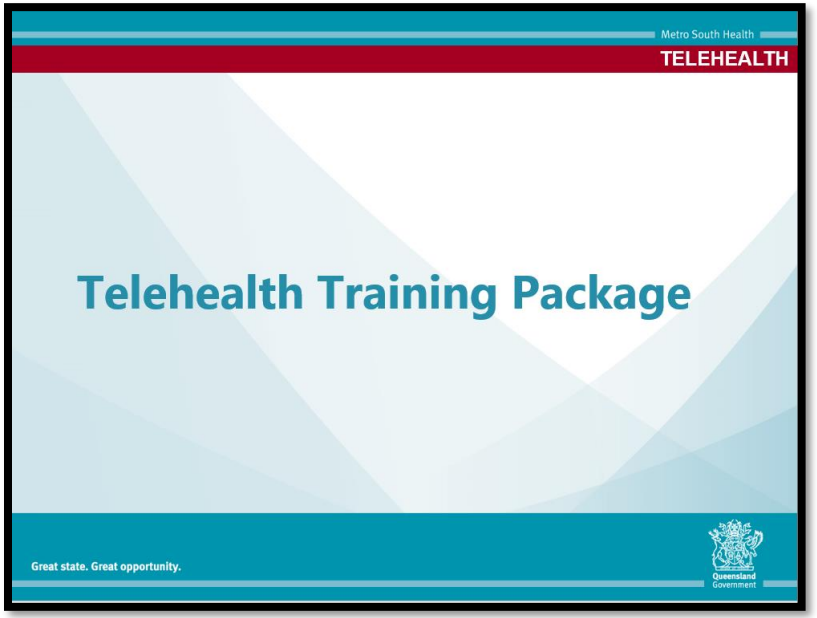
HOW

Multi-disciplinary project across 3 departments:

- Chronic Disease
- Speech Pathology
- Physiotherapy

The training consisted of:

- An introductory PowerPoint presentation
- Self-paced online training
- Access to a training manual and printed resources
- Practical demonstrations
- Clinical simulations



RESULTS

Knowledge – effect of time

Parameter		p
Use equipment	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Establish rapport	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Complete Assessment	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Management Plan	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Troubleshoot	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Train patients	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Emergency situation	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Eligible patients	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001

Confidence – effect of time

Parameter		p
Confidence - clinical	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Confidence – non clinical	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001

Experience – effect of time

Parameter		p
Experience - clinical	Time 1 vs. 2	0.002
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001
Experience – non clinical	Time 1 vs. 2	<0.001
	Time 1 vs. 3	<0.001
	Time 2 vs. 3	<0.001

Perceptions

Perceptions	6 months post-training n = 23 % (n)		
	SD + D	Neutral	SA + A
Clients would benefit	4% (1)	22% (5)	74% (17)
Recommend to clients	0% (0)	26% (6)	74% (17)
Provides better access	0% (0)	17% (4)	83% (19)
Comparable to FTF	13% (3)	39% (9)	48% (11)
Appropriate for my role	0% (0)	22% (5)	78% (18)

- Survey Data was collected at 3 points in time:
  - Prior to training
  - Immediately post training
  - 6 months post
- Data analysed using mixed effects ordered logistic regression
- Statistically significant improvement in knowledge and confidence pre-training to post-training
- Further improvement at 6 months post training

OUTCOMES

A comprehensive and varied training package is effective:

- Increases perceived skills and knowledge
- Increasing confidence for both clinical and non-clinical uses of videoconferencing.
- Changes to staff skill, knowledge and confidence in the use of telepractice can be sustained over time

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