

# STRUCTURAL SUPPORTS

## 2A Infrastructure

- ?** **What is the digital maturity of our organisation?**  
Consider assessing yourself using the digital maturity scale provided by Greenhalgh et al., 2021<sup>1</sup> e.g. Level 1: Traditional (reactive), Level 2: Traditional with lone innovator (ad hoc, demonstration), Level 3: Digitally curious (experimenting), Level 4: Digitally embedded (learning and improving), Level 5: System-oriented (extending and spreading).
- ?** **What digital platforms exist?**  
How might they be suited to the delivery of telerehab services? Consider ease of use, dependability, interoperability, privacy and security.
- ?** **What are the capabilities of our digital infrastructure?**  
E.g. bandwidth, data, connectivity.
- ?** **How will we ensure access to appropriate physical spaces for telerehab sessions?**  
E.g. ready access to teleconferencing rooms, private spaces for clinicians to connect, assessment of work from home spaces for the purpose of telerehab?
- ?** **What other equipment might be needed to support intervention delivery via telerehab?**  
E.g. wide lens webcam to enable physical demonstrations, good microphone and speakers, recording capacity, dual screens?
- ?** **What other digital assets can be developed to support telerehab?**  
E.g. organisational background images.
- ?** **What governance structures are in place for ongoing monitoring of benefits and costs of telerehab?**
- ?** **What regulatory frameworks need to be in place to support delivery e.g. privacy and security, health safety and well-being?**
- ?** **What steps can we take to ensure workforce planning aligns with desire to develop our telerehab offerings?**  
E.g. in position descriptions and recruitment processes, appointment of support staff, strategic appointments to support policy development and implementation?
- ?** **Do we have a long-term strategy and vision for development of telerehab capabilities that can guide our ongoing investment?**

<sup>1</sup> Greenhalgh, T., Rosen, R., Shaw, S. E., Byng, R., Faulkner, S., Finlay, T., Grundy, E., Husain, L., Hughes, G., Leone, C., Moore, L., Papoutsis, C., Pope, C., Rushforth, A., Wherton, J., Wieringa, S., & Wood, G. W. (2021). Planning and Evaluating Remote Consultation Services: A New Conceptual Framework Incorporating Complexity and Practical Ethics. *Frontiers in Digital Health*, 3, 726095. <https://doi.org/10.3389/fgth.2021.726095>

# STRUCTURAL SUPPORTS

## 2B Equity and Access

- ? How can you ensure an equity-oriented approach to service design, implementation and evaluation?**  
Consider drawing on the equity-focused implementation process framework developed by Gustafson et al. 2024.<sup>2</sup>
- ? What do we know and understand about digital literacy and digital access of our service users?**
- ? What do we know and understand about digital access and connectivity in the regions we serve?**
- ? What steps can we take to support digital inclusion?**  
e.g. loan devices or equipment, data packages, partnerships with community hubs or Marae to support access to video conferencing facilities in the community
- ? How might we provide support to service users to optimise use of telerehab services?**  
e.g. access to local rehab assistants, partnerships with local services to deliver community-based learning opportunities, mechanisms to recognise the role of family or whānau to support access
- ? How will we check our assumptions about the digital capabilities of our service users?**
- ? How will we continue to monitor our telerehab offerings for equity in access, experience and outcome in an ongoing way?**

<sup>2</sup> Gustafson, P., Lambert, M., Bartholomew, K. et al. Adapting an equity-focused implementation process framework with a focus on ethnic health inequities in the Aotearoa New Zealand context. *Int J Equity Health* 23, 15 (2024). <https://doi.org/10.1186/s12939-023-02087-y>



# STRUCTURAL SUPPORTS

## 2C Attitude and Culture

- ❓ **What do we know and understand about our staff attitudes towards telerehab and digital health?**
- ❓ **What is our organisational readiness for the integration of telerehab into routine service provision?**
- ❓ **What might help or hinder uptake of telerehab as an integrated part of our rehabilitation offerings?**
- ❓ **What signals, actions and activities (implicit or explicit) have the potential to compete with our goals and aspirations for telerehab service delivery?**
- ❓ **What steps can we take to normalise telerehab as part of service delivery?**
- ❓ **Who are likely to be our early adopters and how might we involve them in our implementation processes?**
- ❓ **How might we engage hearts and minds to optimise implementation of telerehab?**  
e.g. what would it need to enable for people and whānau and for staff
- ❓ **How will we socialise the option of telerehab with staff and services users?**  
Consider drawing on our videos which introduce and show the potential of telerehab

