Informing Occupational Therapy Pediatric Telehealth Practice through Leadership, Administration, and Advocacy

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Doctoral Capstone Experience (DCE)

The doctoral capstone student informed pediatric telehealth rehabilitation practice while being exposed to administrative roles, hospital initiatives and systems at Children's Hospital Los Angeles

Needs Assessment Results

- Coronavirus 2019 (COVID-19) had many impacts on Rehabilitation Services
- Telehealth became a mainstream service delivery model
  - Informing current evidence-based practice
  - Patient satisfaction
  - Advocacy for reimbursement

Site Description

Children's Hospital of Los Angeles
- Non-profit pediatric hospital in East Hollywood
- Provides medical services to ages 0-21 with varying health diagnoses
- Occupational Therapy is a part of Rehabilitation Services
  - Acute, Inpatient, and Outpatient**s**
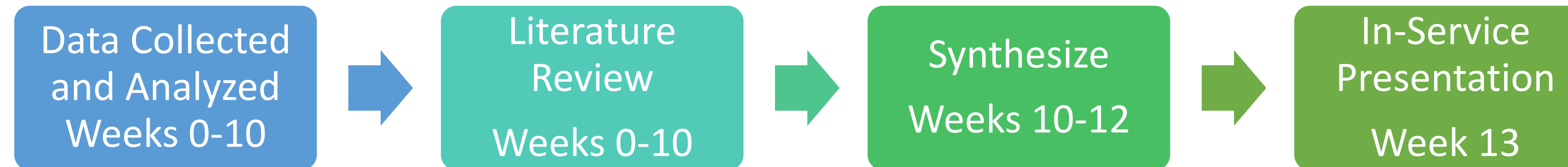
Literature Review

- Many gaps in research of clinical outcomes from interventions done via telehealth
- Telehealth benefits include:
  - Increased accessibility, parent coaching, therapy in natural environment, decreased travel time and cost, hybrid models of service delivery, flexibility (Rabatin et al., 2020)
- Patient satisfaction plays a role in their perceived value of telehealth. Factors include:
  - Building therapeutic relationships, collaboration, and therapist preparedness and personality (Hines et al., 2019, Rosler, 2020, Lambert et al, 2021)
- Clinical reasoning for determination of service delivery for patients includes various considerations (Camden and Silva, 2021)
  - Logistical, Family/Child Factors, and Service Capabilities

Learning Objectives

The capstone student obtained:
1) Administration skills by identifying considerations for pediatric telehealth patients
2) Advocacy and leadership skills by advocating for telehealth reimbursement
3) Administration skills by informing best practices for telehealth and patient satisfaction

Project Implementation for Learning Objective Three

Data Collected and Analyzed Weeks 0-10 → Literature Review Weeks 0-10 → Synthesize Weeks 10-12 → In-Service Presentation Week 13

Data Collection: Quantitative and qualitative data from patient satisfaction surveys and a Listserv Survey
Comparative Analyses: Whole House Telehealth vs In Person, Outpatient Rehab Telehealth vs In Person
Whole House Telehealth vs Outpatient Rehab Telehealth
Literature Review: Gathered themes for factors contributing to patient satisfaction of telehealth
Synthesize: Created recommendations to inform practice
In-Service: Presented findings in an in-service presentation for rehabilitation staff

Outcomes of Learning Object Three

Patients and families reported:

Benefits/Facilitators
Increases access
Improves convenience
Safety during COVID-19
Satisfaction

Barriers
Technological issues
Limits to interventions

Patient Satisfaction Facilitators:

Therapist Preparedness and Personality

Collaboration

Building Therapeutic Relationships

Scholarly Deliverables of Learning Objectives

Learning Objective One:
- Literature review/annotated bibliography
- In-service presentation
  - Comprehensive summary with recommendations

Learning Objective Two:
- Advocacy Media Materials for Occupational Therapy Association of California (See right)
- In-service presentation
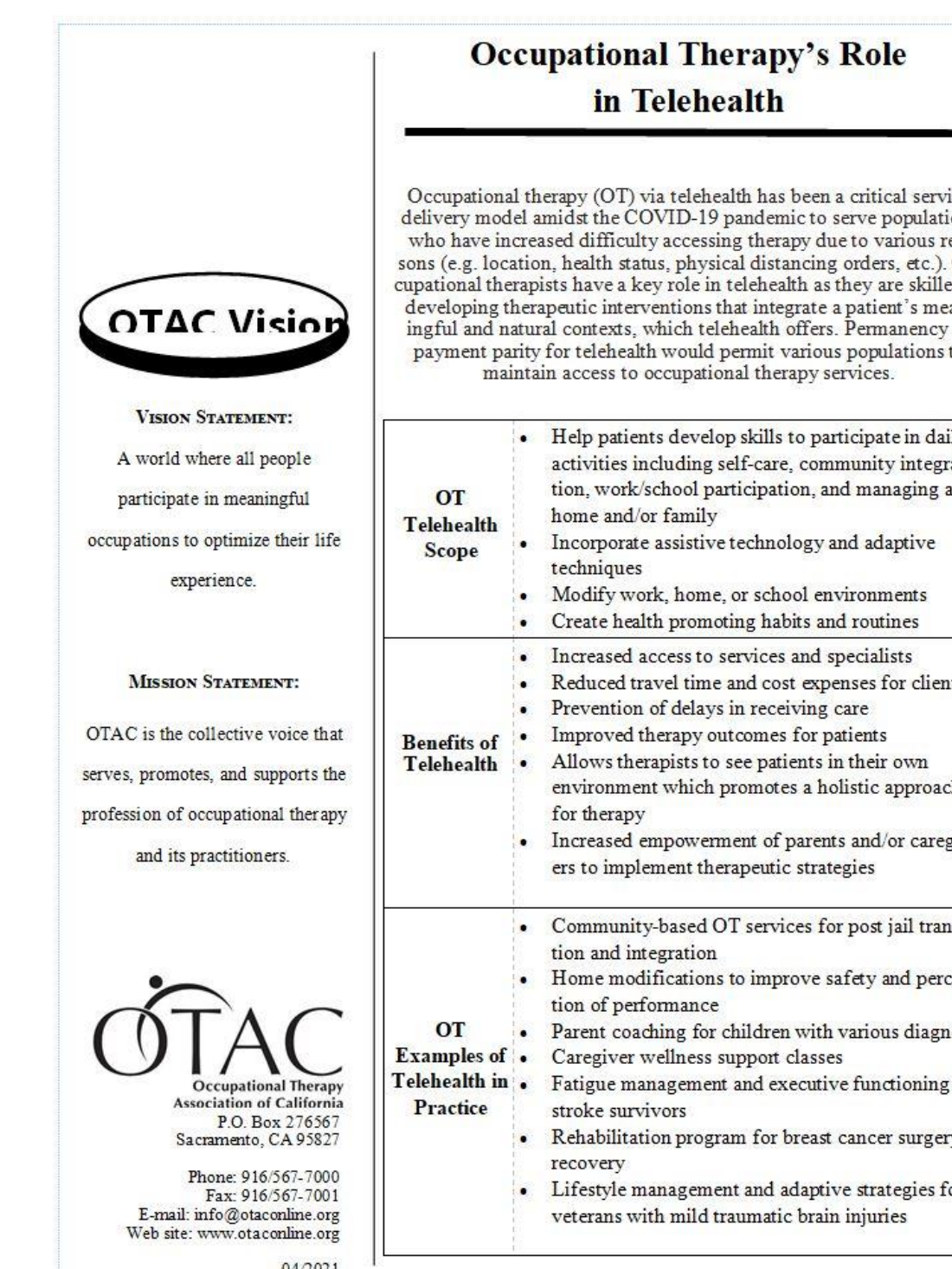 - Telehealth bills and ways to advocate

Learning Objective Three:
- In-service presentation
  - Comparative analysis summaries
  - Recommendations to inform evidenced-based practices for patient satisfaction

Occupational Therapy Association... · 1st
Owner, Occupational Therapy Association of California
2d · 🌐

It has been rewarding to talk to our legislator's offices about how telehealth has afforded client services to continue under the dark cloud of the pandemic. Learn more about OT and telehealth from Alyssa Lizardo, CHLA OTD Capstone Student, West Coast University. @OTACnews

RAISE YOUR VOICE!
OT MONTH

OT & Telehealth
Provided by Alyssa Lizardo,
CHLA OTD Capstone Student,
West Coast University

OTAC   Occupational Therapy Association of California

Occupational Therapy's Role in Telehealth

Evaluation Results

Canadian Occupational Performance Measure

The student's performance and satisfaction with performance improved in the areas of:

Confidence and competence
Innovative solutions
Establishing work relations
Occupational Balance

Post In-Service Survey

One respondent completed the survey:
- Reported intention to utilize infographic resource provided to assist in identifying appropriate service delivery model
- Reported most likely to advocate for telehealth bill

Implications

Gaps in literature for clinical outcomes of telehealth interventions

DCE promotes practice that is evidence-based, theory-driven, and patient-centered

Recommendations made can potentially improve patient satisfaction with telehealth
- Clinician competency and preparedness
- Fostering therapeutic relationships
- Promotes patient buy-in to this service delivery model

Advocacy for telehealth can
- Secure reimbursement
- Create accessibility to occupational therapy
- Support the role of occupational therapy
- Patients gain benefits of telehealth

Future Directions

Opportunities for research for clinical outcomes

Potential pathways for determining service delivery models

Continue refining and establishing telehealth at DCE site which allows for future doctoral capstones

Continue to monitor and advocate for telehealth bills

References

Available upon request

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