

**O**ver the past 10 years, we have noticed a common and recurring theme arising at our bi-annual Computers in Therapy CEN (CITCEN) meetings: while

there is an increasing number of excellent technology resources available (eg software, apps, videoconferencing tools), clinicians are not always able to make use of them in their practice due to barriers in the workplace. To overcome these barriers, we began to develop a pool of resources, now available online.

### A CEN was born

The CITCEN was born more than 17 years ago, with the membership comprising clinicians, software developers and researchers. Some members are very familiar with using technology as part of their therapy, and others less so; all make a huge contribution to the success of our national CEN.

When discussing the use of technology in practice, we discovered that a number of CITCEN members were keen to take advantage of therapy apps but experienced difficulties with access to WiFi, tablets, etc, as well as an inability to download/update therapy software. This prevented them from even getting to a position where they might consider incorporating such technology into their practice, and also from taking full advantage of invaluable resources such as the RCSLT's CQ Live apps page ([www.rcslt.org/cq\\_live/resources\\_a\\_z/apps/overview](http://www.rcslt.org/cq_live/resources_a_z/apps/overview)).

### Pool of solutions

Although many CITCEN members, based in a range of clinical settings, were facing similar challenges, a smaller number of members had already come up with a variety of solutions, which they had successfully implemented in their workplaces. These members were keen that their experiences might be used to overcome the same barriers elsewhere, and a pool of resources began to form.

In May 2016, Kathryn Cann (Clinical Lead Communication, County Durham and Darlington NHS Trust) gave an informative talk about the experiences of overcoming digital barriers in her own trust. She also gave us permission to incorporate her ideas and resources into our ever-increasing pool of solutions. Once these resources were compiled, we realised they might also be of use to colleagues outside of the CITCEN membership. The CEN therefore decided to bring together the resources on a free-to-use website; and the CITCEN toolkit was created.

# CITCEN toolkit: breaking down barriers to technology

Committee members from the **Computers in Therapy CEN** share their member-led initiative for solving technology issues in the workplace



### CITCEN toolkit

The CITCEN toolkit is available online at [citcentoolkit.wordpress.com](http://citcentoolkit.wordpress.com) and comprises a set of online resources that address a number of areas:

- **Common barriers and challenges** (a range of tried and tested solutions)
- **Legislation** (the case for and provision of technology in healthcare settings, and supporting legislation)
- **Funding** (from potential funding sources, to useful templates and case studies to present to commissioners and IT managers)
- **Policies and procedures for the set-up and loan of hardware/software** (examples of policies and procedures, as well as useful forms and templates such as consent and disclaimer forms)
- **Security and information governance** (practical advice on licensing, tablet security, hygiene and information

governance issues with NHS devices)

- **Technical terms** (a glossary to help clinicians navigate the technology landscape)

The toolkit draws on the experience of our membership and, as such, is largely adult client focused. However, a lot of the information is transferable across settings and client groups. If it can't be implemented directly, we believe it can at least provide a model for paediatric services to work on.

We are grateful to all the members and guest speakers who have contributed to the CITCEN toolkit, and we hope that other clinicians will be able to use the resource to confidently overcome the digital barriers that are preventing their patients from accessing resources they might benefit from in therapy.

### Find out more

- Access the toolkit: [citcentoolkit.wordpress.com](http://citcentoolkit.wordpress.com)
- Register for updates: [tinyurl.com/citcentoolkit](http://tinyurl.com/citcentoolkit)
- Find CITCEN on Basecamp, Eventbrite ([tinyurl.com/RCSLTCITCEN](http://tinyurl.com/RCSLTCITCEN)) and Twitter (@citcen)
- Thoughts or comments? Drop us a line via Twitter using the hashtag #CITCENToolkit ■

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### Acknowledgements

With thanks to Kathryn Cann, Heather de la Croix, Cat Proom, Steve Naylor, Gill Hardy, Sophie Bell, Jenny Short, Sarah Gibbin, Sam Cooper, Chelsie Moore, Ellen Styler and the CITCEN membership.