



Giving a Face to Remote Management: The Digital Future of Physiotherapy

The 'Five Year Forward View' report highlighted a need to take advantage of the opportunities that technology offers patients. 81% of UK Adults (91% 18-44) have touchscreen smart phones, with the majority (89%) being 4G enabled.

Our service initiatives use app and web-based technology to provide patients with a credible, evidence-based source of education and advice on musculoskeletal and mental health issues.

Purpose

To complete visual triage assessments via web and App based solutions, enabling enhanced remote assessments and treatment.

To offer various mediums for patients to gain knowledge, fitting their learning styles. Through provision of evidence-based information on different platforms including; website, webinars, podcasts, blogs and an app.

Aims

Webinar participation has increased from 25 employees to exceeding the maximum of 100. The webinars yielded a 37.5 Net Promoter Score.

MyIPRSHealth.com has had over 4,800 unique users in a 12-month period, and averages 5.5 different page views per user.

Visual Triage testimonial: "I didn't need any actual face-to-face sessions, it was all done either on the phone or via their app on the iPad which was excellent. Very impressed."

Results

Allows physiotherapists to engage with patients to provide effective clinical services at a distance.



It enables the physiotherapist to observe patients during assessment and treatment sessions, including whilst they're exercising. This helps ensure effective teaching.

Visual Triage

A custom-built education platform to host self-help advice and guidance, monthly blogs and podcast downloads.



Sections on mental health and wellbeing encourage a biopsychosocial approach to injury management.

myIPRSHealth.com

Online educational sessions are offered, addressing the most prevalent health and wellbeing issues



Follow up support is provided via our app and myIPRSHealth.com

Educational Webinars

Patient engagement with digital technology appears high, given the growth and success of our digital services. Service user feedback shows high levels of satisfaction.

Future development should focus on more effective use of patient-reported outcome measures when using digital versus traditional healthcare provisions.

Conclusion

There is a very clear need for Physiotherapy practice to continue to adapt to technological innovation, to provide patients with service choices to meet their individual needs, both in terms of care and how the care is delivered.

The utilisation of digital technology facilitates improvements in the continuity of care and the fostering of therapeutic alliance, regardless of the location of either patient or therapist.

Implications

This special interest poster is to share our innovations with the wider physiotherapy community offering alternative ways of delivering services in the 21st century.

NHS Five Year Forward View (2014)

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References & Acknowledgements

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