Use of Electronic Tablets in Physiotherapy: A Client Experience Survey in a Therapeutic Context

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**Declaration**

The authors declare having no conflict of interest and did not receive any support from the applications development companies.

Video 1: Interactive Anatomy Demonstration

Video 2: Patient Feedback (Single Leg Squat)
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Table 1: Survey Results

<table>
<thead>
<tr>
<th>Likert Score (max=5)</th>
<th>16-29 yrs old</th>
<th>30-49 yrs old</th>
<th>50-69 yrs old</th>
<th>70+ yrs old</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

Overall, the median Likert scores varied between 4 and 5 (range: min=1, max=5), demonstrating a high level of client satisfaction. The only negative comments were in regards to the delays required to charge the tablet or to launch certain applications during the session.

The participants that were recruited for this qualitative study (n=46; 40 M/6 W; age: min=16, max=60) received treatment in physiotherapy for a variety of musculoskeletal conditions, such as: lumbar, cervical, shoulder, knee, and ankle. Educational activities were completed with the electronic tablet (ex: education on mechanism of injury, how to complete exercises). At the end of the physiotherapy session, the participants were requested to complete a standardized satisfaction questionnaire consisting of 10 questions (2 open ended questions and 8 with the Likert scale 1-5).

Overall, the median Likert scores varied between 4 and 5 (range: min=1, max=5), demonstrating a high level of client satisfaction. The only negative comments were in regards to the delays required to charge the tablet or to launch certain applications during the session.

The study clearly demonstrated a definite interest from clients with regards to the use of interactive technologies during their functional rehabilitation. The next step will be to assess the clinical and financial effectiveness with randomised clinical trails, comparing the use of interactive technologies to traditional educational methods.

References

3. CAHPS Hospital Survey, Quality Assurance Guideline, Version 7.0 (March 2012), CMS
IPAD (English version)

Physiotherapy Department: Bagotville

If you are receiving this survey, it is because your physiotherapist has used an electronic tablet (IPad) with you at the clinic today. For the purpose of improving services, we would like to get your opinion with regard to this experience. A total of 10 questions with short answer options will be asked.

*Take note that participation to this survey is completely anonymous.

**Data collected will be exclusively used for analysis and service improvement purposes.

1. What is your level of satisfaction with regards to the explanations given by your physiotherapist concerning your health problem:

<table>
<thead>
<tr>
<th>Very unsatisfied</th>
<th>Unsatisfied</th>
<th>Neither satisfied or unsatisfied</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
</table>
   [ ]               | [ ]         | [ ]                             | [ ]       | [ ]           |

2. Have you ever had a physiotherapy consultation before? If yes, to what extent do you think that the addition of an IPad has influenced your overall satisfaction levels?

<table>
<thead>
<tr>
<th>Very unsatisfied</th>
<th>Unsatisfied</th>
<th>Neither satisfied or unsatisfied</th>
<th>Satisfied</th>
<th>Very satisfied</th>
<th>N/A (never had a physiotherapy consultation before)</th>
</tr>
</thead>
</table>
   [ ]               | [ ]         | [ ]                             | [ ]       | [ ]           | [ ]                                           |

3. How likely would you recommend the physiotherapy IPad experience to a friend?

<table>
<thead>
<tr>
<th>Very unlikely</th>
<th>Unlikely</th>
<th>Neutral</th>
<th>Likely</th>
<th>Very likely</th>
</tr>
</thead>
</table>
   [ ]           | [ ]      | [ ]    | [ ]    | [ ]         |

4. To the best of your knowledge, how useful is an IPad (in comparison to traditional methods: i.e. textbooks) to:

<table>
<thead>
<tr>
<th>Explain injury to a patient?</th>
<th>Correct posture or execution of exercises?</th>
<th>Ensure patient compliance with home exercise program?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very useful</td>
<td>Unusual as traditional techniques</td>
<td>N/A (I have no idea)</td>
</tr>
<tr>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

5. To what extent would you recommend other CAF Physiotherapy departments purchase electronic tablets/IPad?

   - not useful
   - somewhat useful
   - useful
   - very useful
   - essential

   [ ] [ ] [ ] [ ] [ ]

6. Prior to your first physiotherapy appointment, did you consult the internet in order to get more information about your symptoms?

   - Yes
   - No

7. If your physiotherapist were to email you complementary information about your injury (explanations, exercises program, tutorials), how likely would you be to consult this information?

   - Very unlikely
   - Unlikely
   - Neutral
   - Likely
   - Very likely

   [ ] [ ] [ ] [ ] [ ]

8. Could we have done any better to improve the IPad experience? If yes, how?

   [ ]

9. What are, in your opinion, the anticipated problems with regard to IPad utilisation within the physiotherapy clinic?

   [ ]

10. Please indicate your age group:

    - 16-20 years old
    - 21-30 years old
    - 31-40 years old
    - 41-50 years old
    - 51-60 years old

   [ ] [ ] [ ] [ ] [ ]