

Department of Health

Improving telehealth for emergency care: An innovative model for rural and remote Queensland

Telehealth Emergency Management Support Unit (TEMSU)
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Queensland Health

Rural and Remote Telehealth Conference
October, 2014.

Great state. Great opportunity.



Background

- *Blueprint for better health care in Queensland*
- Retrieval Services and Counter Disaster Unit (RSCDU)
- Retrieval Services Queensland (RSQ)
- Queensland Emergency Medical Systems (QEMS) Coordination Centre (QCC)



Telehealth Emergency Management Support Unit (TEMSU)

- Models are tailored to the Hospital and Health Service (HHS)
- Clinical Nurse lead model that centrally coordinates emergency advice through telehealth videoconference linkages
- Facilitates access to emergency specialist and rural generalist clinician advice and support
- Provides nursing support to rural and remote clinicians

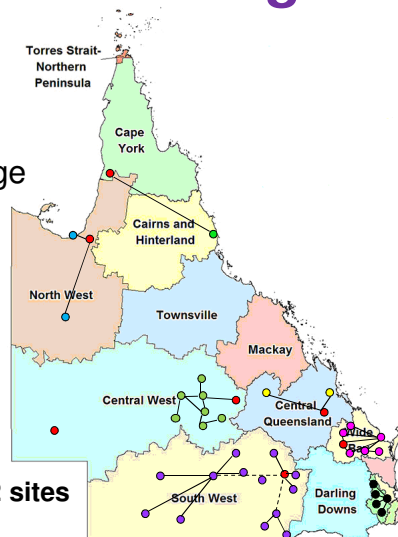


Goals

- Improve access to emergency management support
- Improve local capacity
- Reduce the incidence of unnecessary transfers;
 - ↓ patient and family inconvenience
 - ↓ associated risks
 - ↓ associated costs
- Support state-wide guidelines on the deteriorating patient and retrieval of patients
- Provide support to rural/remote nurses

Challenges

- Time
- Technology
- Cultural change
- Engagement



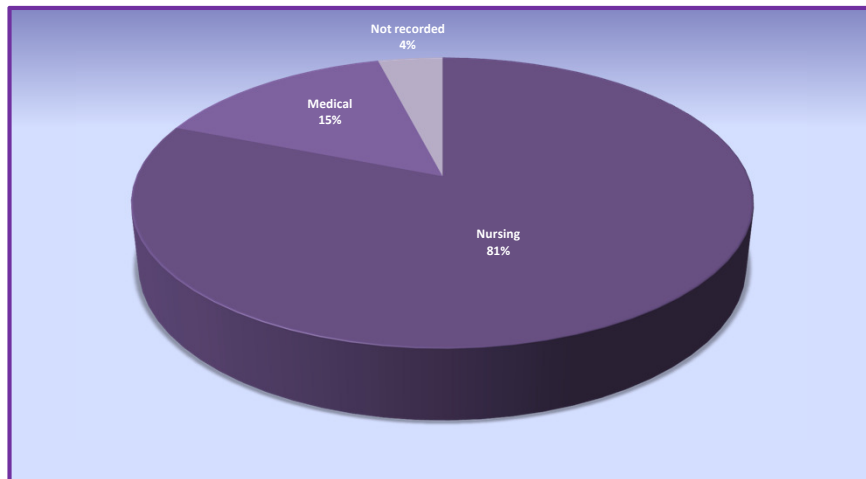
7 Priority Sites

- Moura
- Roma
- Alpha
- Eidsvold
- Kowanyama
- Normanton
- Bedourie*

31st August 2014: 42 sites

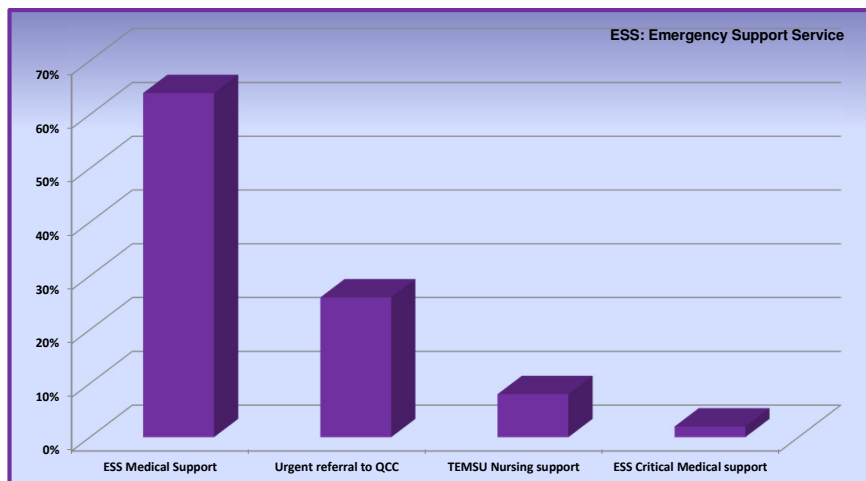
Who's referring?

(December 2013 - October 2014)



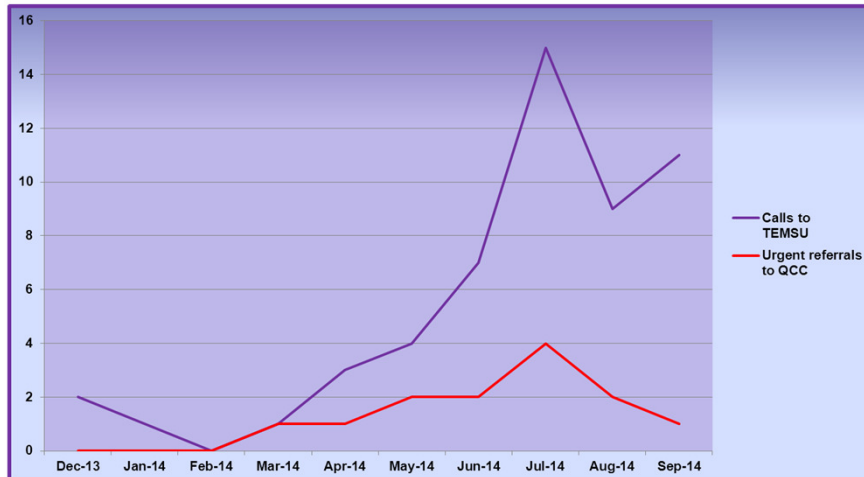
Primary Requirement

(December 2013 - October 2014)



TEMSU and referrals to the QCC

(December 2013 - October 2014)



Case Study

- 35 yr old male presented to Primary Health Clinic (PHC).
 - unwell
 - nausea
 - rapid onset headache (6-7/10)
 - R. sided weakness
- 1st Emergency Support Service (ESS) unavailable
- 2nd ESS (tertiary centre) reviewed patient.
 - For ondansetron wafer and transfer to tertiary centre for CT
- Road transfer escort unavailable- referred to QCC.

Case Study cont.

- Patient reviewed by QCC Medical Coordinator via TEMSU
 - For urgent transfer by rotary wing aircraft
- PHC Clinical Nurse found tick in patient's neck
- Tick removed with head intact
- Patient transferred to tertiary centre ED
- Patient discharged from tertiary ED same day, presumably tick envenomation



Clinical Nurse Feedback

“...I found it extremely helpful in the assistance and support I was given. Being a sole operator in the Centre here, emergencies could be quite daunting, but knowing help is in the same room as you are was very reassuring.”

“The ability for others to see what is happening in real time, and allowing me to do what I needed to do, not having to worry about trying to get assistance by phone ect [sic] was the greatest benefit...”

“My final words would be to say that although I was by myself, I was certainly not alone, and this was of comfort. ”

Acknowledgements

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TEMSU Nurse Coordinators

HHS Telehealth Coordinators

Telehealth Services team

Questions?
Thank You