Fitting the pieces together B U R N S

Patient Experience Survey: Burns Outpatient Physiotherapy Service at the Royal Brisbane and Women's Hospital

Glen Volker (Prof. Stuart Pegg Adult Burn Centre, RBWH, Brisbane, Australia)

RBWH Outpatient Physiotherapy Service

The Royal Brisbane & Women's Hospital (RBWH) has a dedicated full time physiotherapy position delivering specialist outpatient burns support, treatment and management for patients of the Professor Stuart Pegg Adult Burn Centre.

There are 2 main clinical components of the position:

1. One to one intensive physiotherapy outpatient treatment for patients post discharge from the Burns Unit
   - Gym based stretching and exercise programs in the Physiotherapy Department.
   - Up to 5 sessions per week for 2-3 hours per session as required.
2. Attend daily Burns Specialist Outpatient Clinics to provide assessment and management for burns outpatients as part of the multidisciplinary team.

Quality Activity & Service Review

A quality activity was commenced in early 2017 to assess the gym based outpatient treatment component of the role.

A 'Patient Experience Survey' was developed and distributed to past patients of the service through various channels, and returned to an anonymous collection box or via return self addressed envelopes.

The survey consists of 4 basic components:

1. Basic demographic data
2. Service evaluation / satisfaction results
3. Service development & improvement ideas
4. Current exercise levels (i.e. post discharge from physiotherapy.)

26 surveys had been completed and appraised for this poster with more to be collected over the coming 12 months.

The survey is 4 pages in total and takes participants 10-15 minutes to complete. There is a mixture of Yes/No, tick box, and optional short responses.

Survey Results / Outcomes

- The statements covered aspects of the service such as: clinician knowledge, examination, treatment plan, effectiveness, flexibility of appointments, and communication strategies. Once again the responses were almost completely favourable.

3. Service Development

- Participants answered 'Yes' or 'No' to questions regarding support during transition from the inpatient to outpatient service, support for discharge from outpatient service, and ease of access to the service. Space was also provided for extra comments, and for overall comment regarding the service.
- Almost all comments were positive. One participant did not feel well supported post discharge from the service, and two others mentioned some minor access issues.

4. Exercise Levels Post Discharge

- Participants were also given the opportunity to provide feedback about any exercise they are currently performing (frequency, duration, and type of exercise), or what factors are limiting their exercise participation.
- ~67% of participants reported exercising at least twice per week for more than 20 minutes per session, and 30% reported daily exercise of more than 60 minutes.
- Only 5 participants reported no exercise at all with the main limitations being motivation and heat.

attend as they reside outside of Brisbane in our large catchment area.

Further work around telehealth initiatives, funding for extended patient residential 'stays', and improved training opportunities of rural and remote clinicians must be considered.

Discussion

Acknowledgements: Anita Plaza, Prof Stuart Pegg Adult Burn Centre, RBWH, Brisbane, Qld

References: Baldwin J, Li F. Exercise behaviours and barriers to exercise in adult burn survivors: A questionnaire survey. Burn Trauma 2013;1:134-9.

Contact: Glen.Volker@health.qld.gov.au

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