


Full Assessment of the Foot and its Function

Session 6

Review Assessment & Pathways




Presented By Paul Graham

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Reviewing your patient – Why is it so important?

Reviews have 2 major components:

1. **Patient Information sharing:**
 - a. Is their concern getting better?
 - b. How much longer and why?
 - c. Are they still in the 'Right Place'?
2. **Information to update you:**
 - a. What is the outcome of your strategy?
 - b. What is the next step in the plan?



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Patient Information Sharing

Reviews – Its ALL about the Patient




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Patient Information Sharing

Reviews – All about the Patient!

Perceived indifference is a killer to any practice!

Practices lose patients through:

- 4% Natural attrition (e.g. moved away, passed on, etc)
- 5% Referred to a competitor by their friend
- 9% Competitive reasons (e.g. price)
- 14% Product/service dissatisfaction
- **68% Perceived indifference**

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Patient Information Sharing

Reviews – Start with the end in mind...


- Focus on ACTIVE Listening to find where they feel they are at
- Make the whole appointment about them and relate EVERY appointment to:
 - their Significant Emotional Motivator (SEM), and
 - their current goal
- Provide them with their improvement and plan for the next step in their treatment plan

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Patient Information Sharing

Reviews – Communicating the Plan ahead




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Patient Information Sharing

Reviews – How to maintain engagement of your Patient



HealthChange® Behaviour Change Pathway

Micro view
Macro view

Build Confidence

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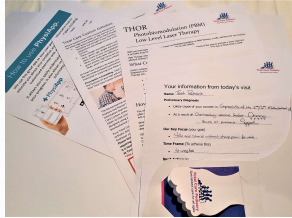
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Patient Information Sharing

Reviews – Communication

Hardcopy example

- Treatment plan
- Information sheets



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Patient Information Sharing

Reviews – Communication

Electronic example

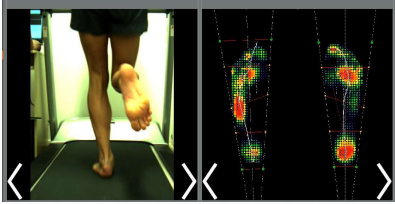
- PhysiTrack (for you)
- Physiapp (for Pts)



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Information to update you
Reviews – Treatment progress Information



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Information to update you
Reviews – Specific Assessment Procedure

1. Reviewing Diagnostic Action Outcomes.
What to look for:

- Did the results of the pain diary confirm your hypothesis?
- Did the Diagnostic Action result in any other effects?
- Does it lead you to a clear Treatment strategy?
- Set out clearly the next steps and why they are important, (in relation to the patient's SEM)
- Make the next appointments that make up the plan

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Information to update you
Reviews – Specific Assessment Procedure

2. Reviewing regular treatment: what to look for:

- How the patient feels about their progress (focus on them)
- Regular update of patient's pain scale / Inflammatory presentation
- Joint function; Objective ROM measurement / Joint Stiffness
- Muscle strength: Objective testing (Weight bearing preferred)
- Soft tissue elasticity: Objective testing (Weight bearing preferred)
- Dysfunction: Is the function and loading of the tissues more normal?

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Information to update you

Reviews – Specific Assessment Procedure

3. Reviewing a Radiological report

- Relate it to the patient's concern (focus on them)
- Where possible have images that make sense
- Explain how it affects your diagnosis and Treatment Strategy
- If it changes your previous diagnosis, very clearly explain:
 - The change and the next step, and
 - how you will help them through it



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Information to update you

Reviews – Specific Assessment Procedure

4. Review after treatment by another health professional

- A good relationship with other clinics are REALLY important
- Know what they have said / treated / advised prior to reviewing your patient
- Ask your patient how they felt the visit/s went (satisfied / understanding)
- Make sure you review their condition with an appropriate objective test
- Relate it back to their treatment plan, altering it where necessary



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Information to update you

Reviews – Specific Assessment Procedure

5. Reviewing Orthomechanical treatment

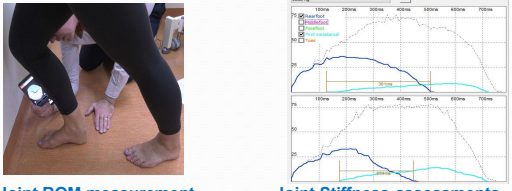
- How the patient feels about their progress (focus on them)
- Is the pain resolved, better, changed or worse?
- Assess the plantar pressure and function (Weight Bearing objective tests)
- Discuss their experience and the results of the assessment
- Plan with them the next steps based on the outcome of the review



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Information to update you
Reviews – Treatment progress Information
Joint ROM and Stiffness Objective tests

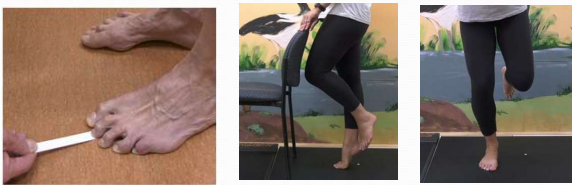


Joint ROM measurement **Joint Stiffness assessments**

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Information to update you
Reviews – Treatment progress Information
Muscle Strength Objective tests




Intrinsic Testing **Extrinsic Testing** **Core Testing**

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Information to update you
Reviews – Treatment progress Information
Soft tissue elasticity Objective tests

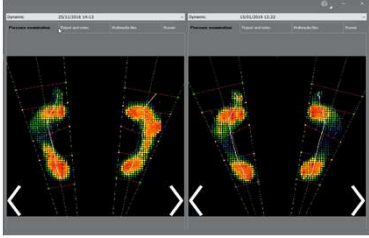


Y Balance test **Single leg heel drop**

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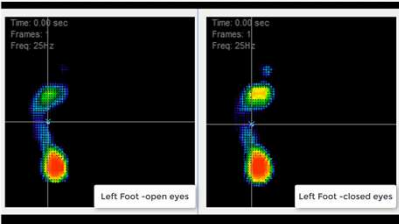
Information to update you
Reviews – Treatment progress Information
Functional Objective tests: Gait



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Information to update you
Reviews – Treatment progress Information
Functional Objective tests: Balance



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Types of Major Reviews

- 1st review
- 3 week review
- 6 week review
- Subsequent Reviews
 - > 3 months
 - > 6 months
 - > 12 months

Alternative Review Options


- Round Table Reviews
- Subsequent Reviews

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1st Review Procedure

1. Goals, goals, goals
2. Why it's important: education and planning
3. What needs to be done:
 - By you
 - By the patient
4. Next review

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3 week review

1. Review the injury / symptoms (is treatment succeeding?)
2. Reset / Re-establish the Patient's goals (Check engagement)
3. Set out clearly the next steps and why they are important, (in relation to the patient's SEM)
4. Make the next appointment / next step of the plan

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6 week review

1. Discuss and confirm with patient their improvement using evidence
2. Reset the Patient's goals, noting their journey
3. Explain the process of return to some level of engagement of their SEM where possible
4. Outline the next stage of the strategy and make the appointments

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Round Table Discussions



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Telehealth Meetings

Can be a great option in some situations!



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Tests for Telehealth Meetings



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Review process in the Exam Suite

5. Treatment Review

Client:

Name: Date of Birth: Age: Sex:

Any Medical Information:

WAFB-Qual Message:

Case Ref:

Objective Information using plain arrows - GP and PV

Site/Use	Position	Site/Marker
Distraction Dots (Pass)	Function Stage	Function Stage
Distraction Dots (Emp)	Function Stage	Function Stage
GP Assembly (LED)	Function Stage	Function Stage
Arch Register	Function Stage	Function Stage
LED	Function Stage	Function Stage
Distraction Dots (Pass)	Function Stage	Function Stage
Distraction Dots (Emp)	Function Stage	Function Stage
GP Assembly (LED)	Function Stage	Function Stage
Arch Register	Function Stage	Function Stage

Please Press Computer Attached to Unit

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Questions?



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