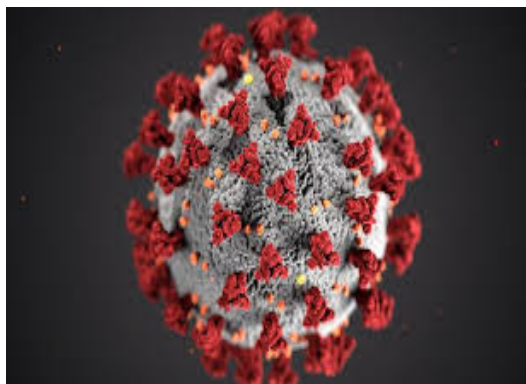


# The Use of A Virtual Care Platform in Musculoskeletal Out-Patient Physiotherapy in Our Lady of Lourdes Hospital

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# Background



- Instant loss of capacity in all Healthcare settings
  - Space
  - Time
  - People
- Dramatic changes in physical healthcare infrastructure
- 17,000-20,000 referrals to orthopaedic fracture clinic annually in OLOLH

Right time, Right place,  
Right person:  
The right combination  
for success



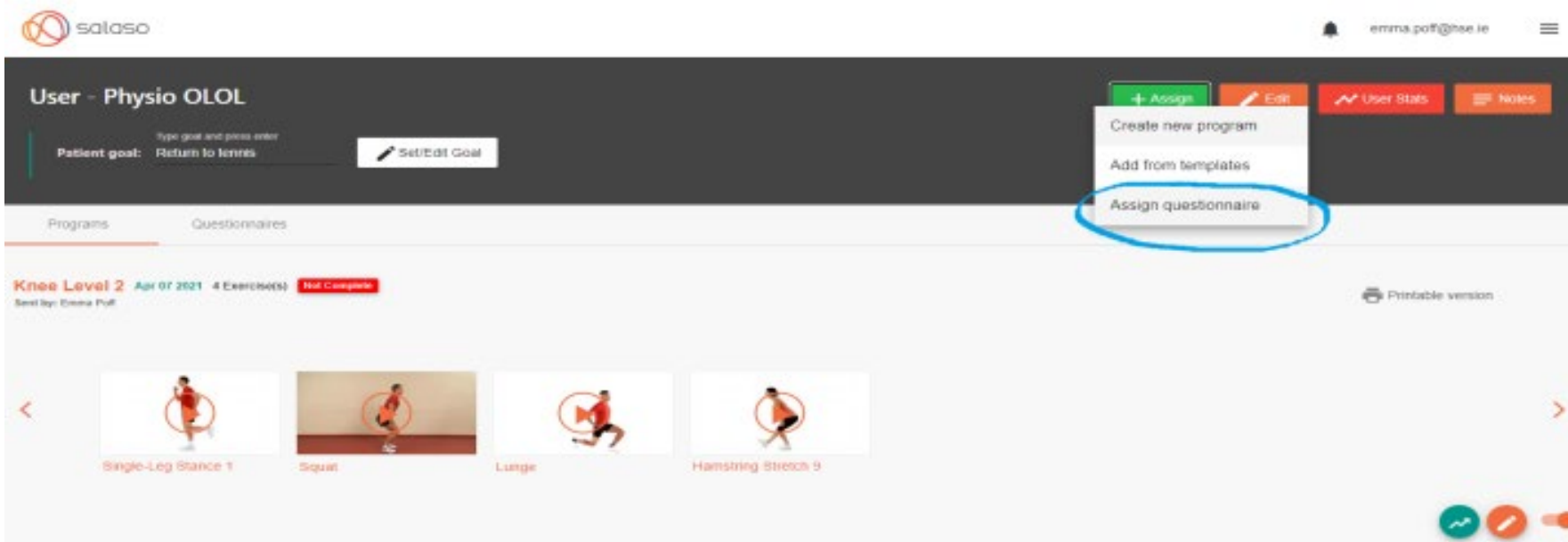
- A “Shift Left Stay Left” solution was required
- Imperative to find a method to deliver quality physiotherapy in the home
- Creating new pathways and strengthening integrated pathways



Demand for  
Virtual Care  
Platform

# Challenges

- Rapid increase in Virtual Fracture Clinic (VFC) referral rate:
  - 2017-March 2020: 50-60 patients per month, strict criteria
  - Covid-19: VFC referrals increased by 600% in 2/52 broadened criteria and shift to Trauma Assessment Clinic (TAC) structure
- SWOT analysis of virtual care platform infrastructure
  - Crucial that functionality met service needs
- Patient input at planning stage



salaso

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User - Physio OLOL

Set/Edit Goal

Assign

Create new program

Add from templates

Assign questionnaire

Programs

Questionnaires

Knee Level 2 Apr 07 2021 4 Exercises Not Complete

Printable version

Single-Leg Stance 1

Squat

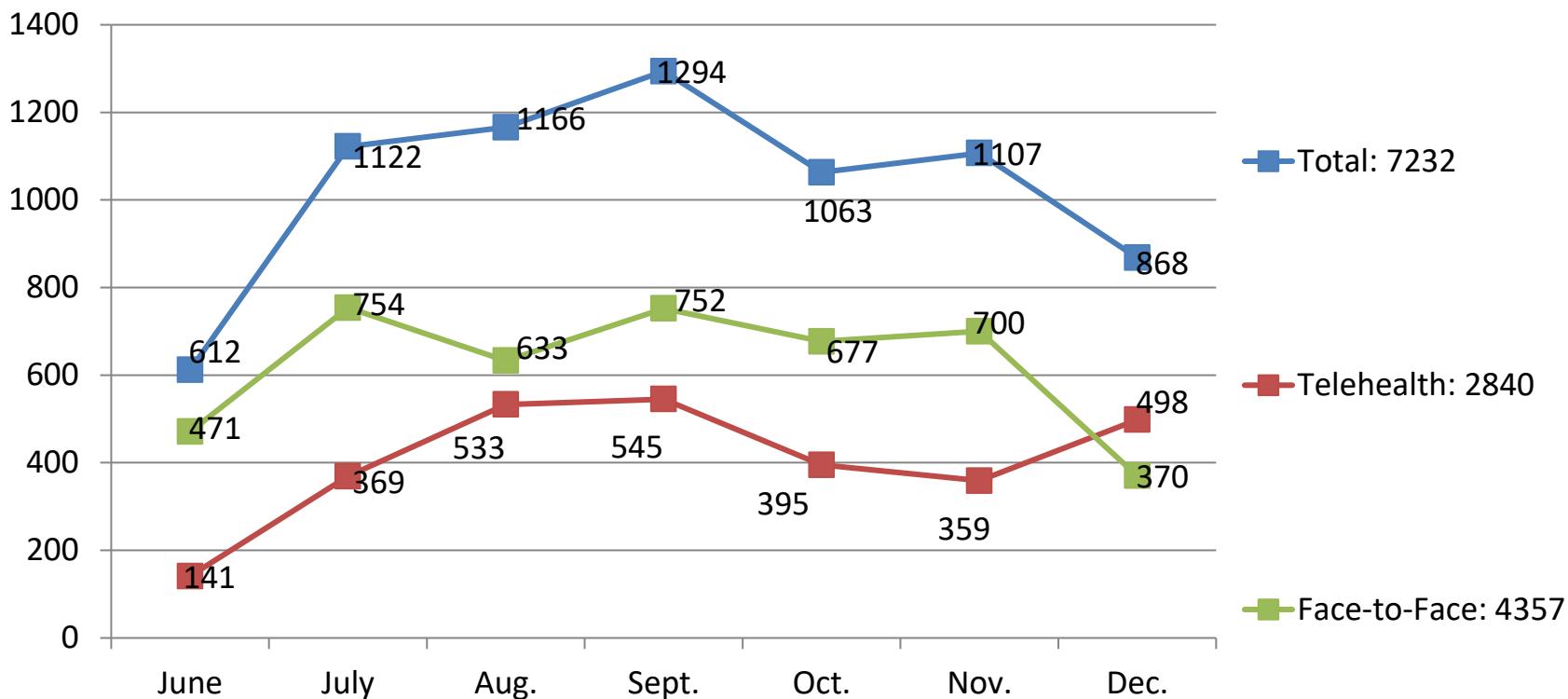
Lunge

Hamstring Stretch 9

# Benefits & Outcomes

- Virtual care platform use was implemented (*Salaso*)
  - Estimated reduction in physiotherapist-patient contact time by 21 minutes vs other virtual care platforms
  - 20% capacity increase of musculoskeletal physiotherapists
  - Acute musculoskeletal physiotherapy waiting list reduced
- Staff: Upskilling in E-Health
- Patient:
  - Rehabilitated effectively & efficiently
  - Appointment time was reduced by average of 42% due to elimination of travel time
  - Travel cost savings

## Musculoskeletal Out-Patient Physiotherapy Patient Contacts 2020:



### Future:

- A feasibility study further evaluating telehealth care delivery in collaboration with the Royal College of Surgeons in Ireland
- Anticipated that the current model of a blended face-to-face and virtual care delivery will continue post covid-19