



Appendices

Appendix 1: Telehealth Review Decision Matrix

Appendix 2. Suitability Criteria

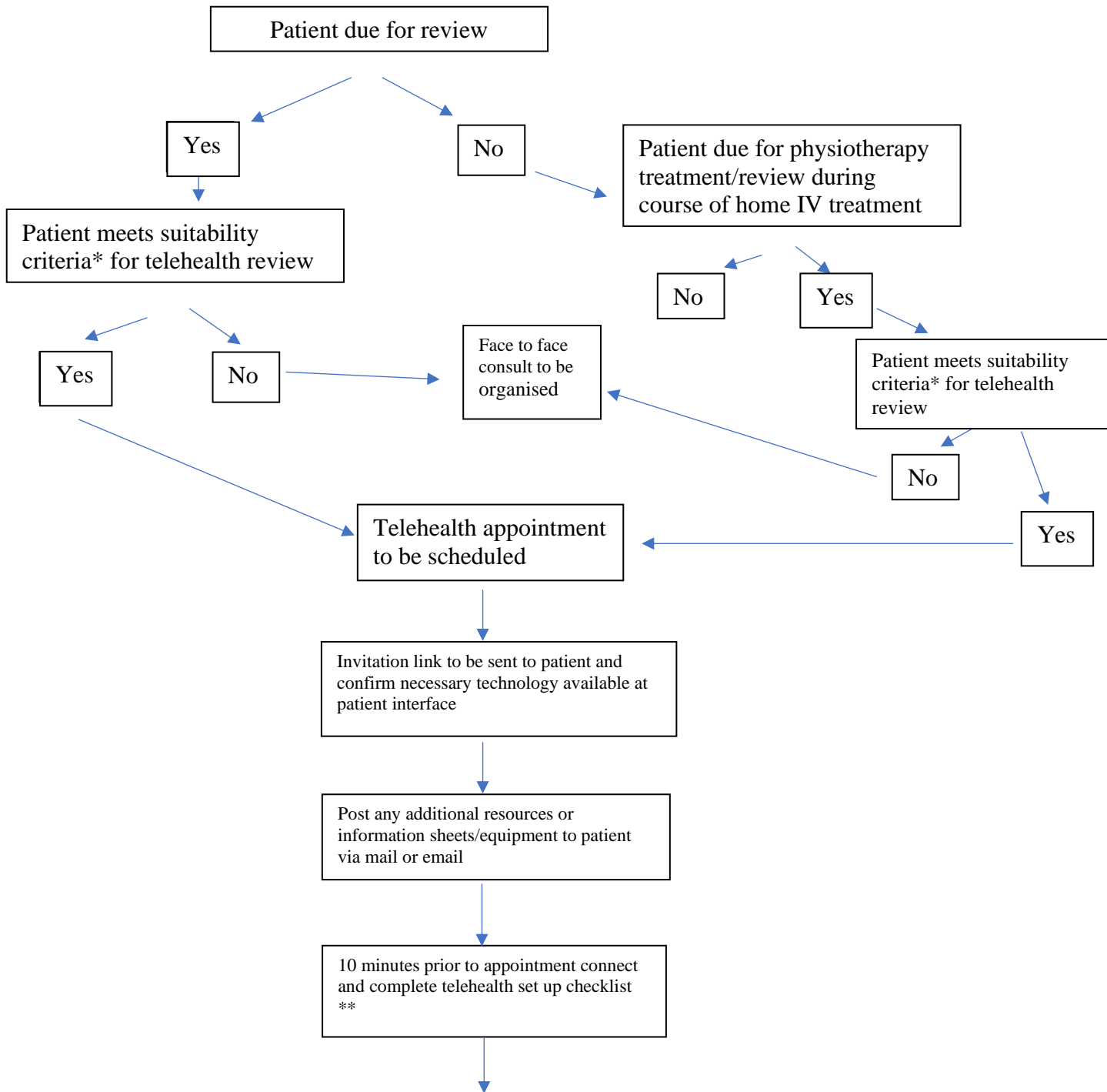
Appendix 3: Set Up Checklist

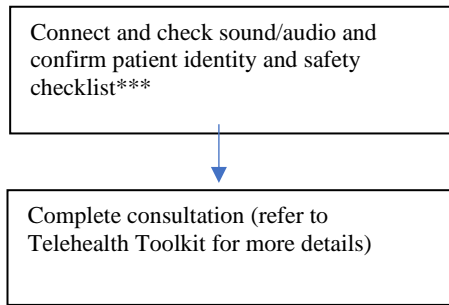
Appendix 4: Safety checklist (including buddy system)

Appendix 5: Outcome Measures

Appendix 6. AWESCORE

Appendix 1: Telehealth Review Decision Matrix





* Appendix 2
**Appendix 3
***Appendix 4

Appendix 2. Suitability Criteria

Is the patient known to the service?

- Yes
- No

Is the patient currently unwell?

- Yes
- No

Has the patient experienced moderate to large/or a new episode of haemoptysis in the last 48 hours?

- Yes
- No

Has the patient experienced acute onset of sharp chest pain in the last 48 hours?

- Yes
- No

Is the patient reporting acute shortness of breath?

- Yes
- No

Does the patient report unstable blood sugars, particularly recent hypoglycaemic episodes?

- Yes
- No

Does the patient report any other new acute medical issues (e.g vomiting, dizziness etc)?

- Yes
- No

If any of the above are answered “yes” please contact your medical team, or physiotherapy team leader and discuss if a telehealth appointment is suitable.

Appendix 3: Set Up Checklist

CAMERA

- Check it is stable
- Ensure camera angle allows you to be seen clearly when demonstrating exercises/airway clearance techniques
- Check that no other patient/confidential information is in the camera view

AUDIO

- Check this prior to commencing and then when you connect with the patient
- Headphones are recommended if in a busy clinic

LIGHTING

- Try to have soft lights, not too bright
- Try not to have too much sun or reflection
- Turn computer notifications off during the session.

EQUIPMENT

- If you are using screen share have these screens ready
- If you are using a whiteboard for diagrams have this in the camera view
- If you have any equipment for demonstration have this easy to reach
- Do not use web-based filters for the session
- Make sure the patient has any necessary equipment posted to them beforehand

PATIENT CONFIDENTIALITY

- Closed door with "Treatment in progress, do not disturb" sign on door.
- Ensure all recommended security settings applied.
- Do not admit another team member to the virtual room without gaining the patient's consent.
- Do not record the session without the patient's consent.
- If recording the session, use an encrypted hospital device and transfer to GDPR compliant storage on hospital IT system immediately after the session.

COMMUNICATION

- Agree prior to the session what steps will be taken if the telehealth platform or broadband/ 3G/4G fails.
- Consider back-up telehealth platforms if platform stability is an ongoing issue.
- If moving away from the screen for any reason, inform the patient.
- Video-conferencing fatigue-It is widely acknowledged that communicating across a telehealth platform can be tiring.
- Consider the use of pre-recorded exercise or airway clearance videos during the telehealth session.

Appendix 4: Safety checklist (including buddy system)

- Confirm the patient's identity
- Confirm the patient's address they are located
- Confirm if anyone else is with the patient
- Confirm the contact phone number for the patient and the person home
- If the patient is home alone you must set up a buddy system; ask the patient for the contact details (and location) of their next of kin or neighbour
- Buddy system is best to have been arranged prior to the appointment, but if you have been unable to do so then you should consider to contact the buddy before you commence treatment
- The buddy should be able to be contacted during the treatment session if needed
- The buddy should be available to attend the patient's home should there be an emergency
- Pre and Post outcome measures: use clinical judgement; remember if the patient is of stable health, and is routinely independently completing airway clearance/inhalation and/or exercise you may not need to complete all or any of these outcome measures. It is recommended to consider outcome measures to continue to review the quality of telehealth reviews. See outcome measures table for suggestions.
- Ensure you develop a protocol for escalation of treatment, and/or acute medical emergency that meets your local safety policies, approved by management

Appendix 5: Outcome Measures

Objective outcome measures
SpO2
Heart rate (bpm)
Spirometry
Blood glucose levels
Huff/Cough
Exercise testing – 1 minute sit to stand, 6MWT, MST
Patient reported outcomes
AWESCORE
CFQ-R or similar QoL measure
BORG scale of breathlessness
Rate of Perceived Exertion (RPE) scale
Sputum – colour, volume, consistency
Service evaluation/satisfaction/feedback forms

Appendix 6: AWESCORE

A versatile measure of overall wellness for use during Outpatient Clinic visits, pre- / post-treatment for acute exacerbations, before and after interventions such as new airway clearance treatments and exercise programs. Can be used as an assessment tool during Telehealth consultations as an adjunct to, or a stand-alone measure, when other objective measures such as spirometry are not always available.

The maximal score possible is 100 representing ‘perfect wellness’.

When used during Telehealth reviews the AWESCORE can be sent prior to the review or the questions together with the end anchors can be read out to the patient and the relevant numbers on the VAS scales circled.

Low scores naturally lead to discussion about whether an introduction and referral to the team psychologist would be acceptable.

The AWESCORE, while potentially useful as a snapshot of wellness in research, is not designed to replace the CFQ-R where more detailed information is required. It is designed to be a PROM that is free of charge, easy to administer and score, to enhance communication, improve patient satisfaction with the MDT and potentially improve clinical outcomes.



PHYSIOTHERAPY SIG



The AWESCORE proved to be very useful as it provided a measure of all five domains comprising wellness at a time when accredited laboratory spirometry was discontinued at many CF centres and home spirometry was not available to all pwCF. The AWESCORE measures all five domains comprising wellness and proved especially useful during lockdown in the pandemic when accredited laboratory spirometry was discontinued at many CF centres and home spirometry was not available to all pwCF.

THE ALFRED WELLNESS SCORE - AWESCORE© 2020

You are asked to report on your present state of wellness to assist in providing best health care. Circle the number that reflects your current state: 10 reflects your most well state of being possible while zero reflects your least well state.

1. I rate the amount of coughing I do each day & night as:

All the time Hardly ever
0__1__2__3__4__5__6__7__8__9__10

2. I rate the amount of sputum I cough up each day as:

Highest Nil
0__1__2__3__4__5__6__7__8__9__10

3. I rate my level of energy as:

Lowest Highest
0__1__2__3__4__5__6__7__8__9__10

4. I rate my level of exercise participation as:

Lowest Highest
0__1__2__3__4__5__6__7__8__9__10

5. I rate my appetite as:

Poor Good
0__1__2__3__4__5__6__7__8__9__10

6. I rate my weight as:

Way off target Recommended/on target
0__1__2__3__4__5__6__7__8__9__10

7. I rate my mood as:

Low/ flat cheerful Highest/most
0__1__2__3__4__5__6__7__8__9__10

8. I rate my level of anxiety as:

Highly anxious No anxiety
0__1__2__3__4__5__6__7__8__9__10

9. I rate my sleep amount & quality as:

Poor Excellent
0__1__2__3__4__5__6__7__8__9__10

10. I rate my general health as:

Poor Excellent
0__1__2__3__4__5__6__7__8__9__10

**Comments:
Score**

Date:

Total

Appendix 7 Other Useful Resources

Australia

<https://www.ahpra.gov.au/News/COVID-19/Workforce-resources/Telehealth-guidance-for-practitioners.aspx>

[AHPA-Telehealth-Guide_Allied-Health-Professionals-May-2020.pdf](#)

[APA | Telehealth \(australian.physio\)](#)

www.cfphysio.com

“Physiotherapy for cystic fibrosis in Australia and New Zealand: A clinical practice guideline”, Thoracic Society of Australia and New Zealand Physiotherapy Website:

https://www.thoracic.org.au/journal-publishing/command/download_file/id/38/filename/TSANZ-Physio-FULLGuidelines-2016-web.pdf

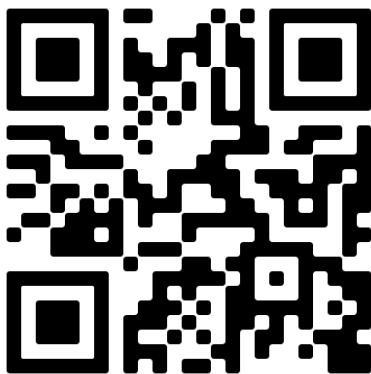
https://www.thoracic.org.au/journal-publishing/command/download_file/id/19/filename/Physiotherapy_for_Cystic_Fibrosis_in_Australia_A_Consensus_Statement.pdf

Ireland

<https://www.google.com/search?client=safari&rls=en&q=Health+%26+Social+Care+Professions:+Tel+ehealth+Toolkit+National+HSCP+Office&ie=UTF-8&oe=UTF-8>

<https://world.physio/sites/default/files/2020-06/e-Health-for-PTs-in-PP-March-2020-Ireland.pdf>

Patient Experience Questionnaire QR code



United Kingdom

<https://www.csp.org.uk/professional-clinical/digital-physiotherapy/telehealth>



PHYSIOTHERAPY SIG



<https://www.csp.org.uk/publications/covid-19-guide-rapid-implementation-remote-physiotherapy-delivery>

<https://www.cysticfibrosis.org.uk/sites/default/files/2020-12/Standards%20of%20Care%20and%20Good%20Clinical%20Practice%20for%20the%20Physiotherapy%20Management%20of%20Cystic%20Fibrosis%20Fourth%20edition%20December%202020.pdf>