OTN & Oxford Rehabilitation Collaborative

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Presentation Outline

- OTN Services Overview
- Clinical Telemedicine Definition & Utilization
- OTN sites in Southwest / Oxford County
- Program Development: steps & tools
- Examples of Telemedicine & Rehabilitation
- Concluding Considerations
OTN Services: www.otn.ca

- Synchronous Videoconferencing
  - Clinical, Education, Administration

- Webcasting
  - Asynchronous/Synchronous ‘recording of a videoconference’

- Web Conferencing (coming soon… Adobe Connect)
- StoreForward – TeleDerm
- TeleHomeCare
- Emergency Services (tele-crisis, tele-stroke…)

[Image]
OTN Member Offering

- Unlimited video/web Services
- Unlimited Training
- Program Coaching / Account Management
- Clinical/Educational Best Practices
- Education Centre (coming soon!)
- Search Directory (coming soon!)
- Contact Centre: Service Desk/Scheduling
- Equipment Installation & Warranty Management
- Purchasing Vendors of Record
Clinical: Patient Care Encounters

Patient Care Encounters: the number of personal care plans that were addressed through telemedicine and include:

- Patient Consultations (patient present)
- Patient Case Conferencing (patient not present)
- Patient/Family Visitations
Clinical Utilization
(Province Wide Across OTN)

- The number of Patients Served (increased by 21,951 or 30%, when compared to 2009/10.)
## Clinical Utilization Areas of Care
(Province Wide Across OTN)

<table>
<thead>
<tr>
<th>Top Five Therapeutic Areas of Care</th>
<th>2009/10</th>
<th>2010/11</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatry/Mental Health</td>
<td>55,371</td>
<td>78,956</td>
<td>23,585</td>
<td>43</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>22,289</td>
<td>20,012</td>
<td>-2,277</td>
<td>-10</td>
</tr>
<tr>
<td>Oncology</td>
<td>9,008</td>
<td>10,854</td>
<td>1,846</td>
<td>20</td>
</tr>
<tr>
<td>Surgery</td>
<td>6,035</td>
<td>5,862</td>
<td>-173</td>
<td>-3</td>
</tr>
<tr>
<td>Rehabilitation Therapies (OT, PT, Speech, Dietary, physical medicine/rehab)</td>
<td>2,449</td>
<td>3,088</td>
<td>639</td>
<td>26</td>
</tr>
<tr>
<td>Other</td>
<td>7,504</td>
<td>13,009</td>
<td>5,505</td>
<td>73</td>
</tr>
</tbody>
</table>
Clinical Utilization by Sector
(Province Wide Across OTN)

2010/11

- Hospital: 48%
- Community Care: 38%
- Primary Care: 12%
- Other: 2%

WGH Rehab Collaborative Vision & Goals
- Build rehabilitation community capacity
- Local Rehabilitation across the continuum
- Effective and efficient service delivery
- Supporting patients
# OTN Sites in the Region

<table>
<thead>
<tr>
<th>Oxford County</th>
<th>Organization</th>
</tr>
</thead>
</table>
| **Ingersoll** | • Alexandra Hospital  
• Woodingford Lodge |
| **Woodstock** | • Woodstock General  
• CMHA – Oxford Branch  
• WACHC  
• Woodingford Lodge  
• Caressant Care  
• SW-CCAC  
• Regional Support Associates  
• Oxford ACTT |
| **Tillsonburg** | • TDMH  
• Woodingford Lodge  
• CMHA-Oxford Branch |
| **Tavistock** (Sept 2011) | • PeopleCare  
• The Maples |
OTN Sites in London

- Centre for Addictions & Mental Health (CAMH – PEPP)
- Canadian Red Cross Society
- Child and Parent Resource Institute (CPRI)
- Dale Brain Injury Services (DBIS)
- London Intercommunity Health Centre Huron & Dundas (LIHC)
- Middlesex London Health Unit
- Elgin Middlesex Detention Centre
- Regional Support Associates
- LHIN Office
- Thames Valley Children’s Centre

...And More!

- SJHC – Parkwood
  - Occupational Stress Injury
  - ABI
  - A273

- SJHC-RMH_L/ST.
  - BSS – Geriatric Mental Health
  - Telepsychiatry (general)

- Grosvenor & Mount Hope

- LHSC - Victoria
  - LRCP (x8 systems)
  - Paeds (x3 systems)
  - PEPP Mental Health

- LHSC- UH
  - Cardiology
  - Stroke
  - Pathology
  - Nephrology
Identify what services in Rehab Program can be offered by TM
- TM profile (service-offering)
- TM Clinical Protocol
- TM Physician Registration & OHIP Billing

Adapt workflow to incorporate TM option
- Use Existing Referral Process
- Communicate TM service with partners
- Collaborate logistics with partners to present/host patient.

Create Telemedicine Clinics
- Patients follow normal registration and booking processes
- OTN Equipment and N-Compass Scheduling
  Training and Scheduling

Getting Started....
Example: Dr. Steve Bagg, Physiatrist
Quinte HC - Belleville (inpatient rehab unit)
St. Mary’s of the Lake – Kingston (consultant)

Extracted from a documented Telemedicine “Clinical Protocol”

- To provide Case Conference format consultation with Dr. Bagg, for the purpose of **Discharge Planning** for QHC **Inpatient Rehab Stroke Patients and Medical Management Stroke patients**, in an effort to work towards reducing patient length of stay in hospital.

- The service will be available on a prearranged weekly one hour block in a case conferencing format

- **Inclusion criteria:** *Rehab Stroke Inpatients* – patients to be determined at IPC (Inter-Professional Conference) and the screening of possible referrals will be completed by Manager of Rehab/CCC or Rehab Therapies at QHC.

- **Exclusion criteria:** Neurology Rehab Patients, musculoskeletal, and others
Example: Moving on after STroke
Denise Taylor, PT, MPH, St. Joseph’s Care Group, Thunder-Bay / Baycrest
May 2010

- **Self-Management, Group Delivery**
- **18 sessions over 9 weeks videoconference across 10 rural sites**
- **~102 participants (patent/family/caregiver)**
  - Interactive information sharing
  - Problem solving
  - Goal Setting
  - Exercise

- **Conclusions:**
  - Videoconference MOST provided rural access to a stroke self-management program that would not otherwise be available
  - Videoconference MOST associated with significant individualized goal attainment in both rural and urban participants
The Orthopaedic Surgery Clinic is offered the 2nd Monday of every month from 14:00-15:30hrs.

- Patients are selected for the clinic by Dr K McKenzie, based on the nature of their surgery and their proximity to the Mount Forest Family Health Team.
- Referrals are coordinated and scheduled by designated personnel within the Mount Forest Family Health Team.

**Appropriate Inclusion:**
- Routine and urgent post-surgical orthopaedic patients who underwent elective surgery in Guelph

**Inappropriate Inclusion:**
- Patients not rostered or attached to a Primary Care Provider within the FHN.
- Patients with physical, mental, or communication challenges, where in-person consultation would be of greater benefit to the patient and consultant.
- Patients with a post-surgical condition or state requiring Emergent orthopaedic care or procedures
Examples Closer to Home…

- Southwest ABI Network
  - Parkwood “Survivor Series”; case conferencing
  - Psychologist Follow-up appointments (Dr. M. Weiser)
- DBIS regular follow-up with client in Stratford & OwenSound
  - STAR Family Health Team & Owen Sound FHT
- Parkwood – InvaCare “Seating Rounds” (May 2011)
- SWO Stroke Strategy, “Stroke Rounds”
- Parkwood – RGP – “Rounds”
  - Dr. L. VanBussell Geriatric Psychiatry

YOU are the expert…. What else is happening?
### The “New” WGH: Telemedicine Enabled

<table>
<thead>
<tr>
<th>Fixed OTN Systems (wall-mounted) x5</th>
<th>Locations for OTN Mobile Systems: x2</th>
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<tbody>
<tr>
<td>• M112 Board Room</td>
<td>• L110 (Brant Room; classroom)</td>
</tr>
<tr>
<td>• L104 IT Conference room</td>
<td>• L112 (Riddell Room; classroom)</td>
</tr>
<tr>
<td>• L114 Wellington Room (classroom)</td>
<td>• L126 (Info Technology meeting room)</td>
</tr>
<tr>
<td>• L440 Mental Health Group Therapy room</td>
<td>• L130 (Nurse directors’ meetingroom)</td>
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<tr>
<td>• L360 Dialysis unit</td>
<td>• L246 (Pharmacy meeting room)</td>
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<tr>
<td></td>
<td>• L295 (Diabetic Classroom)</td>
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<tr>
<td></td>
<td>• L434 (Mental Health group therapy)</td>
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<tr>
<td></td>
<td>• L436 (Mental Health O/P activity room)</td>
</tr>
<tr>
<td></td>
<td>• L438 (Mental Health group therapy)</td>
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<tr>
<td></td>
<td>• L726 (Shared meeting room)</td>
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<tr>
<td></td>
<td>• M154 (Sr. Mgmt shared meeting room)</td>
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<tr>
<td></td>
<td><strong>M382</strong> (Inpatient Rehab conference room)</td>
</tr>
<tr>
<td></td>
<td>• M820 (DI conference room)</td>
</tr>
<tr>
<td></td>
<td>• 2585 (Acute inpatients conference room)</td>
</tr>
<tr>
<td></td>
<td>• Each of the Dialysis chairs (12)</td>
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</table>
Concluding Considerations….

- Include Telemedicine as a Service Offering for WGH Rehabilitation Programs
  - Discharge Planning, Re-Patriation, Intake Assessments, Stroke/Ortho/Psychiatry, results-follow-up
  - Add to Program outline, orientation booklet, referral form, TM Clinical Profile/Protocol

- Seek Clinical Champions
  - HCP & Physicians at both referring and providing sites

- Continue to dialogue and collaborate among partners
  - Think outside of the box!
  - Look for where there is high-volume patient travel/transfer
  - Start with 1-2 partner sites and expand.

Where does it make sense for patients and providers to use Telemedicine?
Questions & Conversation

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