

ORGANISATIONAL READINESS

Using the Service Planning Tool to Consider your Organisational Readiness for Telerehabilitation

Part Two of the Service Planning Tool is designed to help rehabilitation providers and clinicians systematically evaluate their organisation's readiness to implement and sustain telerehabilitation services. The reflective questions in this section prompt you to consider the essential infrastructure, digital capabilities, equity and access issues, organisational culture, and structural supports that underpin successful telerehabilitation delivery.

By working through **Part Two**, you will be able to identify gaps, anticipate challenges, and plan practical steps to build a robust, equitable, and culturally responsive telerehabilitation infrastructure that supports both clinicians and service users.

INSTRUCTIONS:

Use the prompts and questions from the Service Planning Tool (Part Two) to guide team discussions and document your assessment of organisational readiness for telerehabilitation.

RELEVANT SECTIONS:

2A **2B** **2C**

Organisational Readiness

INFRASTRUCTURE

| | Existing infrastructure to support delivery of telerehab | Gaps or challenges in our organisational readiness | Practical steps to address these gaps |
|------------------------------|--|--|---------------------------------------|
| Digital | | | |
| Physical Space and Equipment | | | |
| Governance | | | |
| Workforce | | | |

EQUITY AND ACCESS

Identify the key populations you hope to reach with telerehabilitation (e.g., rural communities, older adults, disabled people, Māori, Pacific peoples, low-income groups). Use the table to identify and document the access needs of your priority populations and the resources or supports required to optimise their participation in telerehabilitation.

| Key populations | Specific access needs in relation to telerehabilitation (consider digital inclusion, cultural needs, physical access and communication needs) | Resources or supports required to ensure equitable access |
|------------------------|--|--|
| | | |
| | | |
| | | |

ATTITUDE AND CULTURE

| | Factors you can leverage which might facilitate, enable, or drive successful implementation | Factors you need to mitigate that might hinder, obstruct, or impede successful implementation |
|---|--|--|
| People (knowledge and beliefs of organisational leaders, clinicians, clients and whānau) | | |
| Internal environment (organisational culture, teamwork, resource allocation, competing priorities, communications) | | |