Capacity Building Using a Technology Platform for Exercise & Rehabilitation

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Central Scotland Council Areas

- West Dunbartonshire
- East Dunbartonshire
- North Lanarkshire
- South Lanarkshire
- Inverclyde
- Renfrewshire
- East Renfrewshire
- City of Glasgow
- Falkirk
- Clackmannanshire
- West Lothian
- City of Edinburgh
- East Lothian
- Midlothian
- North Ayrshire
- Firth of Forth
- England
The Challenges

• Building capacity & resilience within a shrinking financial envelope
• Shifting the balance of care from acute to community settings / earlier discharge and prevention of admission
• Remote and rural geography & distance
• Recruitment and retention of staff:
  – Maternity leave
  – Absence
Using Technology to Build Capacity

• **Salaso**: web based platform for the prescription and delivery of rehabilitation programmes

• Accessible directly to service users via the internet from their own devices

• Remotely managed from community hospital base avoiding unnecessary travel
Using Technology to Build Capacity

WITHOUT

Physiotherapist - treatments per hour

 Amplifies physiotherapy delivery through others

WITH

Increased productivity & capacity

 Supports remote patient management

Nurses/Others

Family/Friends

Healthcare Support Workers
Using the Web Based Platform

• Physiotherapist assessed and prescribed individually tailored programme
• Patient able to access via the web (cloud based platform) www.salaso.com
• Patients who had no web access or were unable to operate the system were assigned a support worker who visited them and delivered the programme
• High definition exercise and rehabilitation videos with individualised instruction
• Outcome measures logged against set goals
• Physiotherapist able to case manage remotely in many cases
The Test of Change

• Capacity, productivity and efficiency was compared by using Salaso over a 16 week period and comparing to an average 16 week period without using the platform
  – Number of patients treated
  – Number of physiotherapy visits
  – Number of support worker visits

• Patient stories and staff satisfaction
Results

• 32 patients participated (18% of total caseload)
• Reduced need for face to face appointments / physiotherapist visits during the test period compared to pre test
• Increased proportion of physiotherapist’s time spent assessing individual needs, treatment goals and prescribing and assigning individualised rehabilitation programmes.
• Health Care Support Workers follow up patients by telephone or home visits and progress the exercise programmes, where indicated, under the remote guidance of the treating physiotherapist
• Total saving of £121.92 per patient (staff time plus travel and maintenance saving)
• Tripled Capacity where used in service
Benefits to People

Patients
- Increased coping and self management
- Visual instruction easy to follow
- Can log their own progress
- Can message staff independently

Staff
- Increased independent caseload held by support workers
- Increased job satisfaction
- Registered staff more able to cope with the current and increasing caseload
- Registered staff also report being able to keep patients on their caseload for a longer period of time
Please indicate on the scale from 1 to 10 how strongly you agree or disagree with each of these statements:
Ongoing Work

- Orthopaedic inpatients
- Scottish Prison Service
~ Creativity is thinking up new things. Innovation is doing new things. ~
Theodore Levitt (1925-2006)