

The ProMote system seeks equitable uptake of new remote care technologies for seniors.



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Clinician and resident receptivity to a new telehealth program

We seek equitable, patient-centered access through:

- **Considering rurality, age, and disability** as vectors that impact technology access and usability.
- Fielding a **diverse** research and partnership **team**.
- **Working with the patients' caregivers as interpreters** to eliminate barriers in access to the program and feedback participation.
- Exploring gender-related concerns in **pelvic floor health** for senior and post-partum women in a future study.
- Mitigating for **gendered differences in focus group participation** and technology comfort.

In traditional telehealth, technology hinders usability for seniors, who are less likely to have independent access. We held focus groups with our telerehab participants about their comfort with our hybrid telehealth platform, ProMote.

METHOD

- We split the 33 active/previous program participants into two hybrid-virtual, qualitative focus groups.
- Staff members were also interviewed together.
- We asked about program technologies and participant experiences.
- Responses were transcribed using [Trint](#) and [otter.ai](#) and analyzed using [MAXQDA](#).
- We use [Plan Do Study Act](#): iteratively, quickly implement feedback from patients.

OUTCOMES

- Staff and residents are **interested in and adapted to the new technology** through facilitation.
- Patients reported **increased quality of life**.
- **Feedback** highlights opportunities for troubleshooting, scheduling, and program expansion.
- A **PDSA methodology** that **encourages iteration** can lead to better outcomes for seniors.

SPOR012

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