

BUSINESS CASE

Using the Service Planning Tool to Develop a Business Case for Telerehabilitation

Part One of the Service Planning Tool is designed to guide rehabilitation providers and clinicians in considering how telerehabilitation can align with their service's aims and vision. The reflective questions in this section prompt you to explore the unique features of your service context and the communities you serve, helping you identify how telerehabilitation might best respond to their needs.

The questions encourage you to reflect on the demographic, geographic, and sociocultural characteristics of your communities, their digital literacy and access, and the range of rehabilitation needs they present. This helps ensure that your telerehabilitation service is designed to be equitable, culturally responsive, and tailored to the preferences and needs of those you serve.

By systematically working through the questions in **Part One**, you will be well-positioned to develop a robust business case for telerehabilitation that is grounded in a clear understanding of your service context, community needs, and strategic vision.

INSTRUCTIONS:

Use the prompts and questions from the Service Planning Tool (Part One) to guide your responses in each section.

RELEVANT SECTIONS:

1A **1B** **1C** **1D**

1. EXECUTIVE SUMMARY

<p>Provide a concise overview of:</p> <ul style="list-style-type: none">• The problem or gap in service provision• The proposed solution: telerehabilitation.• Expected outcomes for your organisation and communities.• How this initiative aligns with your strategic vision	
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2. STRATEGIC ALIGNMENT

<p>Demonstrate how telerehabilitation supports:</p> <ul style="list-style-type: none">• Your organisation's vision, values, and long-term goals• Consider service-level, operational, and organisational goals (e.g., meeting needs of underserved populations, improving workflow, delivering flexible care).	
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3. PROBLEM STATEMENT

<p>Describe the current challenges or gaps, using evidence such as:</p> <ul style="list-style-type: none">• Service delivery issues, patient access delays, staffing shortages, or unmet needs in rural/remote communities.	
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4. PROPOSED SOLUTION

<p>Outline what telerehabilitation could look like in your context:</p> <ul style="list-style-type: none">• Modes of delivery (phone, video, apps, remote monitoring, etc.)• Target populations and specific services to be offered.• How telerehab transforms barriers into opportunities (e.g., multidisciplinary input, family/whānau involvement, improved access).	
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5. BENEFITS ANALYSIS

<p>Analyse anticipated benefits, referencing planning tool prompts:</p> <ul style="list-style-type: none">• Clinical: Improved access, better outcomes, continuity of care• Operational: Efficiency, reduced travel, increased capacity• Economic: Cost-effectiveness, reduced duplication, return on investment.• Equity & Access: Serving remote and underserved populations	
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6. STAKEHOLDER ENGAGEMENT

<p>Identify who needs to be involved in design and implementation:</p> <ul style="list-style-type: none">• Consider engaging with service users, local iwi, community leaders, clinical champions.• How will you check assumptions about needs and preferences?	
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7. RISK ASSESSMENT AND MITIGATION

<p>Address potential challenges:</p> <ul style="list-style-type: none">• Technology gaps, digital equity concerns, clinician workload.• Mitigation strategies: training, digital inclusion initiatives, pilot programs	
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8. MONITORING AND EVALUATION

<p>Define success indicators:</p> <ul style="list-style-type: none">• Clinical outcomes, user satisfaction, staff feedback.	
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