#260 - "Resources boosting patients' confidence for video calls:" Co-design and evaluation of the Musculoskeletal Telehealth Toolkit

Presenting Author(s)*
Allison Ezzat1,2

Affiliation
1La Trobe Sport and Exercise Medicine Research Centre, La Trobe University, Australia; 2Department of Physical Therapy, University of British Columbia, Canada

Country of residence
Austraila

Objectives/aims
Evidence-based physiotherapy is not available to all Australians with musculoskeletal conditions, especially those in rural and remote regions. Reduced access to in-person care during the COVID-19 pandemic highlighted the importance of alternative delivery models, such as telehealth, to facilitate continuity of patient care. However, our previous research found many physiotherapists lack confidence and are not trained to safely and competently deliver telehealth for musculoskeletal conditions. This project aimed to co-develop and evaluate an accessible and evidence-guided toolkit to enhance training and support for physiotherapists to deliver care via telehealth for people with musculoskeletal conditions.

Methods
We used a mixed-methods exploratory sequential study design. In the first phase, 2 cohorts of participants (physiotherapists, and patients with lived experience of musculoskeletal conditions) were recruited to participate in the iterative, reflective, co-design process over a 4-month period. Applying modified experience-based co-design methods, participants engaged in 2-hour semi-structured online focus group workshops to provide in-depth perspectives on the toolkit prototype, including overall design, content, navigation, and if it would meet physiotherapist and patient needs. Workshops were audio recorded and transcribed verbatim. Qualitative data analysis began immediately after workshops with reflective meetings, fieldnote discussion, and prioritisation of toolkit feedback for actioning. A hybrid deductive and inductive thematic analysis approach formalised key touchpoints for improvement which were

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integrated into the updated toolkit. The toolkit was promoted on social media and in two webinars. Toolkit engagement was evaluated over the next year by examining and descriptively summarising website metric data embedded in the Translating Evidence and Knowledge (TREK) platform (www.telehealth.trekeducation.org).

Main findings
Twenty participants with and without telehealth experience engaged in co-design workshops over a four-month period (13 physiotherapists and 7 patients). Overarching physiotherapist feedback was positive, although many wanted the inclusion of more patient facing resources, increased visual content on conducting assessments via telehealth, and streamlined toolkit organisation. Patients appreciated the presence of infographics and the ability to download resources. Feedback to improve the toolkit from participants was integrated into the updated toolkit. Over a 1-year period, the toolkit received 6829 total unique views (mean views/month =568). In phase 2, the toolkits effectiveness to improve physiotherapists' perceived competency surrounding telehealth including confidence, knowledge, and skills (modelled on the theoretical domains framework) is currently being investigated using pre-post toolkit exposure surveys in a cohort study design with a non-equivalent control group in an international sample of 339 physiotherapists.