Abstract

An International Core Capability Framework for Physiotherapists to Deliver Quality Care via Videoconferencing: A Delphi Study

Luke Davies[1*], BA, MA, DPT; Rana S Hinman[1*]; Trevor Russell[2*]; Belinda Lawford[1*]; Kim Bennell[1]; International Videoconferencing Steering Group[1*]

[1]Centre for Health, Exercise & Sports Medicine, The University of Melbourne, Melbourne, Australia

[2]RECOVER Injury Research Centre, Brisbane, Australia

[*]these authors contributed equally

Corresponding Author:
Luke Davies, BA, MA, DPT
Centre for Health, Exercise & Sports Medicine
The University of Melbourne
Level 7 Alan Gilbert Building
Melbourne, 3010
Australia
Phone: 61 3 9035 5511
Email: lmdavies@student.unimelb.edu.au

Abstract

Background: The provision of physiotherapy care via telehealth is becoming increasingly common and, in some circumstances, is a necessity, as observed during the COVID-19 pandemic. Therefore, it is important to understand what are the core capabilities that physiotherapists need in order to deliver quality care via videoconferencing.

Objective: The objective of our study was to develop a discipline-specific core capability framework for physiotherapists to deliver quality care via videoconferencing.

Methods: An international Delphi panel comprising a steering group and experts in the field, including physiotherapy researchers, physiotherapy clinicians, representatives of physiotherapy organizations, and consumers, was established by drawing on the research team's academic, research, and clinical networks as well as contacting international physiotherapy organizations. The draft framework was developed by the research team and steering group, based on relevant documents identified within the literature. The panel considered a draft framework of 73 specific capabilities mapped across 8 domains. Over 3 rounds, panelists rated their agreement (Likert or numerical rating scales) on whether each capability was essential (core) for physiotherapists to deliver quality care via videoconferencing. The capabilities that achieved consensus, defined as 75% of the panel ratings being ≥7 out of 10 in round 3, were retained.

Results: A total of 130 panelists from 32 countries participated in round 1, with retention rates of 65% and 60% in rounds 2 and 3, respectively. The final framework comprised 60 capabilities across the following seven domains: compliance (capabilities: n=7), patient privacy and confidentiality (capabilities: n=4), patient safety (capabilities: n=7), technology skills (capabilities: n=7), telehealth delivery (capabilities: n=16), assessment and diagnosis (capabilities: n=7), and care planning and management (capabilities: n=12).

Conclusions: This framework outlines the specific core capabilities that are required of physiotherapists to provide quality care via videoconferencing. The core capability framework provides guidance for physiotherapists to deliver care via videoconferencing and will help inform the future development of physiotherapy curricula and professional development initiatives in the delivery of telehealth.

XSL•FO
RenderX

KEYWORDS