


Darling Downs Hospital and Health Service

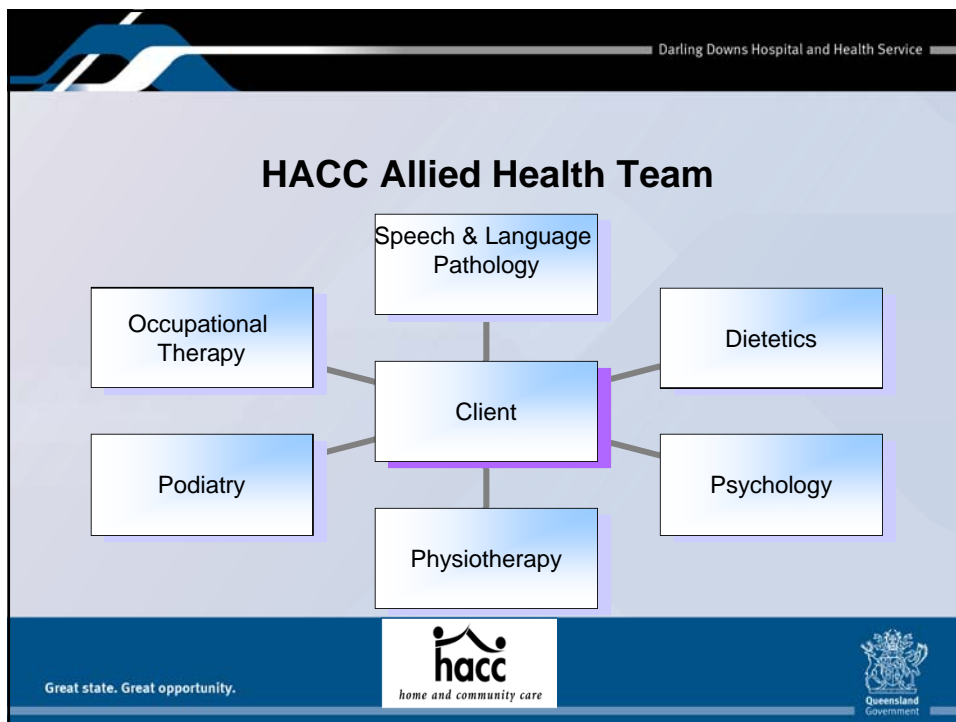

Trials & Tribulations - success factors and strategies for introducing new technology into clinical practice

Lisa Dunn
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HACC Allied Health Team
Darling Downs Hospital & Health Service

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Who are we.....

- AH inter-disciplinary team
- Regional & rural home based service delivery
- Travelling service
- 'Hub & Spoke' model of service delivery
- Day trips within 1 hour of main hub
- Outreach service delivery incorporating satellite hubs


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Darling Downs Hospital and Health Service HACC Allied Health Team Service Area



| Town | Distance (km) |
|-------------|---------------|
| Taroom | 338 |
| Wandoan | 279 |
| Miles | 210 |
| Chinchilla | 165 |
| Jandowae | 132 |
| Dalby | 82 |
| Oakey | 30 |
| Gatton | 60 |
| Warwick | 83 |
| Stanthorpe | 142 |
| Texas | 186 |
| Goondiwindi | 223 |
| Inglewood | 81 |
| Millmerran | 81 |
| Toowoomba | 81 |
| Helidon | 81 |
| Grantham | 81 |
| Meandarra | 172 |
| Tara | 172 |
| Moonie | 172 |
| Glenmorgan | 165 |


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What was happening.....

↑ Demand upon AH services
Ageing population
Client waiting times

↓ Clinical time lost:
Extensive travelling
Duplication of documentation
Variable need for clinical/professional support

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What did we need....

Multi purpose pocket office with portable telehealth

- Operational
 - Contacts
 - Maps
 - Weather
- Site to Site
 - Clinical Ax & review
 - Joint AH assessment
 - AH/AHA support
- Onsite
 - Client education
 - Electronic forms
 - Discipline specific apps

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What did we do....

- Business case developed
- Project leaders identified
- App research & selection
- 6 iPads purchased with 3G/WiFi connectivity
- Interactive training provided to all team members
- All iPads set up consistently
- Each device is an individual fully portable telehealth unit

'They all look the same & work in the same way'

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Getting the Team On-board

- Team support & co-operation
- Listening to individuals
- Addressing individual frustrations
- Selling the technology
- Measuring perceived confidence using technology
- User Friendly Devices
- Interactive training program

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Benefits

- Easier access to AH professionals in rural & remotes areas
- Reduction in travel costs
- Increased efficiency in relation to documentation
- Increased access to a range of experienced clinicians
- Improved support for isolated/travelling clinicians

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Limitations

- WiFi link availability re: Updating apps & software
- 3G connectivity in rural areas
- System support from the organisation/employer
- Maintaining devices located remotely
- Staff confidence and support
- Client suitability (discipline specific criteria)

'Technology is a tool that can aid clinical service provision'

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Growing Confidence

- Pre & post staff surveys
 - 60% increase in perceived level of knowledge relating to use of technology
 - 60% increase in perceived confidence relating to use of technology
 - 80% increase in confidence relating to perceived user ability

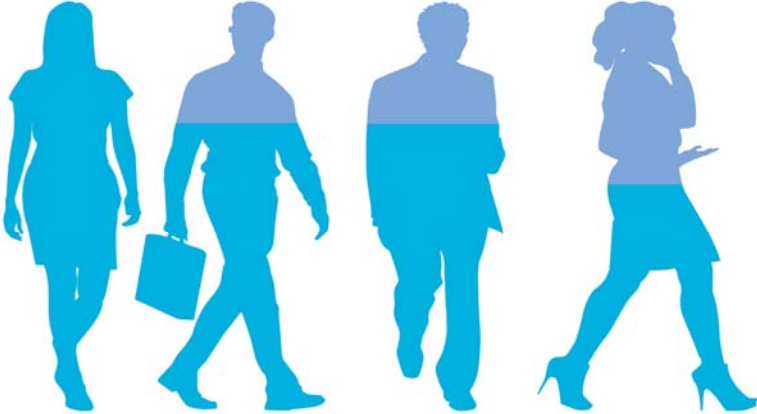
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Allied Health Assistant
128 hours of an AHA = 1.7fte

HP3
58 hrs of an HP3 = 0.7fte

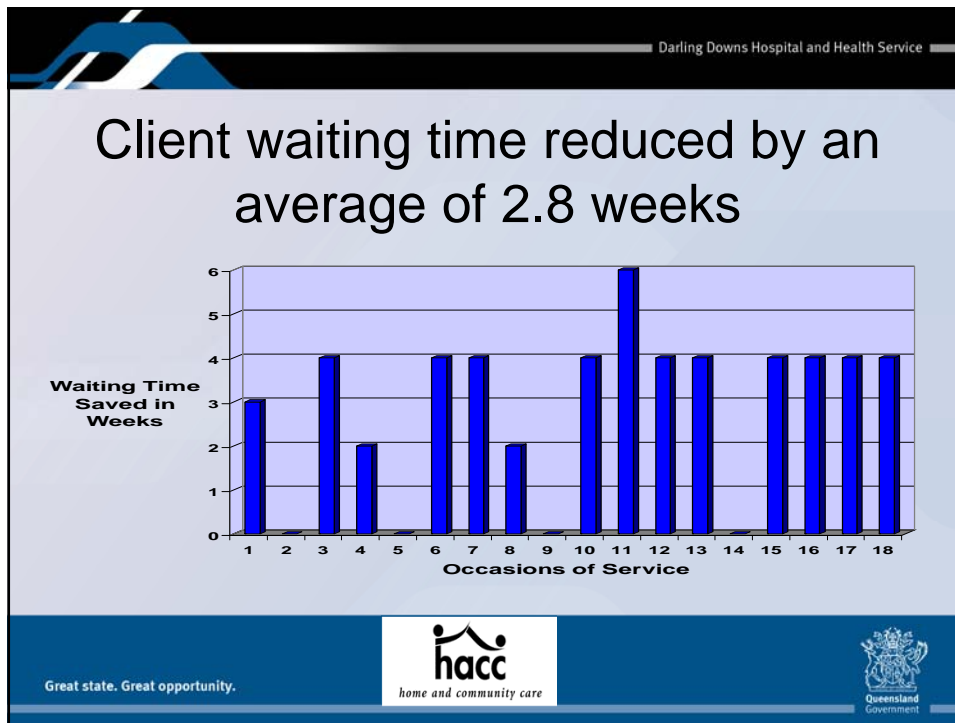
HP4
43 hours of an HP4 = 0.5fte

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In progress.....

- Ongoing data collection
- User guides
- Discipline specific guidelines
 - Occupational Therapy
 - Speech Pathology
 - Dietetics
 - Podiatry
 - Psychology
 - Physiotherapy

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Where to from here.....

- We need to talk
 - Development of a technology network
- We need to share
 - Successes and failures
- We need to learn
 - Old dogs can learn new tricks

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THANKYOU FOR YOUR TIME TODAY

QUESTIONS ?

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