

Utilising the CARE measure for evaluating virtual care within pelvic health physiotherapy during the COVID 19 pandemic

PURPOSE

To evaluate how patients perceived care provided during the covid lockdown using the care measure empathy score.

To establish if telephone appointments are an effective means of communicating with patients in pelvic health

RELEVANCE

The CARE Measure measures empathy in the context of the therapeutic relationship. Empathy is key to developing patient-clinician relationships (Hojat et al., 2013; Mercer & Reynolds, 2002), Influences positive outcomes (Elliott et al., 2011; Hojat et al., 2013), Improves patient compliance and patient satisfaction (Kim et al., 2004).

The pelvic health physiotherapy team in previous years scored highly on the care questionnaire at an average of 47.1. This evaluation is to see if the care provided during the covid pandemic scores as highly as usually care in previous year.

CARE questionnaire is a National data base of 316,320 questionnaires High face and concurrent validity, internal and structural reliability

DESCRIPTION OF THE STUDY

- During lockdown the pelvic health physiotherapy service changed to a new pathway of patient management.

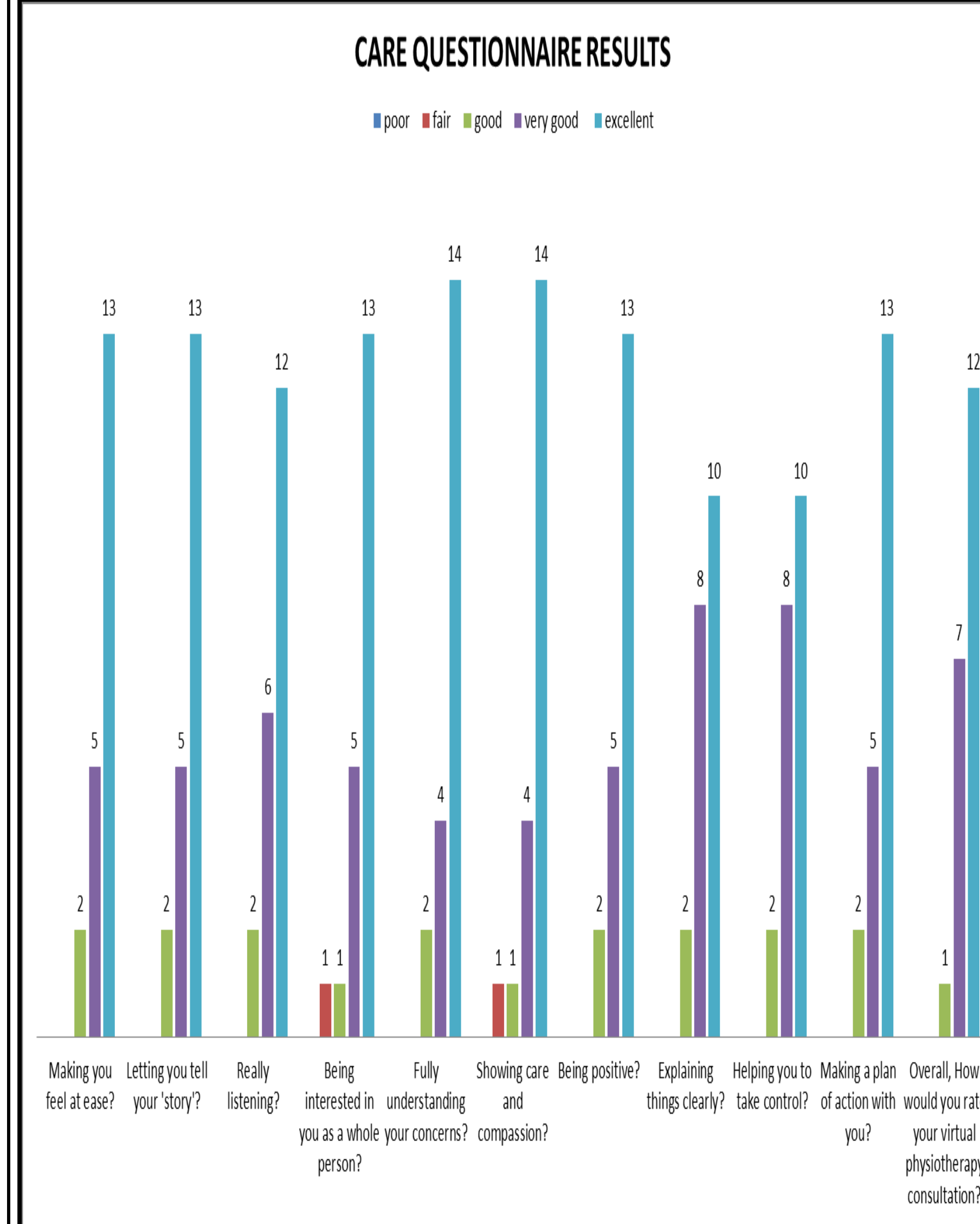
How our service changed during lockdown.

- All patients were sent a video presentation regarding their diagnosis of what they could do to manage their condition and self manage.
- This was followed by a telephone or video appointment on attend anywhere.
- If urgent patients were seen as face to face alongside an obstetric appointment.
- Patients were seen by both non qualified physiotherapy students or qualified physiotherapists

Pre lockdown all patients were seen face to face with no virtual information or Virtual Appointment.

WHAT WE DID

- 20 patients at random were telephoned and asked the CARE measure questionnaire.**
- The caller was different from the therapist who treated the patient.**
- Analysis using standardised care measure tool**
- Results were compared against national average and last year.**



RESULTS

Care measure score

Virtual 45.15

2019 /2018 47.1

National PT average 48.1

Themes from open comments :

Positive comments

- Fully reassured
- Helpful treatment
- Very comfortable
- Able to say all concerns
- Video helpful
- No more problems
- Empathy
- Best experience of her 'coronavirus pregnancy'

Negative comments

- Would prefer face to face
- Connection problems on the video
- Difficult to hear

How good was the practitioner at...	Poor	Fair	Good	Very Good	Excellent	Does not apply
1) Making you feel at ease (introducing themselves, explaining their position, being friendly and warm towards you, treating you with respect, not cold or abrupt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2) Letting you tell your "story" (giving you time to fully describe your condition in your own words, not interrupting, solving or sharing you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3) Really listening (paying close attention to what you were saying, not looking at the notes or computer as you were talking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Being interested in you as a whole person (asking/knowing relevant details about your life, your situation, not treating you as "just a number")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Fully understanding your concerns (communicating that they had accurately understood your concerns and worries, not overlooking or dismissing anything)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6) Showing care and compassion (seeming genuinely concerned, connecting with you on a human level, not being indifferent or "detached")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7) Being positive (having a positive approach and a positive attitude, being honest but not negative about your problems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8) Explaining things clearly (fully answering your questions, explaining clearly, giving you adequate information, not being vague)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Helping you to take control (explaining with you what you can do to improve your health yourself, encouraging rather than "lecturing" you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Making a plan of action with you (discussing the options, making you feel decisions as much as you want to be involved, not ignoring your needs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments: If you would like to add further comments on this consultation, please do so here.

DISCUSSION & CONCLUSION

- Patients have perceived care to be positive during the lockdown covid pandemic.
- Virtual appointments provided adequate care for patients but this does not score as high as face to face care on empathy.
- The representative sample tested is small compared to previous years
- Further assessment is needed to ensure consistency of empathy and care provided.
- In future patient choice for both virtual and follow up appointments should be offered.