

HITH & Tele-Health

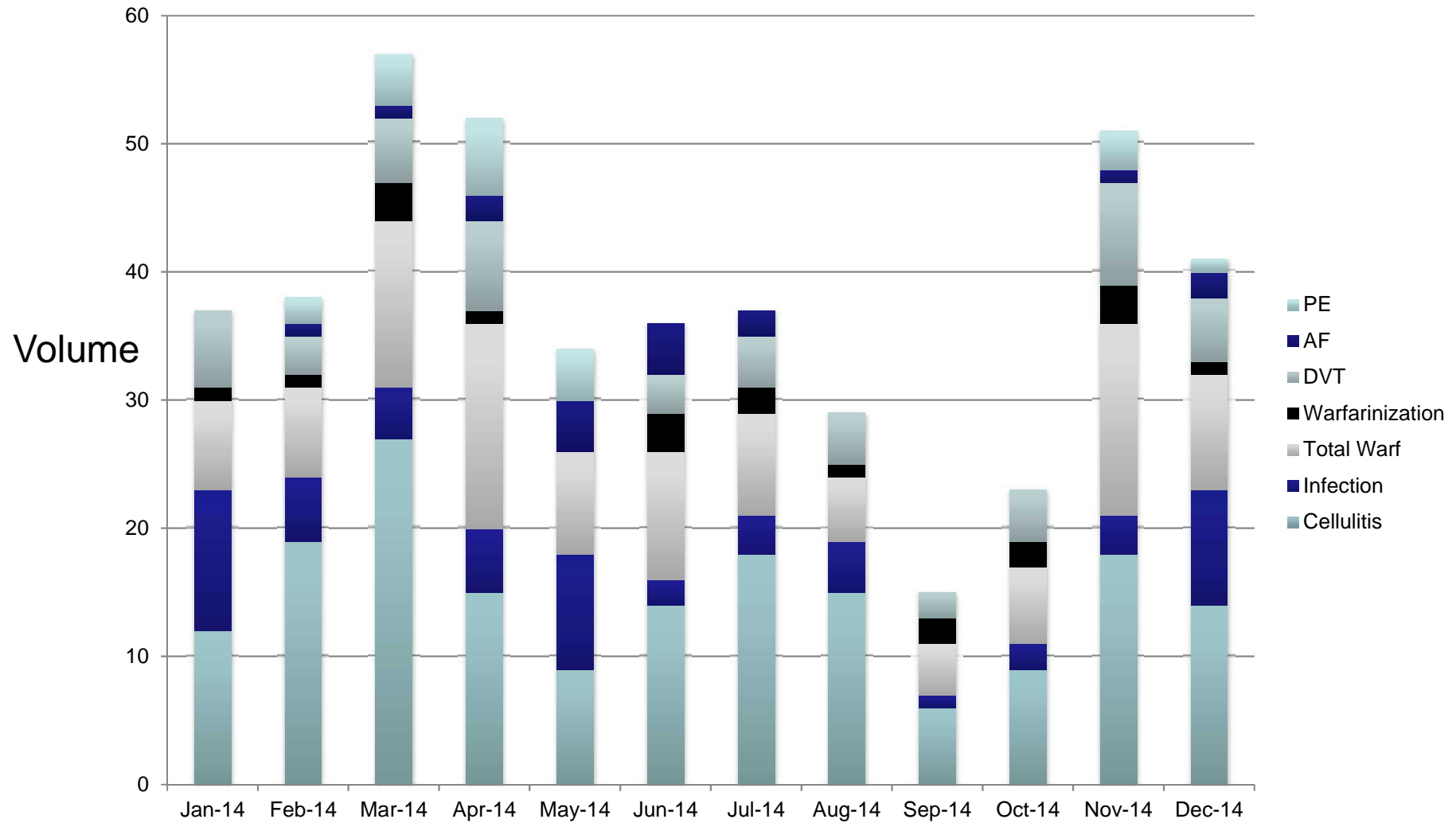
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Patient Flow Program
Metro South Health

Rural & Remote
Conference
October 2016

Metro South Model

- Recent amalgamation of 3 services into AC@H
- 4 AC@H Hubs (Medical and Nursing)
- Combination Clinical Governance Model
(as per QLD Health HITH guidelines)
- Close communication between AC@H, Treating Team, ID, GP & CNC's
- AC@H Medical Officer reviews (Consultant or Registrar)
- Treatment plan and Estimated Discharge Date (EDD) established on transfer to AC@H Service

We don't just see Cellulitis!



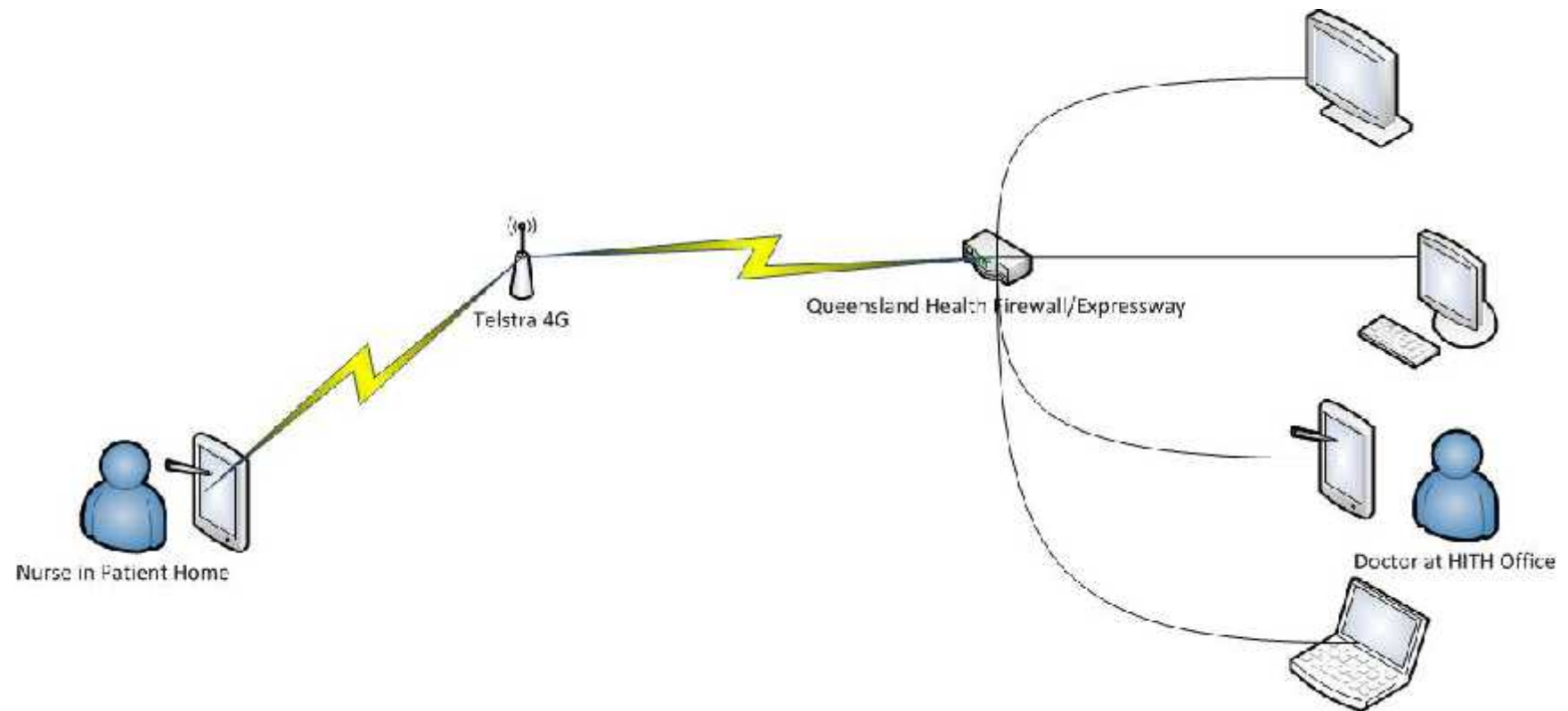
Why is Tele-Health needed in AC@H?

- Manage LOS
- Reduce delays to discharge
- Improve utilisation of medical officers time
- Increased demand and throughput without additional medical resources
- Improved patient outcomes
- Improved patient and staff satisfaction

How does Tele-Health work in AC@H?

- 3 IPAD's available with application also available on a desktop computer in the office
- Medical reviews can now be provided via IPAD review
- CNC review also provided via IPAD

How it works



QEI Hospital AC@H Tele-health Evaluation



Results To Date

| | In Person | Telehealth |
|------------|-----------|------------|
| Discharged | 310 | 35 |
| Readmitted | 16 | 1 |

No statistically significant difference was observed ($p = .611$).

Future Opportunities



The screenshot displays the Telehealth Portal interface. At the top left, it features the Queensland Government logo and the text "Queensland Government" and "Queensland Health". At the top right, it says "Telehealth" with the tagline "Treating people locally". The main content area is a white box with a blue header that reads "Telehealth Portal" next to the Queensland coat of arms. Below this, there are two input fields: "Dial number" with the value "12345678" and a clear button, and "Your name" with the value "Jane Smith". At the bottom of the form are two buttons: "SETTINGS" and "CONNECT". Below the form, it says "© Queensland Health 2016" and "Help".

Queensland Government
Queensland Health

Telehealth
Treating people locally

Telehealth Portal

Dial number
12345678

Your name
Jane Smith

SETTINGS CONNECT

© Queensland Health 2016 Help

Suggested Ways Forward

- Develop your supporting protocols/procedures
- Management and staff engagement
- Ongoing evaluation process (including pt feedback)

QUESTIONS?

Acknowledgements

- Metro South AC@H team
- Healthcare Improvement Unit