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# **Pediatric Telehealth: Essentials for Creating a Successful Telehealth Program**

Jessica McMurdie OTR/L

continued<sup>®</sup>

- Presenter Disclosure: Financial: Jessica McMurdie has received an honorarium for presenting this course. Non-financial: Jessica McMurdie has no relevant non-financial relationships to disclose.
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## Learning Outcomes

After this course, participants will be able to:

- Identify the 3 benefits of telehealth as a service delivery model.
- Identify the 3 essential elements needed to set up a successful telehealth program.
- List one example of a treatment activity that includes the use of a common household item that a client already has at home.

3

## Course Overview

In this introductory level webinar, you'll learn the basics of telehealth and how it can enhance your pediatric practice.

If you're feeling skeptical, overwhelmed or under prepared for telehealth, this course will boost your understanding of the essential components you'll need to set up successful teletherapy sessions.

You'll learn best practices and how to fulfill your amazing role as a virtual therapist while meeting the needs of your clients and families!

4

continued

**PLAY IT  
FORWARD**  
THERAPY



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Jessica McMurdie  
OTR/L

- Founder/Clinical Director at Stepping Stones Therapy Network
- Published Contributing Author of “The OT Manager, 6<sup>th</sup> Ed”
- Blog and Continuing Education Platform: Play It Forward Therapy
- Course Creator: T-School “Telehealth School For Pediatric Therapists”

5

continued

## What is Telehealth?

“Telehealth is defined as the application of evaluative, consultative, preventative, and therapeutic services delivered through telecommunication and information technologies.”

AOTA Telehealth Position Paper

Q1

6

continued

## Current Areas of Practice in Pediatrics



**Outpatient and Private Practice**

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**School Based**

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**Early Intervention**

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**Hospital**

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7

## Evidence Based Practice in the OT Literature

- Early Intervention
- School Based
- Rehabilitation
- Activities of Daily Living
- Adaptive equipment prescription
- Home Modifications
- Ergonomic assessment

(Cason & Jacobs, 2013)

**Q2**

8

## Service Delivery Models in Pediatric OT

The latest OT research indicates that telehealth is an effective service delivery model which may be provided through...

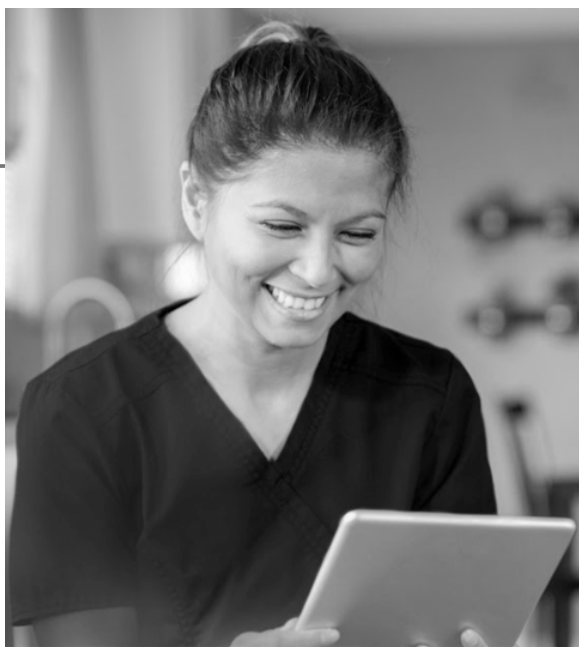
1. Direct Treatment & Intervention
2. Parent & Caregiver Coaching
3. Consultation
4. Hybrid Models

9

## OT's Role in Telehealth

- AOTA Position Statement
- AOTA Code of Ethics
- AOTA: Scope of OT in Telepractice

[www.aota.org](http://www.aota.org)



## Scope of OT in Telepractice

1. Help clients develop skills
2. Incorporate assistive technology and adaptive techniques
3. Modify work, home or school environments
4. Create health promoting habits and routines

(OTA Telehealth Position Paper)

Q3

11

## The Benefits of Adding Teletherapy To Your OT Practice

- Complementary service to on site sessions
- Increases your service offerings
- Helps keep schedules full
- Significant financial impact (+)

Q4

12



continued

## The Benefits of Adding Teletherapy To Your OT Practice

- Consulting Opportunities
- Functional assessment observed in the child's natural environment
- Discharge follow up
- Convenience

Q4

13

continued

## The Benefits For Your Clients, Students & Families

1. Provides continuity of care
2. Generalization of skills
3. Convenience
4. Makeup sessions
5. Booster sessions
6. Parent Coaching
7. Parent Meetings
8. Collaboration & caregiver training

Q5

14

continued

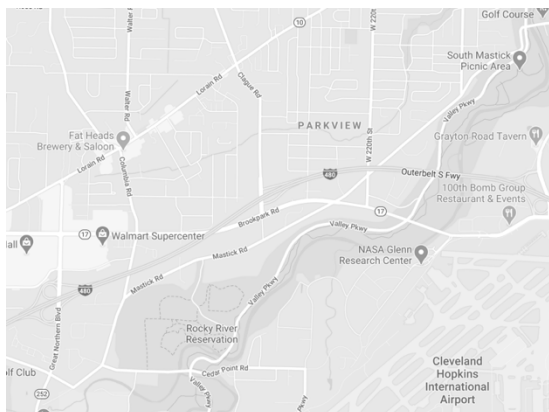
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#### ORIGINATING SITE

- Where the client is located or other qualified healthcare professionals are located

#### DISTANT SITE

- Where the provider is located



16

continued

## Model of Delivery

### SYNCHRONOUS

- Live, secure, real time interactive “face to face” communications. Often referred to as video conferencing. The patient/student/client is present.

### ASYNCHRONOUS

- Store and forward types of information such as medical images, video captures, chat, IM or email. The patient/student/client is not present.

Q6, Q7

16

continued

continued

## Video: Example 1

This parent sent the OT a video from home prior to their scheduled session...

What is the model of telehealth service delivery in this example from Early Intervention?



17

continued

## A: Asynchronous/ Store and Forward

What is your clinical “assessment” of this toddler’s behavior at home?

What questions could you ask the parent at the next telehealth session?

What type of activities could you recommend for a home program?



18

continued

## Video Example 2

What is the model of telehealth service delivery?



19

## Answer:

Synchronous or Direct Intervention

### Session Structure

- Check in
- Schedule
- Activities
- Parent coaching



20

continued



Essentials for Success

Tips for the best telehealth experience  
for you, your clients and students!

21

continued

Essentials  
for Success



22

continued

## Non-negotiables for HIPAA Compliance

- Encryption of real time video in transit
- Video transmissions are not recorded or stored by the telehealth platform in any capacity.
- A signed BAA: Business Associates Agreement for any 3<sup>rd</sup> party video conferencing system.



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23

## Good communication is essential!

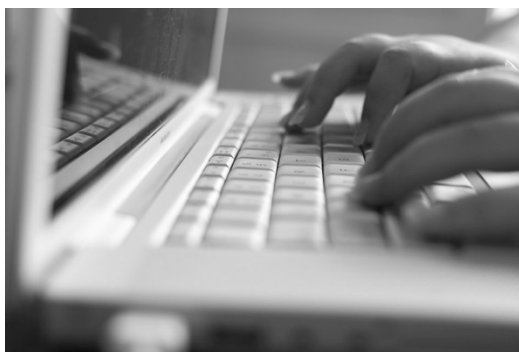


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24

## Your “Webside” Manner: The 7 E’s of Engagement

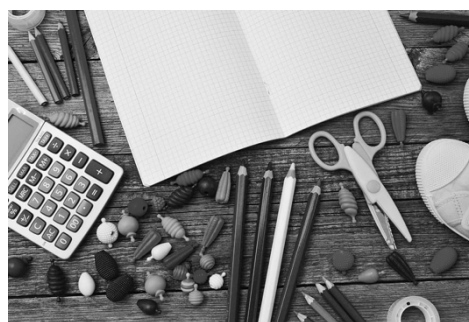
1. Engage
2. Empathy
3. Expectations
4. Educate
5. Expertise
6. Equip
7. Empower



25

## THERAPY MATERIALS

- Online resources
- Materials the child has at home
- Starter supply kit



26

continued

## HOME INVENTORY CHECKLIST

- Start with the basics
- Don't overwhelm families
- Turn it into a game "scavenger hunt"
- Can you think of some treatment activities using common household items?

### HOME ITEMS FOR TELETHERAPY

#### OFFICE SUPPLIES

- |  |   |
|--|---|
| <input type="checkbox"/> Printer                   | <input type="checkbox"/> Glue, glue sticks    |
| <input type="checkbox"/> Pencil, pens, highlighter | <input type="checkbox"/> Hole punch           |
| <input type="checkbox"/> Blank paper, lined paper  | <input type="checkbox"/> Rubber bands         |
| <input type="checkbox"/> Crayons, markers          | <input type="checkbox"/> Scissors             |
| <input type="checkbox"/> Coins                     | <input type="checkbox"/> Other craft supplies |

#### KITCHEN ITEMS

- |  |  |
|--|--|
| <input type="checkbox"/> Plastic utensils, cup | <input type="checkbox"/> Muffin pan                        |
| <input type="checkbox"/> Small kitchen tongs   | <input type="checkbox"/> Plastic container with lid        |
| Straws   | <input type="checkbox"/> Ice cube tray or empty egg carton |
| Sporks   | <input type="checkbox"/> Clothespins or chip clips         |

#### TOYS

- ☐ Balls, etc.

Q8

27

continued

## SOME FINE PRINT

Laws and regulations change very rapidly and vary from state to state.

- Please check for updates on AOTA, state associations and payer websites for the most current and up to date information regarding policy changes and guidelines.



28

continued



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Photo by  
Karolina  
Gratnowska from Pexels

## Payment Parity Laws

- Vary from state to state
- Some states enacted a parity law during the COVID-19 crisis allowing providers to be reimbursed for a telehealth session at the same rate as an in person office visit.

Q9

29

continued

## PAYERS & REIMBURSEMENT

- COMMERCIAL & PRIVATE INSURANCE
- MEDICARE- COVID-19 recent inclusion as a covered service
- MEDICAID
- COVID-19 State of Emergency:
  - Varies by state and insurance plan
- Coding: Use of Modifiers and Place of service codes

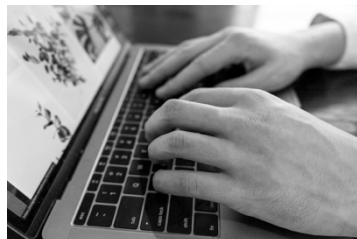


30

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## Your Role & Responsibilities as the Online OT

- Ensure safety, security and privacy
- Understand and comply with all state, federal regulations and code of ethics
- Providing high quality, skilled synchronous and/or asynchronous therapy services for evaluation, assessment and treatment



Q9

31

## Your Role & Responsibilities as the Online OT

- Documentation reflecting progress towards goals
- Strategic scheduling system
- Know how to convey the distinct value of your OT services



Q9

32

continued

## 7 Essentials for Successful Telehealth Program

1. Clinician Qualifications
2. Knowledge of telehealth laws, billing, compliance, ethical and liability considerations
3. Internet access, telehealth platform and basic technology skills
4. Onsite facilitator to assist the child
5. Incorporate client and family's goals into the treatment plan.
6. Strategic treatment planning and online evaluation process
7. Prepare and Practice!

Q10

33


continued


## Tips for Writing Telehealth Goals

1. How can I help the child to be the most functional as possible at home or in their natural environment?
2. How can I adapt the activity online? How can I modify the environment?
3. Do the goals need to be adjusted or reprioritized?
4. What are the parent's priorities and OT goals?
5. What types of resources, treatment ideas, or techniques can I use that are compatible with an online model of service delivery to help the child achieve the goals?

34

continued






# Pre-K Session

## Treatment + Caregiver Coaching

35








36

continued<sup>®</sup>

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**PLAY IT  
FORWARD**  
T-SCHOOL

### Tech Tips

- ✓ Screen sharing
- ✓ White board function
- ✓ Annotating

37

continued<sup>®</sup>

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JOE ✎



38

continued

IS TELEHEALTH  
HERE TO STAY?



This image was originally posted to Flickr by greeble at <https://flickr.com/photos/29598412@N00/2426454804>

39

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PERISH: RISK OF CLOSING

PLATEAU

PLATEAU WITH ATTRITION



PIVOT, PROGRESS &  
PROSPER

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THE FUTURE  
OF YOUR  
CLINICAL  
PRACTICE

- Prepare for future career opportunities.
- Help your organization find training and resources to implement a telehealth program

40

continued

continued



What else do you need in your teletherapy toolbox

41

continued

## ADDITIONAL RESOURCES

Get your **FREE** Home Inventory Checklist  
[www.playitforwardtherapy.net/home-inventory](http://www.playitforwardtherapy.net/home-inventory)



Ready to level up your telehealth skills?  
[www.playitforwardtherapy.net/tschool-info](http://www.playitforwardtherapy.net/tschool-info)



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42

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## QUESTIONS? CONNECT WITH ME

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### WEBSITES

[www.steppingstoneswa.com](http://www.steppingstoneswa.com)

[www.playitforwardtherapy.net](http://www.playitforwardtherapy.net)

### SOCIAL MEDIA



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43

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44

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