

Te Whatu Ora

Health New Zealand

Capital, Coast, Hutt Valley and Wairarapa

We've Got Your Back!

Orthopaedic

Physiotherapy

Triage Project

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August 2022



CONCEPT

Internationally & within New Zealand evidence exists to support the utilisation of expert musculoskeletal physiotherapists in orthopaedic clinics to:

Save money

Decrease waiting times

Increase patient satisfaction & wellbeing

CONCEPT

Patients referred to orthopaedics with back pain at CCDHB* were offered a first specialist appointment with an advanced physiotherapist rather than an orthopaedic surgeon or registrar



6%

**Surgical
Conversion
Ration**



**100 %
satisfaction rate
from consumers
assessed by
physiotherapist**



**Wait time for
First Specialised
Assessment
decreased from
147 days to 37.5
days**

Outcomes

Wait time

- Significantly reduced from average of 148 to 37.5 days for first specialist assessment

Assessment outcome and recommendation

- High correlation between orthopaedic consultant and physiotherapist without compromising patient safety

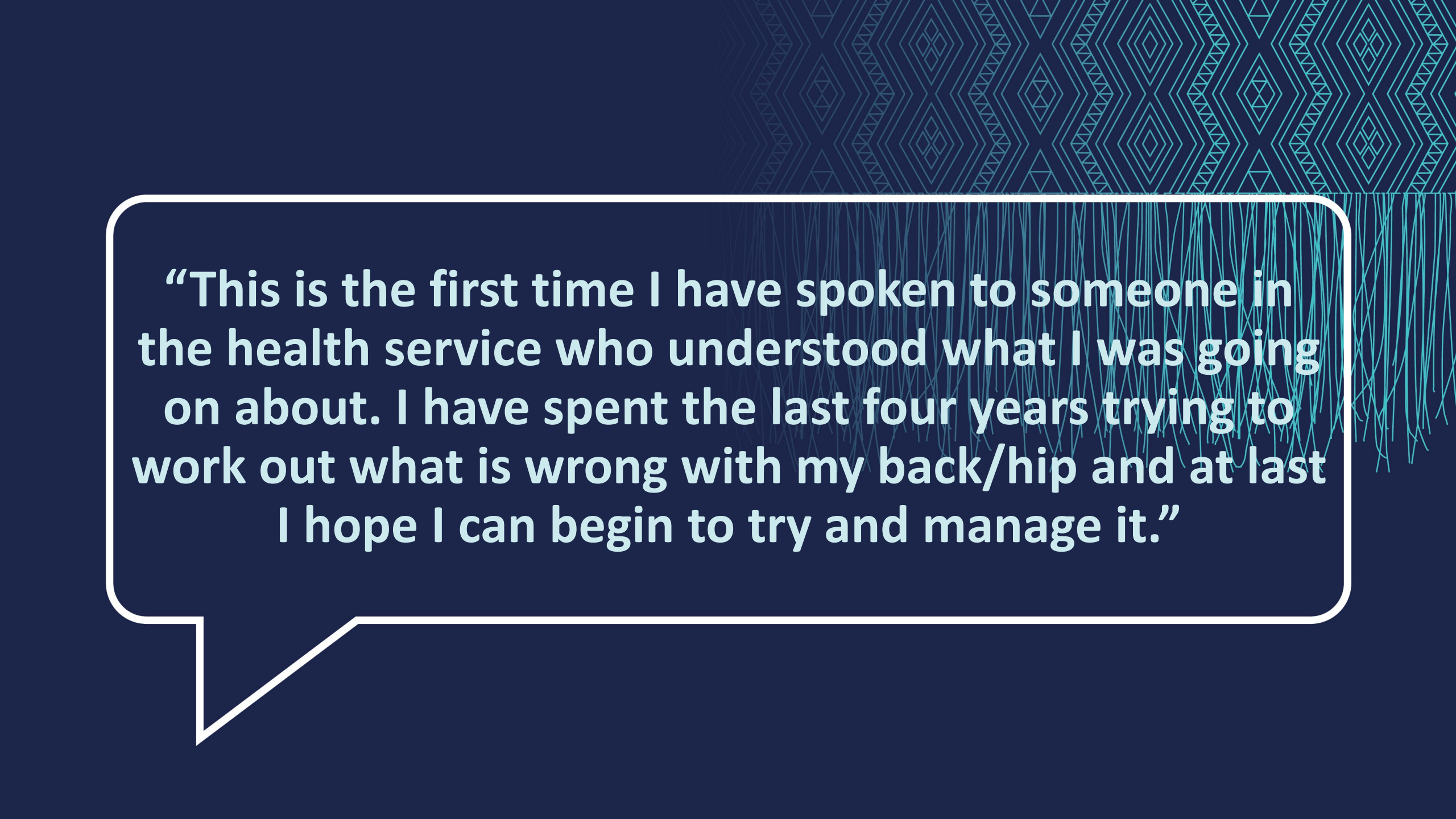
Patient Feedback

- High levels of satisfaction and confidence in care experienced by patients assessed by physiotherapist



The background features a dark blue vertical stripe on the left and a teal area on the right. The teal area is decorated with a repeating geometric pattern of white lines forming diamonds and zig-zags. Below this pattern, numerous thin white lines hang down, resembling a fringe or a data visualization. The text 'Consumer Feedback' is centered in the dark blue stripe.

Consumer Feedback



“This is the first time I have spoken to someone in the health service who understood what I was going on about. I have spent the last four years trying to work out what is wrong with my back/hip and at last I hope I can begin to try and manage it.”



“In my words to all questions I can truly say that was the first time I felt genuinely listened to and treated with respect!”

“I have been examined by both docs and Physio’s and I was given the same standard of consultation. All the questions I had were answered and I was given a thorough exam. A consultant would do just the same thing. So I had no problem with that. So Yes No hesitation with that at all being seen by a physio”

Addressing Health Inequities

The findings of the project address health inequities for patients and/or the health system by simplifying pathways to provide a seamless and efficient health journey. This has been achieved by utilising physiotherapy triage and assessment of referrals for orthopaedics to significantly reduce wait times for first specialist assessment.

“Right person, right place, right time, first time!”

(CCDHB Allied Health WOW 2021)

Further geographical and social inequities could be reduced in the future as the principle of the model is that physiotherapists running these clinics do not need to be based in a hospital facility. First specialist assessment could be provided in non-hospital locations to de-medicalise care and provide a contemporary outreach model of care.



Implementation / Translation to Practice

The initial outcomes were highlighted within CCDHB* as aligning with “Choosing Wisely” which supports evidence based practice. This has led to innovation funding to embed the concept of inter-professional practice within the orthopaedic department. Although the initial project was focused on back pain, this model of care can be applied to peripheral joints. Funding has been granted to explore this further.

What would support this change?

- Funding – development and training of new permanent roles
- Radiology – development of referral pathways from Allied health practitioners
- Location – future offsite locations to improve access

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The background features a dark blue gradient with a complex geometric pattern of light blue lines. The pattern consists of repeating diamond and zigzag motifs, with a dense, vertical line pattern at the bottom.

Ngā mihi nui