

 **Focus**2022

ABSTRACT BOOK



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AUSTRALIAN
PHYSIOTHERAPY
ASSOCIATION

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SECTION 1: KEYNOTE AND INVITED

Cut the noise

Helder C

Opening and Keynote 1, Plenary 1 & 2, September 30, 2022, 1:30 PM - 3:00 PM

This is a presentation addresses that we are all inundated every day with so much NOISE!

With everything from media, social media, endless emails and countless meetings, it can feel like fifty thousand things hitting us from every direction. In business today, it becomes even more important than ever to identify what gets results and what is simply a waste of time.

This compelling keynote will have an immediate impact on your ability to FOCUS and PRIORITISE for greater success.

From innovation to commercialisation

Ng L¹, King S², Coleman S³

¹Curtin University, ²Movement Assessment Technologies, ³Preventure Pty Ltd

Concurrent 1A, Plenary 1 & 2, September 30, 2022, 3:30 PM - 4:15 PM

Hear from 3 physios that took the leap and have innovated and commercialised their own product or systems. Turning ideas into a reality, hear how they did it, the lessons they learned and the mistakes they made along the way.

Sharing their personal journeys and experiences including how they came up with their ideas, how they made the decision to leave clinical physiotherapy, and the knowledge they had to gain to turn their ideas into a commercial reality. Developing and trialling their products, sourcing investors, marketing and growing a company along the way.

Leading through crisis

Locke M¹, Morgan P², Kerrigan S³

¹Movement Solutions Physiotherapy, ²Monash University, ³Guide Healthcare

Concurrent 1B, M 1 & 2, September 30, 2022, 3:30 PM - 4:15 PM

Leadership is challenging. Leading others through a crisis situation is on another level.

Come and hear from three physiotherapists with very different experiences of authentic leadership during a crisis situation; what they learned about themselves, their teams and others.

With perspectives from private practice, education, and aged care during different crises, this session will be full of tangible insights and tips to assist you on your leadership journey – whatever that might be, as well as the chance to engage with the presenters in a panel discussion.

Participants will learn

- Authentic leadership takes many forms and is an attitude not a position
- Insights into the challenges of crisis leadership, including tips to improve outcomes
- Ways to engage, communicate and collaborate to maximise outcomes for your team, and enhance services.

The success story of Peter Alexander

Alexander P

Keynote 2, Plenary 1 & 2, October 1, 2022, 9:00 AM - 10:00 AM

Many people write off Peter Alexander as a person with no fashion experience, a learning disability, and no university education who somehow managed to turn a \$3,000 loan from his father into a retail empire that now turns over around \$350M in annual revenue. But how did he achieve all that? And how has he survived over 35 years in business? In his presentations, Peter shares the unconventional lessons he has learned through his experience of building Peter Alexander into what it is today. His story may amuse and scare audiences, but it is guaranteed to inspire audiences to challenge the status quo and give insights into what it takes to build a 9-figure business in the world we live in today

Leadership and Indigenous wisdom

Langton M¹

¹University of Melbourne

Keynote 3, Plenary 1 & 2, October 1, 2022, 10:00 AM - 10:45 AM

The disparity for Australian Indigenous people in educational inclusion and other areas of life is a glaring injustice. Our right to choose our own pathways in life, to be educated, to seek a career, to work, to be rewarded for their work, and to be treated with dignity, all of these remain elusive abstractions of human rights standards, for so many never enjoyed, but nevertheless a very serious goal that all of us must pursue. Needless to say, the goal of Indigenous parity in the Australian workforce, and especially in the higher education sector, is a distant goal. To speak of leadership is to speak of values: for those who face discrimination, be it gender or race discrimination, the notions of equity, equality and dignity become the most important in seeking to fulfill our potential. To understand that such potential is greater than others can imagine becomes a particular kind of personal challenge, demanding persistence and fearlessness. Among the as yet small Indigenous professoriate and doctoral graduates, there are outstanding women and men, and each one a leader in a special way. They have shown that leadership is not just a matter of excellence in one's field, but also a matter of values. All have resisted the "soft bigotry of low expectations." We have in common our regard for others who deserve to reach their potential requires that we set ambitious targets for them and expect much more from them. Success is

measured financially, but it is also measured in other ways. Our personal assessment of career satisfaction often lies in whether we have contributed to a better understanding of a problem, a better workplace, a better society. In our daily lives, this often comes down to whether we have reached out to others who are at risk of wasting their potential and offered them assistance in reaching their goals.

Allyship – how to Get Up, Stand Up and Show up

Francis Cracknell A², Bolton J¹, Morgan M³

¹University of Melbourne, ²Monash University, ³Kambarang Services

Concurrent 3A, M 1 & 2, October 1, 2022, 11:15 AM - 12:00 PM

This panel session explores models of Indigenous allyship as meaningful action that learns from Indigenous scholars, thought leaders and communities to support Indigenous led social change. As the Australian Physiotherapy Association shares its third Reconciliation Action Plan and the Australian Physiotherapy Council identifies cultural safety capabilities as core in physiotherapy practice, the physiotherapy profession has acknowledged that it still has a long way to go to embed cultural safety into our routine practice. First Nation academics describe a significant growing cultural load as they are being asked to consult, mentor, design and deliver programmes that deliver decolonising activity and education for cultural safety. They have called on non-Indigenous people to step up as allies to share some of the burden on cultural safety education and action. However, ‘allies’ can be poorly informed and/or ineffective and/or use their privilege to reinforce existing power structures that reinforce unsafe practice. Further, anecdotal evidence indicates that physiotherapists are not clear on the role of the Indigenous ally and how they can do better. In this session, Indigenous physiotherapy leaders will Chair a discussion on perspectives of how we can work towards practicing meaningful allyship. Two non-Indigenous educators will reflect upon their experiences, mistakes and lessons so far in a journey towards successful collaboration in cultural safety practices.

Take home messages:

- Learn how to be an effective ally - being reflective, vulnerable and courageous
- Take cultural awareness of Indigenous Peoples and culture from goodwill to core business
- Embrace the benefits of Indigenous ways of knowing, being, and doing

Enhancing your career

Beales D¹, Brentnall S², Remedios L³, Singer B⁴

¹Pain Options, ²Monash Health, ³Federation University, ⁴Edith Cowan University

Concurrent 3B, Plenary 1 & 2, October 1, 2022, 11:15 AM - 12:00 PM

The APA Career Pathway is developing with much greater clarity than ever before. This session highlights the new pathways, programs that are virtual, scalable and affordable for all physiotherapists.

This session will:

- Look at the 10 year vision for the College and will explore the reward and recognition outlining the benefits, value proposition, funding opportunities, consumer awareness and unpack the inclusion of the whole profession growing on pathways.
- Explore the new Leadership Competence Framework, which embodies the competencies essential to an effective leader in the health service delivery sector, health education and/or research. An exciting opportunity to attain a credential of Titled Member or Fellowship awarded by the Australian College of Physiotherapists in Leadership. Physiotherapists considering completion of Titling or Fellowship in Leadership are expected to be working toward, or have extensive experience working in, an executive, senior management, leadership and/or

administrative position and demonstrate innovative leadership in the public / private health, policy, tertiary education industries or other sectors.

- Explore the definition of a Specialist. A recent Delphi Study defined a specialist physiotherapist that provides consumers, referrers, funders, and physiotherapists with much greater clarity.
- Examine specialisation training program reform. Building a new training program that is virtual, scalable, affordable, robust and accessible is paramount for growth of the College both domestically and internationally. 2024 will see the launch of our new program.

One Health - a new way for healthcare from an old idea

Winkel K^{1,2}

¹Centre for Health Policy, Melbourne School of Population and Global Health, Faculty of Medicine, Dentistry and Health Sciences, The University of Melbourne, ²Doctors for the Environment Australia

Concurrent 4B, Plenary 1 & 2, October 1, 2022, 12:05 PM - 12:50 PM

“One health is the achievement of the highest attainable standard of health, wellbeing, and equity worldwide through judicious attention to the human systems-political, economic, and social- and the Earth’s natural systems that define the safe environmental limits within which humanity can flourish.” - The Rockefeller Foundation–Lancet Commission on planetary health report

This presentation will present an overview of the One Health concept as applied to healthcare practice. Originating in the interdisciplinary approach to healthcare used in the 19th century, it has been re-emerging as a more sustainable methodology for the coming century. To use business and marketing language, the ‘One Health’ concept can be expressed as an earth systems aware, engaged, sustainable, transdisciplinary ‘holistic’ practice agenda. When focused on the realities of daily healthcare activities, this emerging approach is a patient co-constructed and planet-centered approach consistent with the indigenous perspective that ‘healthy people require a healthy country’. As such it should converge with the emerging corporate agenda of Environmental, Social and Governance (ESG) and socially responsible business development. It can be viewed as best practice in risk management as it explicitly evaluates business energy use, waste, pollution, natural resource conservation, human and ecological equity. Although nascent in healthcare, international business analysis reveals that ecologically and socially sustainable businesses outperform those that are not so engaged. Indeed, billions of dollars are invested on the assumption that ESG factors have financial relevance. Moreover, ESG information is now normalised in assessing corporate risks, strategies and operational performance. Systematically considering ESG issues will likely lead to more complete investment analyses and better-informed investment decisions. However, there are fundamental tensions between One health and the so-called ‘standard’ model of business. The challenge is in operationalising earth centred, relations-based, rather than volume-based, healthcare practices. Creative interprofessional collaborations will be essential to realise the potential of making new ways from old.

Take home messages:

- Creating true health service sustainability requires new ways of thinking and acting
- Climate change challenges healthcare delivery but, through a One Health lens, offers an opportunity to reimagine better ways of practice
- Sustainable businesses design structures, participation, information flows and community connections for long-term effectiveness rather than short term efficiencies

Physiotherapy Business Work Integrated Learning: Addressing the Gap in Work Readiness

El-Ansary D^{1,2,5}, Marshall C¹, **Pranata A**, **Long B**, White T^{1,4}, Ebert R¹

¹Department of Health Professions, Swinburne University Of Technology, ²Department of Surgery, School of Medicine, University of Melbourne, ³Kieser Australia, ⁴The Physio Co, ⁵Shanghai University of Sport

Concurrent 5C, October 1, 2022, 1:50 PM - 2:50 PM

Aim: To evaluate a novel work integrated learning program that incorporates the work skills development framework, Assessment of Physiotherapy Practice (APP) and business key performance indicators on students' and private practitioners' perception of professional skills, self-directed learning and work readiness.

Design: Mixed methods design to derive quantitative and qualitative data.

Method: Thirty-one students underwent a 288-hour work integrated learning placement across two physiotherapy private practices (PhysioBusinessWIL) over two years. The students and eleven private practitioners were surveyed upon the completion of the program and instructed to rate questionnaire items from a 10-point Likert scale (1 = strongly disagree, 10 = strongly agree) and open questions.

Results: Students reported improved graduate attributes: professional skills (7.4 ± 1.8), self-directed learning (7.6 ± 1.7) and future readiness (7.1 ± 2.1). Similarly, private practitioners scored 8.3 ± 1.0, 8.5 ± 1.2 and 8.4 ± 1.0 for professional, self-directed learning and future readiness during COVID-19 respectively. According to both students and private practitioners, the strengths of the program were the opportunity to collaborate on industry projects, develop clinical reasoning skills and seek future employment.

Conclusion: Our novel work integrated learning program may provide an opportunity to engage in skill progressed clinical education that is delivered in partnership with industry to facilitate work readiness in private practice settings.

Key Practice Points:

- A novel clinical education program developed in partnership with industry may facilitate work readiness
- Clinical education assessment can integrate skills competency with industry key performance indicators and the work skills development framework.

Harnessing outcomes to improve payment and decrease administrative burden

Pennisi A¹

¹*Member Representative to International Private Physiotherapy Association from Private Practice Section, American Physical Therapy Association*

International, M 5 & 6, October 1, 2022, 1:50 PM - 3:55 PM

Outcome Measures Reporting (OMR) and data demonstrating the value of physical therapist care can be utilized to advocate with both government and private payers for better payment and decreased administrative burden. Dr. Pennisi will share strategies employed during the repeal of the Medicare Therapy Cap in 2018 and to promote full coverage for early physical therapist care for patients with low back pain by a national private insurance network.

OMR has also been utilized by networks of clinics to contract directly with regional private insurers, resulting in decreased administrative burden from preauthorization requirements, negotiation of higher payment, and participation in value-based payment arrangements.

Finally, the American Physical Therapy Outcomes Registry has been developed to advance practice and the profession, allowing physical therapists to qualify for Merit-Based Incentive Payment under Medicare and participate in Advance Alternative Payment Models, including Comprehensive Care for Joint Replacement.

The development, implementation and application of a national physiotherapy clinical registry in the Netherlands

Engelsma B¹, Driehuis F¹, Weymans C¹, Meerhoff G¹

¹*Royal Dutch Society for Physical Therapy (KNGF), Stadsring 159B, Amersfoort, the Netherlands*

International, M 5 & 6, October 1, 2022, 1:50 PM - 3:55 PM

Background: Over the past decade there has been a growing interest in the use of data in healthcare, including in physiotherapy care. In 2013 the Royal Dutch Society for Physical Therapy (KNGF) started the development and implementation of their national quality program 'Quality in Motion'. The aim of this program was to establish a system that stimulates patient-centered care and improves the efficiency and effectiveness of physiotherapy (PT). A key element of this program was the development of a national clinical registry.

Methods: Since 2013 the KNGF has built and maintained a technical infrastructure for our national clinical registry; the National Database Physiotherapy ('LDF'). The LDF collects data directly from the electronic health record system of participating physiotherapy practices. This includes data on the process of PT care (e.g. record keeping) and outcomes of PT care (e.g. patient-reported outcomes [PROMs] and performance tests). Data collected in the LDF are converted into tailored information for PT practices and presented in a user-friendly Dashboard. The Dashboard provides direct feedback information to PT practices and enables comparison of the practices' data with a national and regional benchmark. The main objectives of the LDF are used to support 1) quality improvement of physiotherapists and PT practices, 2) policy development and advocacy, and 3) scientific research.

Results: Currently the LDF contains data of 7 million patients, > 3000 PT practices and > 20.000 physiotherapists. Moreover, it contains 21 million outcome measurements of physiotherapy treatments and over 50 million unique treatment sessions. The LDF is the largest clinical registry on physiotherapy, in the Netherlands, and is a key element in the KNGF quality registries.

The KNGF uses the data of the LDF for advocacy and lobby towards national politics to strengthen the position of physiotherapy in national healthcare. Moreover, data of the LDF are used in negotiations with healthcare insurers and to achieve higher reimbursement of physiotherapy. Specific examples are presented in detail during the presentation.

Another aspect KNGF focuses on is the implementation of the (use of) data and the Dashboard within the Dutch PT practices. The Dashboard is used to stimulate professional development of PT practices and physiotherapists and to facilitate quality improvement, for example by using the data in peer assessment. The KNGF aims at continuous development of the LDF and the related Dashboard.

Conclusion: The LDF provides valuable insights to physiotherapists, PT practices and KNGF. Using various methods the KNGF uses the LDF to improve quality of patient-centered PT care, to stimulate professional development, to perform scientific research on PT care and to strengthen the position of PT in national healthcare. Further development will focus on broader implementation of the LDF within national quality registries, building knowledge on how to use data within PT practices, and future use of data to stimulate adequate reimbursement of PT care.

The roll out of the First Contact Practitioner scheme in the UK outlining briefly its successes, barriers and impact on workforce planning for physiotherapy

Simpson P

International, M 5 & 6, October 1, 2022, 1:50 PM - 3:55 PM

The development of First Contact Physiotherapy (FCP) services within the NHS (National Health service in UK free to all citizens at the point of need) across the UK allows people with musculoskeletal (MSK) conditions to access MSK physiotherapy expertise at the start of the pathway, ensuring timely access to diagnosis, early management and onward referral if necessary. This benefits patients, primary care and the wider MSK system.

It is an NHS triage and signposting service concentrating on one-off self-management advice.

The Chartered Society of Physiotherapy (CSP), British Medical Association (BMA) and Royal College of General Practitioners (RCGP) recommend that FCPs are employed by incumbent providers of local NHS MSK services. This supports the development of an integrated MSK pathway and this employment model is adopted widely across all four nations of England, Ireland, Scotland and Wales.

FCPs can also be contracted as independent providers. The aim is for all FCPs to complete an education pathway available to all Allied Health Professionals in England and become advanced practitioners, many of whom have prescribing and injecting rights.

There are barriers and some negative aspects to the extensive roll out of FCP in the UK's NHS to include challenging access to the education portfolio route for private providers in England and the effect of

experienced physiotherapists moving into FCP roles which has affected workforce provision within the NHS across all four countries.

The use of standardised data collection to include validated PROMS and PREMS, and its analysis by a third-party university, to measure and award a kitemark of quality assurance to an individual practitioner or a clinic of MSK practitioners

Simpson P¹

¹*Vice President of International Private Practice Physiotherapy Association*

International, M 5 & 6, October 1, 2022, 1:50 PM - 3:55 PM

This scheme is open to all Physio First members, the organisation of representing private practitioners in the UK. These are all private practitioners and their patients are a mixture of insurance funded and self-payment with self-payment being the majority. All fee levels and arrangements with funders are set by the individual practitioner in negotiation and not influenced by government

The scheme allows practitioners to input standardised data about every MSK patient to include information about their demographics, funding source, waiting times, specific physiotherapy diagnosis, agreed goals and outcome of referral.

The tool also includes the validated PROMS and PREMS, PSFS and VAS score together with NPS and GroC. All the data is anonymised and inputted to a central server hosted by the University of Brighton and then downloaded and analysed three times per year in January, May and September. Some of the larger practice management software companies in the UK support their systems to transfer data directly into this scheme

Participants receive an individual report annually enabling them to benchmark their own data against national collective data and thus shape their business targets or concentrate their clinical CPD appropriately.

Each Individual or clinic is measured using 5 criteria agreed by a collective of business representatives, the university research team and members of Physio First executive, and awarded the kitemark Quality Assured Practitioner/Clinic if a baseline is met.

The holy trinity: structural catalysing interaction between students, educators and physiotherapy business owners

Németh T^{1,2}, Meesen R¹

¹*Hasselt University, Belgium, ²International Private Physiotherapy Association, World Physiotherapy Subgroup*

International, M 5 & 6, October 1, 2022, 1:50 PM - 3:55 PM

Joining students, workforce experts and academic excellence aims to broaden the single clinical business case experience to multi user experiences. In the past, the students were the sole bridge between the educators and the workforce. Students were educated in the university and used the evidence based theoretical framework in their clinical business reasoning. Subsequently, experienced mentors guided the students to enhance practical skills.

Starting this academic year, the university implemented back-to-school-days. Three days are planned following periods of clinical internship weeks. All students, the academic staff and the workforce spend a full day on the university's campus. The aim is to facilitate as much interaction as possible between the three stakeholders.

Students prepare and present clinical cases to their peers and to an interactive audience of educators and business professionals. In subsequent sessions, grouped per clinical interest, researchers present high level case studies and moderate the group discussion between the workforce experts. Further interaction is possible in the afternoon after the clinical and/or business experts' keynote lectures.

The project was rewarded with an innovative education project fund of Hasselt university. It is framed in the university's civic policy and the core principles of community service learning. It provides the students and the workforce the opportunity to get familiar with best evidence and the critical appraisal in a societal context. Simultaneously, the educators are able to grasp the possible discrepancy between best practice and the contextual reality and feasibility in the healthcare system.

The implementation barriers of outcome measure reporting, experienced by private business owners, to demonstrate the value of physiotherapy

Erasmus W¹

¹President of the International Private Physiotherapy Association

International, M 5 & 6, October 1, 2022, 1:50 PM - 3:55 PM

Outcome Measures Reporting (OMR) has gained importance in healthcare, as part of the quest towards more value-based systems. OMR fosters improvement and adoption of best practices, thus further improving outcomes. It can be used to monitor the development of a patient's symptom burden and quality of life over the course of the disease and treatment, facilitate patient-provider communication, enhance shared decision-making, examine the quality of care, conduct comparative effectiveness research, and demonstrate the value of care in value-based payment systems. Providers need to compete on these very outcomes and funders and patients need to choose service providers based on validated and relevant information on healthcare outcomes.

Physiotherapy business owners play a vital role in the collection and reporting of outcome measures. It can assist to systematically measure and report on critical client attributes. These can be leveraged to streamline and focus the services being delivered. One major barrier to OMR in clinical practice involves engaging staff amid concerns about overburdening the workload. Many clinicians are unsure how to use and interpret outcomes assessments and do not see the value-added for introducing such measures into an already hectic workflow. Other implementation barriers include cost, burden, feasibility, usability, and the benefit to a target population.

Taking physiotherapy to the world – how to influence an entire nation of physiotherapists

Fitzgerald J¹

¹*Active Rehabilitation Physiotherapy*

International, M 5 & 6, October 1, 2022, 1:50 PM - 3:55 PM

Concept Description: The volunteering efforts of individuals, healthcare networks, communities and your own team can have a snow-ball effect to easily create change at a world level.

Background: Since 2015 Active has collaborated with UQ and more recently with ACU in their provision of an annual 4-week multi-disciplinary clinical immersion in Timor Leste. During the 2019 immersion the APA kindly allowed the teaching of a L1 APA Sports Course – the first course ever taught in the country. Every physiotherapist from Timor Leste attended (29). The World Health Organisation, Timor Health Department and local media supported the course.

Subsequently the APA assisted the establishment of the Timor Leste Physiotherapy Association and we aided a successful application to the WHO for physiotherapy equipment for Dili Hospital. We provide ongoing online and financial support.

Conclusion: The healthcare impacts of the student-led clinics in Timor have been astounding and unexpected. Students and Educators are well received by local health care providers and their patients, whilst benefiting themselves from the cultural and clinical experiences.

Take Home Messages:

- Physiotherapy is an integral part of human healthcare.
- Networking with other organisations strengthens our potential for global impact.
- As an organisation, giving back to the community has a powerful and positive impact on your team and their desire to make a difference.

Building the value of physiotherapy

Tatz S¹

¹*Australian Physiotherapy Association*

Concurrent 6A, Plenary 1 & 2, October 1, 2022, 2:55 PM - 3:55 PM

The coronavirus pandemic and health care crisis demonstrated that it's possible to reform the health systems quickly. However, that transition to funding team-based collaborative care, addressing structural weaknesses and harnessing the right skills is frustratingly slow.

Achieving the necessary reforms requires building on the value of physiotherapy, and strategically positioning the profession as leaders pushing for innovative funding models, greater access to physio care and improving the journey patients navigate through a complex health system funded by the Commonwealth, States and Territories.

This presentation will discuss how we build on the value of physiotherapy, how we identify the major areas needing innovation and reform, and how we engage with decision makers on delivering better

quality and affordable care, reducing the disease and pain burden, and giving patients enhanced ownership of their own health care.

As we move from reactive models to preventive health care, this session will explore the ways we demonstrate the true value of physiotherapy and what are the significant structural, governance and funding reforms needed to achieve the APA’s goals.

Broad, active participation and collaboration of all the relevant stakeholders and a pragmatic approach is key to overcome these barriers. APA's progress with the FCP Project

Robertson J¹

¹Consultant Physiotherapist & Policy Advisor

Concurrent 6A, Plenary 1 & 2, October 1, 2022, 2:55 PM - 3:55 PM

The First Contact Physiotherapy project is still in the early stages of development. The APA’s FCP working group is putting together a proposal to develop a ‘case for change’ in the limited economics of the primary care system.

WHY FCP? Better health outcomes, improved patient journey and savings to the health system.

There is a wealth of clinical evidence of the benefits of seeing a physiotherapist for patients presenting with musculoskeletal pain or condition. The UK experience provides evidence of the benefits at systemic level. FCP trials were initiated in the UK to find more innovative models of care and to reduce the demand on GPs. The long-term goal in Australia is to look at shifting the funding from secondary care to primary care where it is most needed in management of MSK and other physiotherapy related conditions, prevention of hospitalization and prevention of deterioration of current illness/injury.

This is a Publicly Funded Direct Access First Contact Scheme and will be funded by Medicare (MBS). Primary physio care has been a part of the Australian landscape since 1978 and it is well utilized, understood, and accessed by certain cohorts of the community. There is another cohort of patients who – cannot afford physio, cannot afford the out-of-pocket expenses (both for PHI and CDM), do not qualify for CDM plans, have limited access to physio and do not understand the value and outcomes of physio.

There are many patients who are directed by the GP to take medications, have imaging, and consult with a specialist first. This is the hierarchical medical model we all know. It is a GP Gatekeeper Model which results in delays in care that can be met by physiotherapists. There is a ‘window of opportunity’ here for physios with the FCP concept. There is already high confidence in physiotherapy as a profession and we are well positioned to seize the challenge.

Technology, AI and the future of physiotherapy practice.

Pfeiffer S¹, Joss B²

¹Coviu Global, ²HFRC

Keynote 4, Plenary 1 & 2, October 1, 2022, 4:25 PM - 5:25 PM

Artificial intelligence (AI) is transforming the world we live in, allowing us to create a digitally-enabled future beyond our wildest imagination. When combined with telehealth, AI has the potential to help clinicians collect, measure and analyse data to improve patient outcomes.

In 2019, Coviu and CSIRO partnered with leading allied health professionals to develop the world’s first AI tool for telehealth, PhysioROM. PhysioROM measures range of motion in real-time during a video consultation using nothing more than a standard webcam, enabling clinicians to objectively monitor the progress of a patient’s recovery remotely. To bring this to life, PhysioROM received support via a research collaboration grant from the Department of Industry, Science, Energy and Resources.

Today’s presentation will take you on the journey of the development and validation of PhysioROM, and the major challenges faced along the way. It will discuss the preliminary results from the extensive research undertaken to achieve accurate and reliable measurements, including how the algorithms were developed along with comparable results of the clinical trials conducted of PhysioROM versus in-person assessments - all of which were extraordinary.

Furthermore, the presentation will discuss how legislative changes to the definition of a “medical device” challenged the nature of PhysioROM and required us to go through a regulatory approval process with the TGA for Software as a Medical Device. We’ll also share the hurdles that came with developing a novel telehealth product during the pandemic that changed the world as we knew it, forever.

As healthcare continues to move toward a digitally enabled future, AI will increasingly play a role in supporting the work of physiotherapists, to making online therapy equal to in-person consultations and maybe one day, making telehealth better than physically being there.

Focusing on the future: visions from our future leaders

Colombage U¹, Edwards C, Kerrigan S², Cameron K³

¹Monash University, ²Guide Healthcare, ³The University of Melbourne

Concurrent 7A, Plenary 1 & 2, October 2, 2022, 9:00 AM - 10:00 AM

At the 2018 conference in Hobart, 4 physiotherapy leaders presented on the 4 Next steps for our profession in just 400 seconds each. These senior leaders encouraged us to 1) become active leaders in the international space, 2) think outside the cube(icle), 3) build clever coalitions beyond our profession and 4) engage with physiotherapy from the heart, recognising our role in Indigenous wellbeing.

This year, this conversation will continue. Four future leaders will present on their vision for the profession. They will take 400 seconds each to share their view of what physiotherapy practice should look like in the near future. While diversity and inclusivity are the primary theme for this session, these

young leaders will share their aspirations and vision for a thriving profession. They will share their different perspectives on what we should Start doing, what we should Stop doing and what we should Keep doing to be responsive to the needs of the next generation of physiotherapists. As influencers of physiotherapy practice, it is essential that we understand how our young graduates view their future and how we can work with them to continue to evolve as an innovative and relevant community of practice with a reputation for excellence.

Don't avoid workers compensation schemes, build efficient processes, optimise admin and access a growing segment

Perillo A^{1,2}

¹Medipass, ²Tyro

Concurrent 7D: Practice Management 1, M 5 & 6, October 2, 2022, 9:00 AM - 10:00 AM

Background: The way we all work has changed materially in recent years. This has placed additional pressure on employees and employers and the impacts are yet to be fully quantified. As demand for healthcare services increases to support injured workers return to work, physiotherapists play a key role to ensure sustainable and effective patient outcomes are achieved. Many physiotherapy business owners have been reluctant to grow the number of workers compensation services they provide. This is often due to perceived lower funding, complex processes, and significant administrative burden. Training staff effectively to understand this complexity requires significant effort.

To effectively support a business model that capitalises on the growing demand for healthcare services from injured workers, private practice owners must be up to speed with the latest tools available to optimise processes. With simple claims submission, greater transparency over process, detailed reconciliation information, and faster payment, new digital claiming capability for injured workers helps ensure your business model and economics stack up.

Relevancy: Workers compensation claiming has historically been complex to navigate with significant effort required to stay on top of bad and outstanding debts.

Objectives: This presentation demonstrates new digital claiming capabilities available that improve the experience for practitioners, their staff and workers insurance clients.

Key messages:

- Identify key areas of inefficiency in existing claiming processes.
- Learn about new, digital claiming experience available to physiotherapy businesses across a variety of workers insurance schemes.
- Develop efficient processes that help businesses leverage the growing demand for healthcare services for injured workers.

Why shockwave therapy is the ultimate practice builder

Corica G^{1,2}

¹EMS, ² Back In Motion

Concurrent 7D: Practice Management 1, M 5 & 6, October 2, 2022, 9:00 AM - 10:00 AM

Join practice owner and physiotherapist Gavin Corica as he shares why investing in Shockwave Wave therapy makes sense from an ROI perspective and marketing perspective. He has increased his percentage of new patients since implementing Shockwave Therapy and has built a loyal tribe of patients and practitioners as a result.

As physiotherapists we see ourselves as practitioners, educators, patient advocates and even feel like therapists, but there is one aspect that many of us shy away from, the business of physiotherapy. Physiotherapy is a medical service, and it exists to provide valuable care to its patients, but it also exists to produce a profit. Without profit, the business and its valuable service to patients would cease to exist.

As the only endorsed Shockwave Therapy partner of the Australian Physiotherapy Association, DolorClast® can help you develop a profitable business model with the highest level of safety, efficiency and results. The ROI is tangible and predictable – profitability is possible within a matter of months even with minimal advertising.

Learning objectives:

- What kind of return can you expect with Shockwave Therapy and how quickly?
- How to leverage Shockwave Therapy to bring in new patients and engaged existing patients to increase profits

Gavin will take you on his personal journey with DolorClast® Shockwave Therapy and why it’s a sound investment for your future.

Future proof your business with practice management software

Friedlaender J¹

¹Cliniko

Concurrent 7D: Practice Management 1, M 5 & 6, October 2, 2022, 9:00 AM - 10:00 AM

Having practice management software in place is one of the best things you can do to future-proof your business. In a rapidly changing world – and the pandemic has certainly shown us just how quickly things can change – is your physio practice agile enough to adapt to whatever the future may bring? Practice management software is a crucial way that you can ensure the answer is yes.

In this session, Cliniko founder Joel Friedlaender will chat about how practice management software can improve your physio practice – he’ll talk through some of the advantages it offers and how it can help your business adjust to change more swiftly.

Insurance tailored for your changing profession

Breen S¹

¹*BMS Insurance*

Concurrent 7D: Practice Management 1, M 5 & 6, October 2, 2022, 9:00 AM - 10:00 AM

As an Australian physiotherapist your insurance needs are specific to the scope of your profession. BMS works with APA to tailor insurance programs that meets these needs to help ensure you fulfill your AHPRA requirements.

The BMS Global Affinity practice provides cover to more than 50,000 physiotherapists across Australian, New Zealand & Canada. This provides BMS with access to global trends as well as an ability to leverage coverage and insurer relationships.

BMS has recently launched a new member portal giving you a simple and easy to use system to manage your insurance polic(ies).

In this presentation Shamus Breen Managing Director – Affinity, BMS Insurance will discuss how the insurance program exclusively available to APA members differs to other insurance on the market.

Attracting and Leading an Inspired Team in a Post-COVID19 Landscape

Lynch B¹

Clinic Mastery

Concurrent 8D: Practice Management 2, M 5 & 6, October 2, 2022, 10:30 AM - 11:30 AM

COVID19 has changed the landscape for employment and teams in a healthcare setting. Many clinics are experiencing difficulties in attracting and hiring great talent as a result of a workforce shortage.

As well as that, the phenomena dubbed 'The Great Reshuffle/Resignation' has meant that more clinicians than ever are considering their work options and thus creating instability and uncertainty in team environments.

The good news is that many clinics are finding ways to thrive, by shifting their culture and focusing on three critical drivers - attracting great talent, leading a culturally and values-driven workplace, and developing team pathways.

Developing a new recruitment and attraction paradigm will see clinics reverse the trend of undersupply of labour. Developing fresh clarity around a compelling vision and core values will see owners and managers lead culturally aligned organisations, and having team members engaged in the journey through a post-COVID19 lens.

Developing a strategic plan for a sustainable physiotherapy workforce for the future – how do we do it?

Gibson K¹, Morgan P², McMaster E³, Berney S⁴, Tew M⁵, Fernando S⁶, Evans K⁷, Locke M⁸, Hirst A⁹

¹Physiotherapy Board of Australia, ²Monash University, ³Murrumbidgee Local Health, ⁴Austin Hospital, ⁵Axis Rehab, ⁶Plena Health Care, ⁷Healthia, ⁸Movement Solutions Physiotherapy, ⁹Antony Hirst Consulting

Keynote 5, Plenary 1 & 2, October 2, 2022, 11:35 AM - 1:05 PM

Physiotherapy is a growing profession that will need to continue to grow to meet expected future demand. Sustained workforce pressure can be expected over coming years, driven by changing demographics and government policy developments.

The data shows there will be jobs growth for the physiotherapy profession. Pre-COVID-19 projections from May 2019 forecast growth of 24.6 per cent in physiotherapy employment to 2024.

- Do we have enough physios to sustain this growth?
- Why are physios leaving the profession at 7-10 years?
- Are student placements adequate for encouraging enthusiasm, resilience, and careers in physio?
- What are the characteristics of physios who do stay in the profession long term?
- What can we, as members of the profession be proactive in meeting the workforce expectations?

This interactive panel of physios from many sectors of the profession will be exploring these questions and will be available to take questions from the audience.

What’s the buzz? The latest updates in mobile technology for physiotherapy

Laranjo L¹, Tong H¹, Harvie D²

¹University of Sydney, ²University of South Australia

Concurrent 9A, Plenary 1 & 2, October 2, 2022, 2:00 PM - 2:45 PM

Given the rapid rate of technological improvement, it is essential that physiotherapists are up to date with the most current evidence in this emerging space. With society usage of technology increasing across various forms and devices, physiotherapists need to be aware of what technology their patients may be using and help guide them as appropriate.

In this session, you will hear from three experts in the field of physiotherapist and patient interaction with technology. These presentations will explore the patient uptake of different forms of wearable technology, how technology supports remote monitoring and patient-therapist connection, recent advances in technological development and what the future may hold for patients using mobile technology devices.

Key Practice Points: After this session, participants will:

- Consider the impact that COVID-19 had on new development or modification of any current forms of technology relevant to physiotherapists and their patients.

- Understand the learnings that a rapid implementation of technology has had in physiotherapy practice.
- Identify how technology supports remote monitoring and patient-therapist connection.
- Recognise and promote the health-related reasons patients wear mobile devices (such as Fitbits, Garmins, Apple watches, pedometers etc) for.
- Review the pros and cons of various forms of technology devices patients use.
- Reflect on the future of mobile technology devices that patients may wear.

What constitutes a successful physiotherapy business?

¹Hirst A, ²Long B, ³Hindhaugh T

¹Antony Hirst Consulting, ²Back in Motion, ³Kieser

Concurrent 9D: Practice Management 3, M 5 & 6, October 2, 2022, 2:00 PM - 2:45 PM

This 45-minute panel-based discussion will examine the relationships between customer service, customer experience, clinical outcomes and commercial sustainability.

The session will focus on why some organizations and clinics boom and others go bust. We will examine our industry and other professional services to examine how it's done well elsewhere.

While our clinical abilities are of utmost importance if we fail to understand what the patient/consumer wants we won't have the opportunity to display what we can do.

Our industry, like many other professional services, needs to gain a greater understanding and acceptance of the factors that contribute to a successful and sustainable operation... Give them what they want... not just what they need.

Lead, follow or get out of the way

McInnes-Smith L

Keynote 6, Plenary 1 & 2, October 2, 2022, 3:15 PM - 4:15 PM

Audience members will recognize how their decisions to lead or follow have a large impact on the productivity of the team and organization. This humorous and compelling presentation will show your people that leadership is not a title or position but something that we all participate in. Every organization depends on the quality and depth of its leaders. The best leaders are self-aware, clear in purpose, courageous and decisive – all attributes of an individual's spirit and all learnable! This dynamic presentation takes your audience into a deeper understanding of the significant role that they play in the team. All great leaders have good followers; followers that aspire to one day become great leaders.

In an uplifting, humorous & interactive presentation Lisa covers:

- How to be inspiring
- The attributes that will make you worth following as well as how to grow the most important leadership qualities
- How to create an environment where people can thrive and fast track

SECTION 2: PAPERS

Identifying consumer insights to improve osteoarthritis management and co-designing myth-busting educational resources

Braithwaite F¹, Arnold J¹, Davis A², Gwilt I², Morris S³, James K⁴, Lee K⁴, Marshall H⁴, Ninnes P⁴, Scrafton D⁴, Smith N⁴, Stanton T¹

¹IIMPACT in Health, University of South Australia, ²UniSA Creative, University of South Australia, ³Arthritis Foundation of South Australia, ⁴Consumer Advisory Panel for the John Stuart Colville Fellowship

Concurrent 1C, Plenary 3, September 30, 2022, 3:30 PM - 4:15 PM

Project concept/description: Researchers often try to determine solutions to health problems without involving people with lived experience. We worked with osteoarthritis consumers to identify pressing problems about osteoarthritis management and suggested solutions. They identified that shifting inaccurate societal beliefs about osteoarthritis to promote uptake of best-practice conservative management is a priority.

Relevance to conference themes: This project creates new educational resources dispelling osteoarthritis myths that reduce engagement with physiotherapy practice, aligning with 'FOCUS' via our vision to increase physiotherapy uptake for osteoarthritis nationally through implementing the resources in media campaigns.

Background: Co-design is a participatory approach to design solutions that lead to health behaviour change. Three workshops with six consumers [2F, 68.7(9.8)yrs, 3-30yr duration] were conducted using tasks to encourage open thinking (e.g., perspective-taking). We also engaged stakeholders including physiotherapists, doctors/surgeons, and science communication experts. Workshop aims were to identify: 1) consumer insights to improve osteoarthritis management; 2) osteoarthritis myths that create barriers to best-practice conservative management.

Conclusion/outcome: Consumers and stakeholders identified: 1) inaccurate beliefs require shifting at the societal-level, targeting consumers, support networks, and health professionals; 2) key myths were cartilage 'wear-and-tear', scan findings ('bone-on-bone'), progressive decline, surgery is the only solution, and exercise cannot help. Educational 'myth-busting' resources (e.g., videos) are undergoing refinement through continued co-design.

Take home messages:

- Physiotherapy researchers should co-design meaningful solutions to health problems with consumers.
- Physiotherapists should educate patients/support networks about osteoarthritis myths.
- The educational videos may have utility in various practice contexts, e.g., during clinical encounters or QR-coded access in waiting rooms.

How to win patients and influence positive behaviour change

Goh G¹

¹*Back In Motion Mount Barker*

Concurrent 1C, Plenary 3, September 30, 2022, 3:30 PM - 4:15 PM

Background: Physiotherapy practice has evolved from a practitioner led consultation to patient guided conversation. To be an effective physiotherapist it is not just about what we know but more importantly how we deliver this knowledge and lead our patients on a journey of health through lasting behaviour change. The youOS model is a new framework to understand and actively influence behaviour change in practice and is based on the psychological and sociological aspects of the biopsychosocial model of healthcare and connecting it together with current social science research.

Relevance to conference themes: Providing sound education alone is not enough to bring about lasting behaviour change. Physiotherapists must also be equipped with the tools to actively influence behaviour change through the youOS model to achieve better long-term health outcomes for patients.

Aims/Objectives: To present a framework to understand and influence behaviour change through the youOS model. Using this model, participants will learn how to communicate effectively to positively influence patient behaviours, increasing compliance and retention, leading to better long-term health outcomes.

Take home messages:

Participants will learn:

- How to conceptualise behaviour change with the youOS Model
- Tools to affect each of the points within the youOS Model for effective behaviour change
- How they can utilise this model in practice to positively affect behaviour
- How to apply this model to treat any difficult/non-compliant patients.

Supporting physiotherapy student placements with a digital repository for supervisor professional development - ClinEdAus

Bialocerkowski A¹, McBride L², Harbourne M³, Gavaghan B², Smyth M¹

¹*Griffith University*, ²*Allied Health Professions' Office of Queensland, Queensland Health*, ³*Townsville Hospital and Health Service, Queensland Health*

Concurrent 2A, Plenary 1 & 2, September 30, 2022, 4:20 PM - 5:05 PM

The number of physiotherapy students, placements, and placement models have grown substantially over the last decade. A plethora of resources exist to support student supervision. However, it is difficult and time consuming for physiotherapists to identify quality resources to develop their supervisory skills. ClinEdAus is an

open access, evidence-based contemporary website that supports student supervisors by providing diverse, high-quality resources relevant to the Australian allied health context.

This study aimed to evaluate the ClinEdAus content and user experience, using a 3-year longitudinal partially mixed, equal status action research methodology. Data were collected from website and functionality reviews, national stakeholder networks, and website analytics. A member survey was deployed at two time points to identify priority areas for review and to evaluate changes in usability over time.

Based on feedback, new content has been developed in priority content areas (e.g., clinical reasoning, placement evaluation, providing feedback, student and supervisor mental health and wellbeing, supporting placements in private practice settings). Functionality has increased from 59 to 98 percent, and more pages are visited for longer durations (00:01:24 to 00:02:06). On average, one in four users have used the content to support student supervision and 77% have recommended ClinEdAus to others.

Adopting a pragmatic paradigm, mixed methods approach allows ClinEdAus to be a responsive repository of learning resources for supervisors. Physiotherapy student supervisors may find ClinEdAus a useful adjunct to locate “just in time information” to support their professional development. Additional physiotherapy resources can be submitted for review and inclusion on ClinEdAus.

Hosting physiotherapy student placements in private practice: why consider it and how to get started.

Calo M¹, Peiris C¹, Forbes R², Lawton V³, Kluckhenn T⁴, Kemel P⁵

¹La Trobe University, ²The University of Queensland, ³Macquarie University, ⁴Pathways Physiotherapy, ⁵Federation University

Concurrent 2A, Plenary 1 & 2, September 30, 2022, 4:20 PM - 5:05 PM

Background: Education of physiotherapy students through clinical placements are fundamental to develop private practice graduate readiness. Private practice placements are on the rise in Australia with 44% of students exposed to a formal 5-week private practice placement (Peiris et al 2022). Understanding the benefits, expectations, common challenges and strategies to help integrate students into private practice helps practitioners to consider hosting students (Forbes et al 2020).

Relevance to conference themes: Education – this session provides knowledge for private practitioners to consider integrating physiotherapy students into their practice to provide quality clinical education experiences and shape new graduate readiness.

Aims/objectives: To provide relevant information to allow private practitioners to consider hosting physiotherapy student clinical placements.

The learning objectives of this session are to provide knowledge and tips from clinical education experts and private practitioners currently hosting students.

Learning objectives:

1. Gain knowledge of the historical overview of private practice placements in Australia.
2. Understand benefits of placements for your business, staff and the profession.
3. Gain knowledge of university requirements of student placements and how to get started.
4. Understand common barriers to hosting placements and different models/strategies to allow integration of students into private practices.

Take home messages:

- Hosting private practice placements benefits your practice, patients, staff and the profession.
- Considering evidence-based strategies and utilising different models of care can help you integrate students into private practice.
- Universities and private practices can work together to continue growing quality placements and directly influence private practice graduate readiness.

Leadership development - more than just training

Fitzgerald J¹, **Goslin A**¹

¹Active Rehabilitation Physiotherapy

Concurrent 2B, Plenary 3, September 30, 2022, 4:20 PM - 5:05 PM

Background: Business owners intrinsically understand that leadership development has the potential to increase team retention and engagement, reduce attrition, support the ongoing personal growth of established leaders, cement positive cultural norms and attract talented new employees. While external leadership training courses/programs have merits, one-size-fits-all approaches do have some significant limitations. At Active, a large private practice, we have adopted a customised, comprehensive approach to developing new and existing leaders, as well as mindfully building a leadership pipeline.

Theme: BUSINESS & PRACTICE

Objectives: In this 'How To' session, we will cover Active's approach to supporting leadership development through:

- Designing and delivering a bespoke, in-house leadership development program
- Employing strategies to develop leaders at all levels, and in all parts of the business
- Creating organisational structures with leadership opportunities
- Leveraging our existing mentoring framework
- Adopting the 70:20:10 approach in practice
- Embedding and supporting a 'coaching' leadership paradigm.

Take Home Messages:

- Customised leadership development programs have some clear benefits over one-size-fits all approaches.
- As businesses compete for the scarce health dollar, and seek to attract and retain top talent, comprehensive leadership development programs can set one organisation apart from another.
- Carefully planned leadership development activities are an excellent vehicle for cementing organisational vision, values and culture.

Diverse leadership - the transfer of practice and business skills

Soderholm L¹

¹South Coastal Health And Community Services

Concurrent 2B, Plenary 3, September 30, 2022, 4:20 PM - 5:05 PM

Background: Physiotherapists develop abilities far beyond their practical and clinical skills. This session will explore other leadership avenues available to practitioners interesting in transferring these skills onto Boards and Committees.

Relevance to conference themes: This session is related to the theme of Practice, and the transfer of practice skills into other potential areas of Business.

Aims/objectives: To discuss the options available for physiotherapists looking to transition skills in Business and leadership roles. Boards and Committees around Australia are calling out for diverse talent for those with an interest in Governance, Strategy, and risk. This is an area many physiotherapists who have owned or managed practices/departments may wish to consider. It is a competitive field but opens up opportunities that may be worth considering, and may also be advantageous to the physiotherapy industry in areas of advocacy, diversity and regulation.

Take-home Messages:

- Introduction of the transfer of physio skills into diverse leadership positions.
- Diverse leadership and how this affects decisions
- Governance Strategy and Risk Management and policy
- Understanding possible leadership options outside of physiotherapy

Physiotherapy prescribing – are we ready? Are we on the right track?

Gibson K, Wright T

¹Physiotherapy Board Of Australia

Concurrent 2C, M 1 & 2, September 30, 2022, 4:20 PM - 5:05 PM

Project description: In Australia, under the National Registration and Accreditation Scheme, the Physiotherapy Board (PhysioBA), may apply for Ministerial approval to endorse practitioners to prescribe. Seeking approval is a 5-stage process: Concept development, Submission preparation, Ministerial approval, Implementation and Monitoring. The PhysioBA is engaged in step one: Concept development.

Relevance to conference themes: Prescribing/de-prescribing is likely to significantly impact Physiotherapy practice and patient care.

Background: Non-medical prescribing (NMP) is common within the Australian healthcare system. For several professions, capacity to prescribe helps to ensure an optimal service for consumers. There may be areas of Physiotherapy practice which could improve patient care by incorporating prescribing. During concept

development, the PhysioBA needs to understand the readiness of the profession to pursue NMP and the value for consumers. Thus far the PhysioBA has: commissioned a review of Physiotherapy prescribing

nationally and internationally, mapped the Prescribing Competencies to the Physiotherapy Practice Thresholds, consulted with the Scheduled Medicines Expert Committee, delivered two webinars on NMP and Physiotherapy prescribing and held a national stakeholders discussion forum.

Conclusion/Outcome: This presentation will outline the process and provide an update on the Board’s progress towards forming a position on seeking Ministerial approval for endorsement.

Take home messages:

- There is an established process through which the PhysioBA can seek approval for Physiotherapists to be endorsed to undertake prescribing.
- The Board is working through stage 1 of that process.
- The Board needs to understand the appetite for prescribing in the profession and the value to consumers.

Physiotherapy prescribing in focus: how to assess the potential role of prescribing in your career

Marks D¹

¹Bond University

Concurrent 2C, M 1 & 2, September 30, 2022, 4:20 PM - 5:05 PM

Background: Prescribing by physiotherapists has long been on the Australian horizon and is gaining focus with AHPRA exploring its potential integration. This session will arm practitioners and managers with knowledge about how to assess the potential role of prescribing in their future practice. Evidence synthesis and experience from the presenters experience of physiotherapy prescribing in the UK and Australia inform considerations for practitioners including safety, insurance, professional responsibility, time requirements and reimbursement considerations. Wider considerations for the profession include prescribing independence, education and registration.

Relevance to conference themes: With AHPRA inviting the profession to become engaged in the conversation about the potential role of prescribing in the future of Australian Physiotherapy, it is timely for practitioners and managers to gain the knowledge to inform this discussion.

Aims/objectives: Provide an update and synthesis of evidence on physiotherapy prescribing, integrated with practical experience about the use of prescribing within physiotherapy practice.

Learning outcomes:

1. Understand evidence pertaining to the efficacy and economics of physiotherapy prescribing
2. Appreciate factors that impact the viability of prescribing within private and public physiotherapy settings
3. Acquire knowledge to better assess the role prescribing could play in future practice

Take home messages:

- Physiotherapy prescribing is a powerful tool that can benefit patients and the profession
- Prescribing may not be for everyone, and that’s OK
- With a better understanding of the practical application of prescribing in physiotherapy, we can all contribute to professional discussion about its role in the future of the profession

Student education under the private NDIS framework – benefits and barriers

Clark E¹, Mucic A¹

¹Neurorehab Allied Health Network

Concurrent 3C, Plenary 3, October 1, 2022, 11:15 AM - 12:00 PM

Project/concept description: This study surveyed Physiotherapists in the private and NDIS sector involved in student placements over the first year of implementation.

Relevance to conference themes: This study evaluates the practice of student education in a private business.

Background: There is some hesitancy around offering Physiotherapy student placements in the private and NDIS sectors. NeuroRehab Allied Health Network (NRAHN) is a large, multidisciplinary private business with six clinics around Melbourne and one in Albury NSW. Most NRAHN clients are now funded under the NDIS framework. NRAHN started student placements in 2021 with a curiosity around the benefits and barriers it would bring.

Conclusion/Outcomes: Overall, 78% the staff rated their enjoyment of student education at quite a lot or above.

Fifteen benefits were identified. The three most common benefits identified were supervision and leadership skill development, improved skills in articulating clinical reasoning, and building a culture of learning and collaboration in the Physiotherapy team.

The four top barriers were less time for admin and reports, time taken away from seeing clients, students having more non-clinical time compared to hospital system, and pressure to provide quality treatment due to high cost of sessions.

Take home messages:

- Despite the barriers to problem solve, most Physiotherapy Clinical Educators enjoyed supervising students and found many benefits to their own education skills and clinical reasoning.
- From a business perspective, the reduced income whilst therapists educate students could be offset by a culture of continuous development, and creating student related roles that attract staff.

Support individuals and families impacted by NDIS in your community with more choice and control

Miles A^{1,2}

¹Medipass, ²Tyro

Concurrent 3C, Plenary 3, October 1, 2022, 11:15 AM - 12:00 PM

Background: The National Disability Insurance Scheme (NDIS) is already making a significant difference to the lives of nearly half a million Australians living with a disability.

One of the key tenants in designing the NDIS, was to help individuals with a disability have greater choice and control in accessing supports. In the latest NDIS quarterly report (Q3 2021-22), 10 providers control

between 45% and 85% of agency-managed payments. This lack of choice is a key failing of the current system.

With a number of our team directly impacted by NDIS, we know first hand that navigating the NDIS can be confusing and complex, not just for participants, but also for healthcare providers and businesses. That’s why we’re building tools to make it easier for healthcare businesses and their staff who provide NDIS funded services, to get paid. More providers = more choice.

Relevancy: Providers may have been afraid to engage with NDIS participants because of real and perceived barriers and administrative burden required to get paid.

Objectives: This presentation will discuss the NDIS, educate business owners on how to tap into this revenue stream, grow their business and most importantly, how they can support NDIS participants and give them more options for care.

Take home messages:

- Education on NDIS, how to navigate the complexity and upskill staff.
- Develop efficient processes to effectively invoice within the NDIS.
- Expand your business to treating a new category of patients and provide your community with more choice and control

Remote-monitored lower limb rehabilitation - using digital technology to improve patient access, compliance and experience

Edmondston S¹, Haywood Z¹, Hurworth M^{1,2}

¹Centre for Orthopaedic Research, St John Of God Murdoch Hospital, ²Murdoch Orthopaedic Clinic

Concurrent 4A, Plenary 3, October 1, 2022, 12:05 PM - 12:50 PM

Project/concept description: Using digital technology our clinical research team has developed a system for remote-monitored lower limb rehabilitation. This consists of a portable cycle ergometer and digital application interface which allows for individualised exercise prescription and real-time feedback to the patient. Patients provide feedback on pain and effort at the end of each exercise session. Exercise compliance, goal attainment

and patient feedback are monitored by the treating physiotherapist. Access to physiotherapy treatment through new models of care, quantitative data capture and enhanced patient experience are the significant features of this technology.

Relevance to conference themes: Digital health innovation is a fundamental part of the healthcare future, and physiotherapy practice needs to evolve to support access to care beyond the clinic-based model.

Background: Exercise to improve muscle power is fundamental to recovery of lower limb function following injury or surgery. This presentation demonstrates our system which allows physiotherapists to prescribe an individualised exercise dose using target power output and workout duration. Exercise prescription is adjusted over time, based on patient performance and feedback. Improvements in lower limb power output can be analysed over time, along with other clinical and patient-reported outcomes.

Conclusion/outcome: Using technology to integrate quantitative data into clinical practice provides valuable information for patients and clinicians in musculoskeletal rehabilitation.

Take home messages: This presentation demonstrates that:

- Recovery of muscle power can be monitored over time
- Remote monitoring of exercise performance and compliance is possible
- Patient experience is enhanced using specific exercise goals and two-way feedback

Get your head in the game! Replicated, single-case-experimental-study evaluating virtual-reality in chronic low back pain

Macintyre E¹, Sigseth M², Larsen T², Fersum K², Meulders A^{3,4}, Michiels B⁴, Braithwaite F¹, Stanton T¹
¹IIMPACT in Health, University Of South Australia, ²Institute of Global Health and Primary Care, University of Bergen,
³Experimental Health Psychology, Maastricht University, ⁴Health Psychology, KU Leuven

Concurrent 4A, Plenary 3, October 1, 2022, 12:05 PM - 12:50 PM

Project/concept description: While graded exposure to exercise/movement is an effective treatment for chronic low back pain (CLBP) and associated pain-related fear, high drop-out rates and low adherence reduces clinical utility. Virtual-reality (VR) is increasingly accessible and promotes engagement and adherence to exercise through gamification. This study evaluated a novel gamified, graded exposure VR intervention in people with CLBP.

Relevance to conference themes: Evaluation of the clinical effectiveness of a novel physiotherapy VR intervention has direct relevance for Physiotherapy Practice. Importantly, two of the VR games evaluated are commercially available, allowing immediate clinical implementation.

Background/outcome: A multiple-baseline, randomised, single-case-experimental design was used to assess the VR intervention. Daily measures of pain-intensity, pain-related fear of movement, pain catastrophising and pain-anxiety were taken over 35 days; baseline/intervention duration was randomised for each participant.

Participants (n=9) completed 5-9 VR sessions. Multi-level modelling evaluated effect of VR treatment on daily outcomes and found statistically significant improvements in pain-intensity, pain catastrophizing and pain-anxiety. Adherence was high and a dosage effect was found; those randomised to longer VR intervention periods (greater number of VR sessions) had greater reductions in pain intensity.

Conclusion/outcome: The VR intervention was effective in promoting adherence to graded exposure and is a potentially effective intervention for CLBP.

Take home messages:

- VR programs that gamify graded exposure may be an effective intervention for improving pain-intensity, pain catastrophizing, and pain-anxiety in CLBP.
- Gamified VR may be helpful in promoting adherence to graded exposure therapy.
- More sessions may produce better results.

The health economics of telehealth in musculoskeletal physiotherapy

Kitcher S¹, Attrazic E¹, Cottrell M², Hing W¹, **Marks D¹**

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Concurrent 4A, Plenary 3, October 1, 2022, 12:05 PM - 12:50 PM

Project description: Telehealth research in musculoskeletal physiotherapy has focused on satisfaction and treatment efficacy. The economic impact, which is also important to practitioners and business managers, is not yet clear. This is the first systematic review aiming to address this evidence gap.

Relevance to conference themes: The use of health economic literature to inform telehealth adoption, requires appreciation of the different economic perspectives and their influence upon recommendations. Health economic evaluations and perspectives will be explained, their use in telehealth research demonstrated and applied to different practice settings. This aims to help practitioners and managers understand the research relevant to their business setting.

Background: A systematic review was undertaken to ascertain the health economic impact of telehealth in outpatient musculoskeletal physiotherapy. Eleven included studies presented a variety of economic methodologies, most from the public health funder perspective. Private funder, patient and societal perspectives were limited, and the private provider perspective was absent.

Conclusion/Outcome: Telehealth appears to be effective and cheaper than traditional outpatient musculoskeletal physiotherapy in public settings from the government perspective. It may also be cost-effective for private hospital funders but presently there is insufficient evidence about the economic impact of telehealth in smaller private physiotherapy business settings.

Take home messages:

- It is important to understand the economic perspective of telehealth research
- Telehealth is cost-effective for the government in public hospital settings
- The health economic impact of telehealth on private musculoskeletal physiotherapy business is unclear and further research in this area is needed

Transition to private practice is facilitated by regular structured professional development and informal support

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Concurrent 4C, M 1 & 2, October 1, 2022, 12:05 PM - 12:50 PM

Description: Provision of education and support has been identified as important components of supporting graduates' transition from university to practice. However, few studies have evaluated this in a private practice setting, where increasingly more graduates elect to work on completion of their education.

Objectives: Describe new graduates' perceptions of a structured professional development (PD) program via qualitative analysis of data from a one-year longitudinal mixed methods study.

Methods: Twenty new graduates were interviewed before commencing work and at three, nine and 12-months (total = 72 interviews). Participants were asked about their expectations, concerns, and impact of the program; factors that shaped their learning and development; and support provided outside of the program. The structured PD program was scaffolded, based on contemporary clinical evidence and conducted over a 10-month period.

Conclusion/outcome: The structured PD program was highly regarded by all participants facilitating their transition to practice and growth as a practitioner. Informal support, including discussion with peers, debriefs with senior clinicians, and regular touch points, was also highly valued. The structured PD program and informal support helped build new graduates' self-reflection, confidence, and self-efficacy.

Take home messages:

- Both structured and informal support assist new graduates transition to practice;
- Multimodal PD should be offered to support new graduates;
- The importance of regular formal and informal touchpoints should not be underemphasised;
- New graduates seek employment in supportive workplaces that offer ongoing PD;
- Transition to practice should be a shared responsibility between universities, employers and new graduates.

Digital physiotherapy practice: enacting capabilities for education and workforce development through entrustable professional activities

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Concurrent 4C, M 1 & 2, October 1, 2022, 12:05 PM - 12:50 PM

Project/concept description: Our profession is undergoing major transformations involving digital health technology. While capability frameworks are slowly emerging to support education and workforce development, competencies can be detached from clinical practice in which they are applied. This research-in-progress aims to address this gap through the development of the world's first set of entrustable professional activities (EPAs) for digital physiotherapy practice.

Relevance to conference theme (Education): EPAs detail how competencies might be actioned in practice. This innovative approach has sparsely been employed in physiotherapy education and practice, and none have targeted entrustment of digital health activities.

Background: This research is a coordinated international effort. Work to date has synthesised digital health capability themes through meta-synthesis of existing global physiotherapy practice standards. Next, a modified eDelphi will be conducted to confirm the relative importance of the preliminary EPAs for digital [health] physiotherapy practice.

Conclusion/Outcome: Digital health knowledge and skills infrequently appear in physiotherapy practice standards. Our intention is that the EPAs developed, which are based on competency meta-synthesis, will support university curricula design and the existing workforce to practice confidently and competently in our digitally-enabled world.

Take home messages:

- A notable gap exists for actionable consensus-based digital health practice competencies that support digital physiotherapy practice
- EPAs provide a clearer practical way to demonstrate competence with digital health in physiotherapy
- This research will establish a world first set of EPAs for digital physiotherapy practice to support university curricula design and the current workforce to practice confidently in our digitally-enabled world.

Entrustable professional activities (EPAs) in post-registration healthcare practice and education: a scoping review

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Concurrent 4C, M 1 & 2, October 1, 2022, 12:05 PM - 12:50 PM

Project: Entrustable Professional Activities (EPAs) are defined units of professional practice entrusted to professionals once they have attained the specific competencies required. The project purpose was to examine the extent, range, and nature of peer-reviewed literature of interprofessional EPAs in post-registration healthcare, which was unknown.

Relevance: EPAs provide an evolving contemporary framework for building expert skills and attributes through education and clinical practice.

Background: Our scoping review followed PRISMA-ScR, Arksey and O'Malley and JBI methodology. Ten electronic databases were searched returning 1622 articles, with 173 studies included. Data extracted included study demographics, EPA discipline, titles, competencies and evaluation.

Outcomes: All articles were published between 2016-2021 across 16 country-contexts. Most were from North America (n=162,73%), described medical specialty EPAs (n=126,94%), with one in physiotherapy. Reported EPA attributes included purposeful alignment with professional competency-standards (n=130,75%) and relevant sub-competencies (n=86,50%), but scant evaluation (n=28,16%). EPA end-to-end task requirements were comprehensible from unambiguously worded titles (n=84,49%). EPAs capture post-registration clinical skills across healthcare disciplines. Despite existing recommendations defining EPA attributes, we discovered that important features were variably described or not reported. Our review demonstrates challenges in deciphering EPA integrity and constituent clinical skills when established recommendations are inconsistently met, including ambiguous titles. This risks ambiguously interpreting education and practice expectations.

Take home messages: To advance implementation, impact and extend utility in physiotherapy, EPAs should be:

- 1. Aligned with professional competency-standards or needs
- 2. Constructed using recommended EPA attributes
- 3. Captured with "stand-alone" representative titles
- 4. Reported according to, or with guidance to, its full features
- 5. Real-world, fit-for-purpose evaluated

Cultivating an extraordinary workplace culture

Goslin A¹, **Fitzgerald J**¹

¹Active Rehabilitation Physiotherapy

Concurrent 5A, Plenary 3, October 1, 2022, 1:50 PM - 2:50 PM

Concept: In a service industry such as physiotherapy, people are everything. An exceptional workplace culture cannot be left to chance but must be deliberately and strategically planned, and once attained, carefully nurtured.

Theme: BUSINESS

Background:

Some strategies we have adopted include:

- An explicit, clearly-articulated and embedded 'Why?' vision statement and distinct, resonant values
- A people, not money-centric approach
- Standard uniform for all team members symbolising all roles are equally important
- Clearly defined organisational structures, roles and responsibilities, with well-defined career pathways
- Careful recruitment based on values, not just skill and experience
- Setting clear expectations of workplace behaviours, including an expectation of ongoing feedback, change and healthy communication approaches e.g. 'No Triangles' and 'Crucial Conversations'
- Meticulous on-boarding and prudent use of probation periods
- A business-wide, highly-prioritised, people-centric mentoring program
- Leadership training at all levels
- Planned structures for positive, public recognition of individual/team successes
- Supporting work/life flexibility
- Engagement in philanthropic endeavours

Conclusion: In a health business, workplace culture has an intangible, but significant, impact on business and healthcare outcomes and user and provider experience. Leaders need to employ both deliberate strategies and instinctive styles to build a positive culture, or workplace 'personality' where team members feel safe, respected and heard.

Take home messages:

- Building a vibrant workplace culture can, and must, be prioritised
- Get the right people on the bus
- Treat people as you would like to be treated
- Your guiding principle should be people, not finances

Accelerating the development of physiotherapy leaders whilst maintaining an award-winning culture

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¹NeuroRehab Allied Health Network

Concurrent 5A, Plenary 3, October 1, 2022, 1:50 PM - 2:50 PM

Project/concept description: NeuroRehab Allied Health Network places great importance on developing tomorrow's allied health leaders. Whilst new physiotherapy courses are growing in number and producing more new graduates each year, we also see experienced physiotherapists leaving the profession each year – the net result is not enough physiotherapy leaders to keep up with demand. Capable leaders are needed to maintain strong culture, and in a growing workplace, leadership capability must be accelerated to keep up with the organisational growth.

Relevance to conference themes: This project describes a leadership capability program developed to grow leaders quickly whilst maintaining an award winning culture.

Background: NeuroRehab Allied Health Network measures achievement in leadership capability at the local level, and at an organisational level. At the local level, individual's leadership capability is measured during 6-monthly appraisals. At an organisational level, we measure the impact leaders have on culture and growth via monthly Net Promoter Scores, annual Great Places to Work survey results and EFT changes.

Conclusion/outcome: Our leadership capability program includes:

- Leadership learning programs targeting multiple levels of leadership
- Business coaching
- Online manager learning
- A career pathway that develops leaders across three distinct streams
- Monthly leadership communication meetings
- Quarterly organisation planning meetings
- Manager supervision

Take home messages:

- You can't grow a team or a service without growing leaders to steer it.
- Leadership capability requires long-term planning and investment.
- This leadership capability program resulted in a measurable difference to organisational culture and growth for NeuroRehab Allied Health Network.

Building a best workplaces Australia team culture

Woollard S, Harbidge T, Mucic A

¹*NeuroRehab Allied Health Network*

Concurrent 5A, Plenary 3, October 1, 2022, 1:50 PM - 2:50 PM

Background: NeuroRehab Allied Health Network has workplace culture as an organisational priority. The research is clear that a positive culture is essential to a successful business. NeuroRehab Allied Health Network was placed in the top 20 Australian Best Workplaces™ List for medium sized businesses (100-1000 employees) in 2021-2022 and has documented some of the ingredients leading to this achievement.

Relevance to conference themes: There’s a myriad of business books, podcasts, coaches, and approaches available to help guide business leaders in the development of their practice which can be overwhelming. In this “how to” session we provide a summary of those we found most useful in building a positive team culture and expanding our multidisciplinary practice. We hope to assist participants FOCUS in on reference materials they can use to develop their own practice and demonstrate how NeuroRehab put these into practise.

Aims/objectives: Documenting core values and a core purpose helps align an organisation. The session will provide insight into some of the strategies and systems we have put into place under each of our own core values to promote our workplace culture and by doing so, help others develop their own.

Take home messages:

- How to develop a strong team culture
- Benefits of a strong team culture include improved recruitment, retention and productivity
- A practical list of reference materials to develop your own successful practice
- An opportunity to reflect on your practice culture and to compare to a practice that has grown 10x in five years.

How to provide high-quality patient-centred education to people with knee osteoarthritis

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¹*La Trobe University*, ²*Singapore Institute of Technology*

Concurrent 5B, M 1 & 2, October 1, 2022, 1:50 PM - 2:50 PM

Knee osteoarthritis is associated with increased risk of poor quality of life, physical inactivity, and multimorbidity. Guidelines recommend that patient education, exercise-therapy, and weight management (where indicated) be provided as first-line care to all people with knee osteoarthritis. These treatments target modifiable contributors to disability (lifestyle, physical inactivity, strength, obesity), are supported by >100 randomised trials, are cost-effective, and can reduce surgical need. Our recent systematic review indicates that combining patient education with exercise-therapy produces superior pain and function outcomes compared to either intervention alone. Yet, details of effective education interventions in published research are poorly described, and guidelines provide very little ‘how to’ guidance to support clinicians.

Our recent work provides unique insight into how to provide patient-centred education to people with knee osteoarthritis. First, our systematic reviews of the literature and commonly accessed web-based content provides insight into current evidence and available resources. Secondly, our concept mapping studies identified patient and physiotherapist education priorities, many of which are not considered by guidelines. Finally, we used co-design methods including workshops involving patients, clinicians and experts, to develop the theory-informed freely available web-based education and self-management toolkit ‘My Knee’.

Based on our work in knee osteoarthritis, we will discuss ‘how to’:

- Provide high-quality patient-centred education.
- Be prepared to address patient education priorities, including exercise-therapy, surgery, and debunking common myths about osteoarthritis.
- Provide education to improve engagement with first-line care and optimise outcomes.
- Use freely available resources provided by ‘My Knee’ to compliment education and exercise-therapy interventions.

Supporting injured workers through Covid and beyond – person-centred pain education in a compensation context

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¹WorkSafe Victoria

Concurrent 5B, M 1 & 2, October 1, 2022, 1:50 PM - 2:50 PM

Project description: The impact of the Covid-19 pandemic provided unique challenges for WorkSafe Victoria to navigate. With challenges come opportunities and this paper presents a careful, controlled and successful provision of physiotherapy led triage and pain education services to injured workers with complex presentations.

Relevance to conference themes: This presentation focuses on the implementation of a pain education intervention for workers with complex presentations.

Background: Injured workers waiting for decisions to be made on requests for spinal surgery were offered the opportunity to engage with a dual titled APA pain and musculoskeletal physiotherapist in a comprehensive online triage interview that aimed to recognise red flags and psychosocial risks as well as opportunities to support the injured worker and their treatment team. Risk processes were established which could result in further triage by other disciplines. A new pain education service was introduced for triaged injured workers to opt into if they wished. This comprised up to 5 one hour sessions with an APA titled pain physiotherapist on topics of relevance to each individual. This presentation will cover program development, learnings and outcomes.

Conclusion: All stakeholders were supportive of the program and agreed that it should be expanded to other groups of injured workers with complex presentations.

Take home messages:

- APA dual titled musculoskeletal and pain physiotherapists can expertly triage complex clinical presentations
- Workers highly appreciated both the triage and pain education interventions

- Primary care clinicians appreciated the support offered to them by the triage team and the APA titled pain physiotherapists

Painful hands: how they can they be prevented while just maybe achieving better patient outcomes

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Concurrent 5B, M 1 & 2, October 1, 2022, 1:50 PM - 2:50 PM

Background: A large proportion of physiotherapists including up to 80% of those in musculoskeletal practice experience work-related hand or thumb pain. Up to a quarter of those have considered giving up the profession. Performing manual therapy techniques is the most common aggravating factor. In this session we will discuss some potential solutions based on a combination of research findings with experience in education and clinical practice.

Relevance to conference themes: Education: if included in entry-level training, the approach could reduce potentially career ending symptoms in future therapists. Practice: the proposed approach has the potential to reduce symptoms practicing physiotherapists.

Aims/objectives: We present an approach to reducing the strain on the thumbs and hands during assessment and treatment of the spine. Research findings indicate that it is easiest to detect the relevant aspects of passive movements at forces far lower than what are typically used by physiotherapists. Clinical experience indicates that refining treatment techniques to within a couple of millimeters and degrees results in much less force being required and possibly improved patient outcomes. Experience in teaching indicates that habitual movement patterns are difficult to change. Strategies that are effective to ensure comfort during techniques can often only be discovered through creative experimentation.

Take home messages:

- Manual assessment is most efficient at forces far lower than those typically taught or used in clinical practice.
- Precise treatment direction reduces the required force and may improve therapeutic outcomes.
- Changing movement habits requires attention and creativity.

Physiotherapy student's attitudes, beliefs and clinical readiness to care for trans and gender diverse individuals

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Concurrent 6B, Plenary 3, October 1, 2022, 2:55 PM - 3:55 PM

Project/concept description: Physiotherapy students on clinical placement care for patients from diverse cultures and minority communities. Individuals who identify as trans or gender diverse are members of a gender minority group. A student's knowledge, attitudes and beliefs about gender minority groups can determine the quality of care delivered and the patient experience.

Relevance to conference themes: This study aimed to examine the attitudes and clinical readiness of entry-level physiotherapy students in caring for individuals who identify as trans or gender diverse. The findings highlight the need for educational curriculum that addresses cultural competency of gender diverse and minority groups.

Background: Two hundred and eleven entry-level physiotherapy students participated from three student cohorts (2020-2022). An adapted version of the Transgender Attitudes and Beliefs Scale (TABS) was used to capture student’s knowledge, attitudes, and beliefs in caring for individuals who identify as trans or gender diverse. A separate questionnaire was developed to explore clinical readiness.

Conclusion/Outcome: Physiotherapy students have positive attitudes towards trans and gender diverse individuals, with over 50% of the cohort reporting previous professional or personal contact with this minority group. There was variability in clinical readiness when describing the unique needs and healthcare delivery for trans and gender diverse individuals.

Take home messages:

- Cultural competency in caring for trans and gender diverse individuals should be part of physiotherapy entry-level curriculum;
- Physiotherapy students display positive attitudes towards trans and gender diverse individuals;
- Physiotherapy students may not be equipped to provide culturally competent care in a clinical setting.

How can physiotherapists reduce social inequities? Practical steps to make action easier.

Setchell J¹

¹*The University of Queensland*

Concurrent 6B, Plenary 3, October 1, 2022, 2:55 PM - 3:55 PM

Health inequalities have a greater impact on health outcomes than biological or behavioural factors. Elements such as enhanced diversity are also known to create better business outcomes. Education, research, practice and policy in health are certainly beginning to address factors that contribute to inequities. However, most clinicians, business owners and leaders find it difficult to work out how to enact changes in their day-to-day work, regardless of context. However, there are multiple small and large actions that these individuals can take towards reducing social inequity.

In this presentation, I will begin with a brief introduction to outline the basic tenets of how social inequities are created, sustained and (most importantly) changed. I will explore some key examples of ways in which physiotherapists are working, either individually or as institutions, to reduce inequities to improve health for all people. The discussion will include very practical and applied ways that physiotherapists, whether in practice-focussed roles, leadership roles, education, or policy, can drive social change towards more equitable societies and better outcomes. I will discuss three key approaches to addressing inequities as health professionals: 1) critical reflection to identify areas for growth, 2) choosing how and when to act, and 3) acting with allyship/accomplice-ship.

Regardless of their role within the physiotherapy, audience members should leave this presentation feeling better equipped and inspired to contribute to reducing inequities.

How to understand cultural reflection

Reynolds M¹

¹*Australian Physiotherapy Council*

Concurrent 6B, Plenary 3, October 1, 2022, 2:55 PM - 3:55 PM

One of our great strengths as Australian health care providers is the richness of cultures in our workplaces and communities. When we come together, we also acknowledge the over sixty thousand years of history and culture Australia’s First Peoples bring to our consciousness, and we thank them for their ongoing care and custodianship of Country. Working with people of differing cultural backgrounds has become more commonplace as our world works progressively closer together. Respecting and understanding our cultural differences, and similarities, is essential for achieving the best outcomes for all.

Nearly one quarter of Indigenous Australians report being racially discriminated by health care professionals in the last year. In our pursuit of culturally safe healthcare for all, reflection on one’s own worldview and biases should be considered alongside others’ worldviews, to facilitate shared, effective healthcare.

Reflecting on our culture provides a deeper connection to our own values and encourages diversity of thought which is critical for growth, both in business and throughout life.

This session provides attendees with an opportunity to:

- Recognise and value the importance of cultural reflection in healthcare and business
- Discuss ways to be culturally reflective
- Explore models by which others can engage in cultural reflection

Mentoring for success - how to train and retain your best physios

Goh G¹

¹*Back In Motion Mount Barker*

Concurrent 6C, M 1 & 2, October 1, 2022, 2:55 PM - 3:55 PM

Background: Effective coaching is one of the biggest drivers of increasing productivity and retention of staff in a practice. A 2011 study from CEB Sales Leadership Council showed that through effective coaching, there was up to a 19% boost in performance in those coached. And given the fact that staff turnover is a costly exercise and can cause serious disruption to any business, it is vitally important that employers are well equipped to foster and manage a mentorship environment where their staff can develop and grow not only as clinicians but as an individual.

Relevance to conference themes: The best leaders are focused on developing their people first, because without them there is no business. Tapping into the potential of your team will unlock passion, energy and drive which will lead to higher retention of staff and ultimately growth in your practice.

Aims/Objectives: This session will introduce the PRUNE (Prepare, Relationship, Unite, Negotiate, Equip) method of training to effectively mentor your team, providing a framework to deliver high quality coaching and development with intention and purpose. Participants will learn the importance of each

step in the PRUNE method and how to apply it in practice to unlock the potential of your team and increase staff retention and overall value to your practice.

Take home messages:

Participants will learn:

- Why effective coaching is a non negotiable in today’s businesses
- The PRUNE method of coaching
- How to apply this method within the team

Helping the next generation- a guide on how to be an effective mentor

Andary T¹, Harris Ingall A¹, Ward E¹

¹*NSW Physiotherapy Council*

Concurrent 6C, M 1 & 2, October 1, 2022, 2:55 PM - 3:55 PM

The Physiotherapy Council of NSW has developed guidelines and tools to assist mentors to be effective coaches and role models.

This session offers participants the opportunity to enhance their effectiveness by applying structured mentoring techniques and tools.

Participants do not need to have any prior knowledge of mentoring.

In keeping with the conference theme, FOCUS, this how to session on mentoring provides foundation information about how to develop and encourage physiotherapist seeking to assist less experienced physiotherapist to improve their performance in the face of conduct, health or clinical challenges through mentoring. The session best reflects the Education theme of the conference with a focus on building expert skills of potential mentors involved in learning, teaching and/or supervision.

The aim of the session is to equip participants with the knowledge and skills to take up the role of mentor. By the end of the session, participants will be able to:

- prepare for and conduct a structured mentoring conversation
- evaluate a mentee’s goals and develop of a mentoring action plan
- document progress and outcomes of the mentoring relationship using a mentoring report template.

The take home messages are:

- Mentoring is most effective when a structured approach is taken to identifying issues, setting goals and reality testing and review of progress
- Effective mentors assist mentees to manage their own learning by supportive conversations about real problems and dilemmas.
- Real problems and dilemmas are best examined and addressed in a non-confrontational and supportive manner.

Current and future global physiotherapy trends influencing practise, business and teams

Soderholm L¹

¹South Coastal Health And Community Services

Concurrent 7B, Plenary 3, October 2, 2022, 9:00 AM - 10:00 AM

Background: This session will look at how to safeguard the future with knowledge of how some countries are trending in a range of areas and is aimed at those working in private practices and/or business entities. We will explore how leaders can improve the longevity and safety of their entities through good strategic planning.

Relevance to conference themes: The focus will be on physiotherapy global trends and specifically how these might relate to future Business Practices.

Aims/objectives: Those in Business and leadership roles need to be aware of global trends in Physiotherapy in order to adapt their processes in a changing health care environment. Australia leads the world in many aspects however international trends can teach us to strategize and govern better. Increased awareness will enable practitioners to plan and work towards clearer objectives and goals in the development of their work environments and with their teams. This presentation will discuss a variety of current and emerging international trends that are influencing the health of the Physiotherapy profession. Items of discussion will include models of care, specialisation, direct access, marketing, data, funding, digital health, and competition.

Take homes messages:

- Specialisation and creating niche markets will ensure Business Owners and Managers stand out of the crowd
- Marketing, diversification, and business acumen is vital for the survival of physiotherapy
- Data collection and Outcome measure research will grow the profession and influence funding

Global education in a virtual world: developing future practitioners across borders

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¹Macquarie University, ²St Georges Hospital NHS Foundation Trust, ³Western University

Concurrent 7B, Plenary 3, October 2, 2022, 9:00 AM - 10:00 AM

Background: Covid-19 lockdowns prevented face to face international student placements. To maintain global opportunities for students, a virtual international placement was co-designed by students, educators and academics and implemented in musculoskeletal physiotherapy practice. Ten students from four universities across four continents took part, building leadership and telehealth skills in conjunction with developing a deep understanding of cultural and health system influences on musculoskeletal physiotherapy practice.

Relevance to conference themes: Physiotherapy education programs must adapt to the future of our profession in which virtual care is becoming the norm. As a global profession, education providers must

facilitate student learning of international healthcare systems, inter professional practice and cultural impacts on patient care.

Aim: To provide attendees with knowledge of the challenges and benefits of a virtual international placement, and practical strategies to support implementation of these placements across other educational institutions.

Learning objectives:

1. Describe the barriers and facilitators to undertaking a virtual international placement from the perspectives of the student, educator, and institution
2. Identify practical strategies to successfully complete a virtual international student placement
3. Describe the benefits of a virtual international placement to pre-registration physiotherapy students

Take home messages:

- Virtual international placements can be successfully implemented across multiple continents and institutions.
- A successful virtual international placement requires significant planning, flexibility and commitment from students, educators, academics and institutions.
- Benefits of a virtual international placement to students include building skills in leadership and telehealth, cultural competence and global professional networks.

Working within inherent uncertainty: Bringing complexity science into physiotherapy education

Jones T¹, Pacey V¹

¹Macquarie University

Concurrent 7C, M 1 & 2, October 2, 2022, 9:00 AM - 10:00 AM

Background: Physiotherapists do not exist in a silo. Healthcare systems are inherently complex, with dynamic interacting components that directly impact physiotherapy. However, physiotherapy research and education typically focus on evidence and practice that largely ignores the complex context in which physiotherapy exists. To adequately prepare physiotherapy students for the complex healthcare landscape they must learn to embrace this complexity. Embedding complexity science into physiotherapy education programs is imperative to preparing the future generation of physiotherapists for the reality of practice. Macquarie University has embedded complexity science within the context of quality and safety and real-world clinical placements.

Relevance to conference themes: Future oriented health professionals must be able to operate within the complexity of the healthcare system, embracing the dynamic nature and inherent uncertainty of a complex adaptive system. Physiotherapy education programs must integrate complexity science to prepare students for the complex nature of the healthcare landscape.

Aim/objectives: To stimulate discussion on embedding complexity science within a physiotherapy education context.

1. Describe the features of a complex adaptive system, and how these features apply to healthcare, particularly physiotherapy.

2. Justify the importance of systems thinking in physiotherapy education.
3. Describe ways of embedding complexity science into physiotherapy education programs.

Take home messages:

- Physiotherapy students must be able to navigate the uncertainty of a complex healthcare system
- It is imperative to bring complexity science into physiotherapy education programs
- Embedding complexity science within the context of healthcare quality and safety can prepare graduates for the reality of modern healthcare

Evaluating cultural capability development in a first-year physiotherapy undergraduate program – a cohort study

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¹ACU, ²ACU, ³ACU, ⁴ACU

Concurrent 7C, M 1 & 2, October 2, 2022, 9:00 AM - 10:00 AM

Project/concept description: Limited empirical evidence supports cultural education programs in physiotherapy. We aimed to evaluate specific novel cultural education intervention with first-year physiotherapy undergraduates as part of an integrated cultural education framework at Australian Catholic University (ACU).

Relevance - conference themes: Education (undergraduate)

Background: Culturally capable practitioners are fundamental to delivering culturally safe healthcare. Indigenous Australians are more likely to access healthcare services when it is delivered in a culturally safe way leading to improved outcomes in health and wellbeing.

We studied change in cultural capability in a before and after study using the validated Cultural Capability Measurement Tool (CCMT) aligning with the Aboriginal and Torres Strait Islander Health Curriculum Framework (HCF) standards. The online CCMT survey was administered across three ACU campuses at in 2021 (337 and 106 students respectively) to measure development in students' cultural capability.

Conclusion/Outcome: A statistically significant improvement in CCMT score ($p < 0.001$, 95% CI 8.0 to 12.2) was observed from baseline (Mean = 99, SD = 11) to post-intervention (Mean = 109, SD = 8.7) following the cultural education. The use of the CCMT is supported in assessing cultural capability in Australian 1st year physiotherapy students.

Take home messages:

- Physiotherapy students reported positive cultural capability development through cultural education aligned with the HCF.
- Students' confidence improved in their understanding of Indigenous history and culture; the impacts of colonisation, racism and discrimination on Indigenous health.
- Cultural capability education for Australian Physiotherapy students facilitates improved culturally safe healthcare interactions with Indigenous Australians.

Supporting the transition from student to new graduate: developing a new graduate support framework

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Concurrent 7C, M 1 & 2, October 2, 2022, 9:00 AM - 10:00 AM

Background: The transition from student to new graduate is challenging. Previously within the Queensland Public Health Service (QPHS) there was variation in how physiotherapy new graduates (NG) were supported at each facility. Whilst there were some NG state-wide resources available; NG support mechanisms were largely locally designed and led. This resulted in inconsistent delivery of NG support strategies across the state and duplication of effort.

Aim: To support the transition from student to NG by enhancing the access of the QPHS physiotherapy workforce to consistent, high quality new graduate support strategies that can be implemented locally, utilising a standardised approach and flexible delivery options.

Process: A project team was established to develop the Physiotherapy New Graduate Support Framework (the Framework). Results of previous Queensland Health student to NG transition studies and relevant literature was reviewed, and key stakeholder groups were consulted during Framework development. The Framework was subsequently trialled and finalised, with the Framework rolled out from January 2022.

Outcome: The Physiotherapy New Graduate Support Framework (comprised of five key pillars) provides an evidence-based, structured approach to NG support; outlining essential and desirable strategies that, when implemented, assist NGs to transition from student to a valuable member of their healthcare team. Key to the successful implementation of the Framework are the New Graduate Support Plan and the New Graduate Guidebook that allow the NG and NG support staff to track NG engagement with the Framework.

Take home messages:

- This presentation will provide an overview on the Framework, supporting documents and lessons learned.

Blended learning in a global pandemic inspires ‘new-normal’ in a post pandemic world

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Concurrent 8A, Plenary 3, October 2, 2022, 10:30 AM - 11:30 AM

Project description: Redesign of a MSK module to; 1) reflect best practice care, 2) maximise quality blended learning, and 3) respond to reduced face-to-face learning imposed by the pandemic.

Relevance to conference themes: Flexible teaching-learning strategies, essential during the pandemic, offer effective alternatives for future physiotherapy education.

Background: Redesign of neck pain module incorporating best practice management through a scaffolded, case-based, blended learning approach with simulated patient interactions in a telehealth setting. Learning activities included; chunked asynchronous mini-lectures, directed independent learning focused on clinical reasoning and self-reflection, large group online tutorials, informal Q&A sessions, online discussion board, video portfolio, and intensive face-to-face technical skills sessions. Assessment included role play of first-line care in a simulated telehealth setting, technical skills assessment and take home, open book, case-based written exam on clinical reasoning.

Outcomes: High student satisfaction scores against national and international online learning trends. Asynchronous mini-lectures favoured over traditional face-to-face lectures, citing high quality, clarity, consistency and flexibility. Large group tutorials and discussion boards facilitated student engagement. Students noted the focus on first-line care and communication prepared them well for evolving aspects of clinical practice. Negative feedback about reduced volume of technical skills training, but dedicated, intensive skills sessions allowed more focus on skills acquisition. Academic performance improved related to mean coursework mark and proportion of students attaining distinction grade or higher.

Take home messages:

- Flexible blended learning is potentially the new normal
- Scaffolded, case-based learning approach facilitates clinical reasoning
- Simulated patient interactions in a telehealth setting reflects evolving physiotherapy practice

Communicating with impact: innovative assessment to build skills for future-focused physiotherapists

Jones T¹, Pacey V¹, Gray K¹

¹Macquarie University

Concurrent 8A, Plenary 3, October 2, 2022, 10:30 AM - 11:30 AM

Background: In today's world healthcare consumers can access vast amounts of digital information at an ever-increasing pace. Physiotherapists must be able to communicate in the digital sphere innovatively and creatively to create impact in a world of excess. In training future physiotherapists we must create opportunities to build digital communication skills appropriate for today's healthcare consumers and modern business operations.

These skills can be obtained through implementing innovative and creative assessment tasks within university programs, such as infographics, podcasts, videos and ePortfolios, that are intentionally designed to enhance communication and digital technology skills to optimise impact. A course-based approach will be presented showing how foundational skills are built through early assessments that are guided, structured and supported utilising a variety of different mediums, with progression to more complex assessments with greater choice and flexibility.

Relevance: Focuses on building educator skills in producing graduates who are future-focused professionals and business owners with skills for the modern world, including creativity, innovation, and digital literacy and communication skills.

Objectives: To describe the scaffolded approach of applying innovative and creative assessment tasks to build digital technology and modern communication skills in physiotherapy students. Participants will gain knowledge and skills to implement these assessment techniques within a physiotherapy curriculum.

Take home messages:

- Modern physiotherapists must be able to communicate effectively in the digital sphere.
- Physiotherapy educators can engage students with innovative and creative assessments.
- Feedback can be utilised to build modern communication and digital skills across a program.

A sustainable and innovative approach to multidisciplinary curriculum development

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Concurrent 8A, Plenary 3, October 2, 2022, 10:30 AM - 11:30 AM

Description: Physiotherapy education is moving towards blended and hybrid practices in line with best practice. Efficiency in teaching practices are increasingly required in the contemporary higher education sector.

Relevance to conference themes: The future of physiotherapy education demands a sustainable, efficient, high-quality approach that provides students interactive, flexible, interdisciplinary curriculum.

Background: The Connected Curriculum for Professionals in Health (Connected Curriculum) is a faculty-wide initiative hosted on the university learning management system. 24 modules developed by faculty expertise are each embedded within a median of 2 (range 2 – 6) health courses. Developed by physiotherapy academics in conjunction with other multidisciplinary experts, 13 modules are embedded within the physiotherapy curriculum, covering pain, research skills, reflective practice and professionalism content. Since inception (August 2018) to April 2022, 1939 unique users have searched the Connected Curriculum on 42451 occasions, indicating students revisit modules multiple times. Survey responses from 147 faculty students agree or strongly agree that Connected Curriculum modules are engaging (84%), enhance their learning experience (84%) and include valuable resources that help assignment preparation (88%). Peer review identified enhancing collaboration and consistency, improving efficiency and modelling best practice as key benefits.

Conclusion/outcome: Connected Curriculum benefits staff and students providing engaging, efficient and sustainable curriculum in a flexible online environment.

Take home messages:

- Physiotherapy and health students engage frequently with high quality, interactive modules that support flexible learning.
- Interdisciplinary collaboration in curriculum design promotes efficiency and sustainability.
- Collaborative initiatives to enhance student learning can benefit both physiotherapy students and educators.

Your practise and your team – maximise professionalism, minimise complaints – is communication the key?

Hearn C¹, Trickett L¹, Adamson S¹
¹Physiotherapy Board Of Australia

Concurrent 8B, Plenary 1 & 2, October 2, 2022, 10:30 AM - 11:30 AM

Background: This session targets Physiotherapy leaders in private and public sectors. We will explore how leaders can improve service quality and safety by assisting practitioners to meet their professional obligations of the Code of Conduct. By optimising patient experience and reducing the risk of complaints you can maximise the quality of your service. The recently revised code focuses on 11 principles including expectations regarding collaborative practice, cultural safety, communication, documentation, consent, and professional boundaries.

Relevance to conference themes: We will look at how these principles provide leaders opportunities to improve their team’s understanding of professional behaviour and provide practical examples to ensure safe, effective, and collaborative practice.

Aims and objectives: Our aim is to support leaders to optimize the professionalism of their service. While the rate of notifications to the Board is low compared with most registered professions, many physiotherapists will receive a notification during their career. By focusing on professional behaviour, communication, and systems to manage risk and patient concerns, you can maximise patient safety and prevent escalation of concerns to the Board. Complying with the revised code of conduct principles will help physiotherapists explain and justify their decisions and actions should they need to.

Take home messages:

- Leaders can assist physiotherapists to meet the professional obligations of the Code of Conduct.
- Communication is the key and optimizing communication at every step of the patient journey will lead to collaborative, safe and effective practice
- In the event of a patient concern, good communication and governance are key.

All pain no gain? Physios’ experience responding to a complaint: what helps and what doesn't?

Biggar S, Gibson K, Blake J, Adamson S
¹AHPRA

Concurrent 8B, Plenary 1 & 2, October 2, 2022, 10:30 AM - 11:30 AM

Background: We know that many physiotherapists who have a notification (complaint) made about them respond with high levels of anxiety and stress. Many fear a notification will put their registration at risk, perhaps threatening their career and livelihood.

Our data show this fear is out of proportion with the very low likelihood of losing registration or receiving a decision that has a significant impact.

While undoubtedly challenging, a notification is an opportunity for reflection, to improve practice, and to consider what might have been done differently.

All practitioners need, and we encourage them to access, support during the notification process.

Relevance: This presentation aims to show practitioners that notifications are a normal occurrence and can be used to improve their professional practice.

Aims/objectives: An evidence-based understanding of notification rates, outcomes and self-reported practitioner experience will help practitioners take a safety and quality approach to any complaint about them or their practice, maintaining their wellbeing throughout, and ultimately improving healthcare experiences and outcomes for patients.

Take-home messages

- Notifications (complaints) are a fact of professional life. It's important to understand why patients complain and what they hope for from their complaint.
- An evidence-based understanding of notifications, rather than fear, will improve the way you practice and safeguard your mental health and wellbeing.
- Always seek to learn from a notification, trying not to view it as a personal attack.
- You need to take care of yourself to take care of patients (perhaps especially in rural and remote practice).

The interplay between grit, resilience and mindset-type (GRaM) in success and wellbeing of physiotherapy students

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Concurrent 8C, M 1 & 2, October 2, 2022, 10:30 AM - 11:30 AM

Project/concept description: We propose the traits of grit, resilience and a growth mindset-type (which we have collectively called 'GRaM') should be considered together as factors influencing physiotherapy students' clinical performance and wellbeing. To effectively support students, the interplay between the constructs in GRaM needs to be better understood.

Relevance to conference themes: This abstract contributes to building expert skills in the areas of learning and supervision of physiotherapy students.

Background: Physiotherapy training programs are demanding, and students are exposed to many challenges in the clinical environment where they require grit, resilience and a growth-mindset to succeed. The majority of research to date focuses on exploring each of these three traits in isolation and their impact on health professional students. In this presentation, we will discuss key literature related to grit, resilience and mindset-type in physiotherapy student education and explore the overlapping nature and interconnection of these traits. We propose a unique theoretical model explaining how GRaM factors could be conceptualised together and how higher levels of GRaM may buffer student day-to-day stressors, supporting optimal performance and wellbeing.

Conclusion/Outcome: Practical applications will be discussed including how collaborative partnerships between students, educators and wider organisations are required to enhance GRaM to holistically support physiotherapy student success and wellbeing.

Take home messages:

- GRaM are interconnected traits to help students adapt to challenges.
- Enhancing GRaM may buffer detrimental stress on placement and promote effective learning in students.
- Supporting GRaM is the shared responsibility between the learner, educator and wider organisation.

The Holy Grail – a clinical governance framework for new physios

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¹*Active Rehabilitation Physiotherapy*

Concurrent 8C, M 1 & 2, October 2, 2022, 10:30 AM - 11:30 AM

Concept: Private practitioners commonly state that young physios are not work-ready and make mistakes. The Holy Grail is to support new team members to provide high-quality consistent care, while keeping on-boarding costs low, physios productive and minimising business and reputational risk.

Background: We have taken a novel approach to on-boarding less experienced team members, where generic training programs have missed the mark. As an adjunct to our standard training program of clinical and professional mentoring and practical skills development, we have developed a structured quality framework, spanning the patient journey.

Key to our framework was the development of a set of regularly-reviewed, evidence-based clinical guidelines, selected based on organisational strategic priorities. Each guideline outlines assessment and treatment considerations, recovery timeframes and clinically-appropriate and an optimal patient review schedule. Linked to each guideline are templated and regularly-reviewed:

- pre-appointment questionnaires
- assessments
- treatment plans
- online exercise programs
- letters/reports

In addition, we have a comprehensive letter review process for quality control and mentoring.

Conclusion: The framework provides ongoing support for new clinicians that doesn't end after first few months and doesn't only benefit newly graduated physios. It allows business owners to focus on conditions most commonly treated and accommodate business idiosyncrasies e.g. referrer protocols and preferences.

Take home messages:

- Carefully crafted and updated resources reduce face-to-face training time while improving consistency, quality and reducing risk
- High-quality, contextualised clinical information is available to clinicians, at the right time
- The boss feels confident, and the team supported

New graduates' first year of private practice – relationship between personal traits and their work-life

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Concurrent 8C, M 1 & 2, October 2, 2022, 10:30 AM - 11:30 AM

Project description and relevance to business: A greater understanding of graduate physiotherapists' work-life during their first year of practice, and whether their experiences are mediated by personal traits, may provide valuable information to support their transition and mitigate burnout.

Objectives: Evaluate the relationship between personal traits (resilience, grit, mindset), employee engagement, job satisfaction, performance, and burnout in graduate physiotherapists' first year of practice.

Methods: Twenty new graduate physiotherapists completed questionnaires evaluating resilience, grit and mindset within 1-week of commencing employment. At three, six and 12-months, engagement and job satisfaction were evaluated. Burnout was evaluated at 12-months. Performance data (number of patients seen, revenue) were collected throughout the year. Individual semi-structured interviews were conducted at baseline, three, nine and 12-months.

Results: Engagement and satisfaction were high at all time points. At 12-months, burnout was at a medium level. Resilience was positively associated with job satisfaction at six ($\rho=0.56$, $p=0.019$) and 12-months ($\rho=0.54$, $p=0.027$). Engagement ($\rho=-0.57$, $p=0.04$) and job satisfaction ($\rho=-0.56$, $p=0.03$) were negatively associated with burnout at 12-months. All participants remained passionate about their work although increasing administrative burden and complexity of patients contributed to feelings of burnout.

Conclusions: Resilience was positively associated with job satisfaction suggesting those with capacity to 'bounce back' were more satisfied with their job. Although all participants reported moderate levels of burnout at 12-months, those with higher job satisfaction had lower levels of burnout.

Take home messages:

- Managing expectations, leave planning, monitoring caseload and rosters, and providing formal and informal support may help mitigate effects of burnout.

Understanding the Physiotherapy workforce-insights from a regulation perspective

Anderson S, **Harding P**, Lennon S, Watt S

¹Ahpra

Concurrent 9B, Plenary 3, October 2, 2022, 2:00 PM - 2:45 PM

Project/content description: This workforce project highlights demographics and characteristics of the physiotherapy profession over the past five years, supply and demand, and initial findings on the impact of COVID-19.

Relevance to conference themes: This data assists the Physiotherapy Board to understand how to support practitioners to deliver safe care to the public.

Background:

Results show physiotherapy is the fourth largest regulated health profession (4.6%) with 95.7% holding general registration and are deemed nationally to be in shortage. 81% of physiotherapists define their role as clinicians.

Key workforce areas of concern:

- Attrition - 57% of lapsed registrants leave the profession within 10 years;
- Recruitment and retention - scarcity of senior staff in areas of high health priority;
- Workforce pipeline - reliance on student enrolments in Australian programs, and overseas trained practitioners (1,152 overseas qualified physiotherapists over a five-year period);
- First Nations peoples health - most physiotherapists practise in metropolitan areas (72%) with only 18% working in regional/remote areas. Only 0.7 % of physiotherapists identified as being Aboriginal and Torres Strait Islander.
- COVID impacts - significant decline in the level of employment of physiotherapists during the pandemic.

Conclusion/outcome:

- The physiotherapy workforce needs to increase substantially to meet future demands.
- Physiotherapists who identify as Aboriginal and/or Torres Strait Islander are under-represented.
- Access to physiotherapists is limited; most practising physiotherapists work in major cities.

Take Home Messages

- Sustained workforce pressures are expected over coming years, driven by changing demographics and government policy.

The workforce crisis: how to attract, train, retain graduates in private practice

Salmond M¹

¹Physiomentor

Concurrent 9B, Plenary 3, October 2, 2022, 2:00 PM - 2:45 PM

Project/concept description: We are currently facing a Private Practice Workforce Crisis with the ever-increasing influx of graduate physiotherapists starting a career in our businesses and an increasing lack of senior clinicians to train them. Attracting, training and retaining a graduate workforce for private practice is the sustainable future of our businesses.

Relevance to conference themes: Education to understand what attracts graduates to a private practice role, where the training gaps are and retention strategies will future proof your business during a workforce crisis.

Background: Graduate recruitment and training in a private practice setting can be challenging for the new graduate, business owner and business revenue.

Physiomentor has been mentoring graduates in private practice since 2016. With the current lack of senior clinicians in the physiotherapy market, attracting graduate physiotherapists to a private practice role is essential for workforce planning.

Learn what graduate physiotherapists are strongly telling us they are seeking in their first role and the must have program inclusions to develop a successful clinician for your business.

Conclusion/Outcome:

The presentation aims to provide attendees with:

- The key points that attract a graduate to a private practice role
- Private Practice Graduate Training Inclusions for Success
- Graduate Measures for Clinical & Business Performance

Take home messages:

- Workforce planning has become priority over financial planning for our private practices of the future.
- Learning and growth in our next generation of physiotherapists is key to commitment, motivation and getting a return on your investment from graduate training.

Inter-disciplinary post-graduate pain education improves clinician knowledge and confidence

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Concurrent 9C, M 1 & 2, October 2, 2022, 2:00 PM - 2:45 PM

Project Description: Students in the University of Sydney inter-disciplinary Masters of Pain degree programme completed questionnaires pre and post their first semester of study. These measured pain attitudes and beliefs as well as confidence to apply pain management principles clinically.

Relevance to conference theme: Chronic pain is a growing burden across the healthcare system. An interdisciplinary model of care, with a biopsychosocial approach utilising psychologically-informed techniques, is best practice. Our study has improved the knowledge of what needs to be included in interdisciplinary graduate-level pain education and confirmed its effectiveness in improving confidence to apply pain management principles in clinical settings.

Background: Inter-disciplinary education is a growing field and many physiotherapists have benefited from it. The literature shows that in the field of pain management, clinicians are aware of the need to assess and treat psychosocial contributors to pain but lack the confidence and skills to do so.

Our research shows that even early in their studies, clinicians involved in post-graduate inter-disciplinary pain management improve both their knowledge as well as confidence to provide more evidence-based care.

These outcomes are highly relevant to the Physiotherapy profession. The profession needs to consider providing more inter-disciplinary models of education throughout the career pathway. It also reinforces the need for high quality and well-designed curricula to be established to facilitate learning.

Conclusion: Inter-disciplinary pain education is effective at improving pain knowledge and confidence to implement evidence-based care into clinical practice.

Take home messages:

- Learning with other health-professionals changes knowledge and clinical confidence.

Technology in teaching: using the SpinalLog 2 to teach spinal joint mobilisation skills.

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Concurrent 9C, M 1 & 2, October 2, 2022, 2:00 PM - 2:45 PM

Background: There is an increasing interest in using technology to facilitate students' learning of manual skills. Complex psychomotor skills such as spinal joint mobilisations could especially benefit from immediate and accurate feedback on variations in force production and sustainability of force over time. A portable SpinalLog was co-designed by a physiotherapy and computer engineering team to provide an authentic spinal palpatory experience and immediate visual feedback to assist students development of joint mobilisation skills.

Relevance to conference themes:

SpinalLog 2, is a portable segment of a 3D printed spine with a latex layer to mimic muscles and skin, a refined force sensor system, onboard electronics and software running from a user's smartphone. It offers portability, and is an enhanced learning tool to support students' development of manual skills.

Aims:

- Highlight the application of technology in the teaching of manual skills in an interactive multi-media demonstration.

- Demonstrate skilled force production using real-time force pattern visualization on the SpinalLog 2.
- Address technical and pedagogical questions about the use of the SpinalLog in teaching.

Take home messages:

- Technology can be employed to design tools to facilitate learning of complex psychomotor skills more effectively and efficiently.
- Integrating strategies to provide immediate force-sensor responsive visual feedback during practice creates opportunities to develop consistent application of spinal force and its modulation over time.
- Physiotherapy collaborations with engineers can lead to novel and innovative portable and interactive solutions to facilitate student learning