



# Using De-identified Demographic Data to inform Telehealth Service Design

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Great state. Great opportunity.



## Telehealth Support Unit

Provide initial and ongoing support:

- Cost effective technical design and installation
- Clinic design incorporating telehealth, including the development of work instructions and the training of clinical and administration staff
- Advice on telehealth funding models (MBS and ABF), data and activity reporting requirements
- Providing Telehealth Coordinators and Clinicians with data that supports decision making.

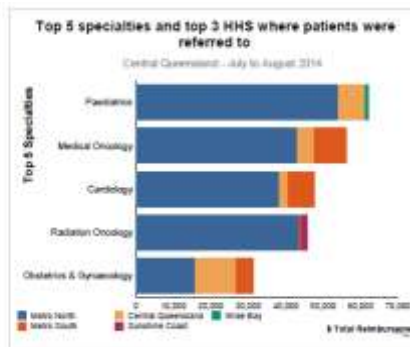


# Telehealth Support Unit

## Patient Administration System

CENSUS_DATE	FACILITY_CODE	FACILITY_DESC
1/09/2014	7	Royal Children's Hospital
1/09/2014	62	Sundaberg Hospital
1/09/2014	136	Gladstone Hospital
1/09/2014	136	Gladstone Hospital
1/09/2014	136	Gladstone Hospital
1/09/2014	136	Gladstone Hospital
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1/09/2014	136	Gladstone Hospital
1/09/2014	136	Gladstone Hospital
1/09/2014	136	Gladstone Hospital
1/09/2014	141	Rockhampton Base Hospital

## Patient Travel Subsidy Scheme

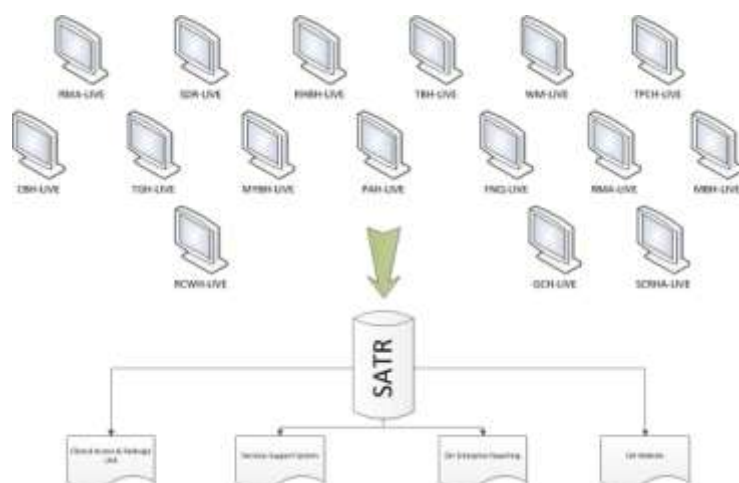


## Patient Administration System

- Software for automating patient-facing functions within a hospital
  - Patient Demographic Information
  - Admissions and Discharges
  - Referral and Wait List Management for both Specialist Outpatients and Elective Surgery
  - Appointment Management
  - Elective Admissions Management
  - Medical Record Tracking
  - Financial Reporting and many more functionalities



## Patient Administration System



# Patient Administration System

The screenshot shows the MyHospitals website interface. At the top, there are navigation links for Home, Our reports, Find services, Clinics & facilities, About the site, and About MyHospitals. A search bar is present with the text 'Search by hospital'. Below this, the page is for 'Queen Elizabeth II Jubilee Hospital', described as a large metropolitan hospital with an emergency department. The main content area is titled 'Waiting times for care' and focuses on 'Elective (planned) surgery waiting times: all surgeries'. It includes a sub-section for 'Urgent (within 30 days)' with a table comparing performance to a peer group.

Year	Number of surgeries	Surgeries within 30 days	Peer group average
2012-13	1001	96%	96%
2011-12	1066	95%	95%

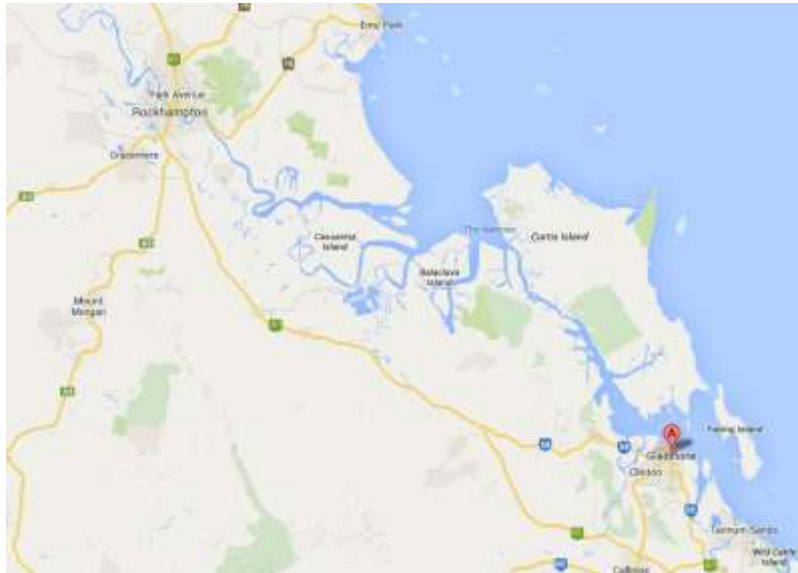
# Patient Administration System

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
GENIUS_DATE	FACULTY_CODE	FACULTY_DESC	UNVT_OAG_NO	CATEGORY_CODE	DAYS_WAITING	CL_CODE	CC_CODE	REPORT_GROUP	WRTING_FROM_DATE	POSTLOC	SUBURB						
1	1/18/2014	7	North Chisholm Hospital	CB0204	2	38	258	Diabetes General	Diabetes	24/11/2013	4000	GLADSTONE					
2	1/18/2014	50	Lumbago Hospital	214005	2	180	250	Diabetes General	Diabetes	5/11/2013	4000	GLADSTONE					
3	1/18/2014	118	Swatstone Hospital	1709	2	184	258	Diabetes Education	Diabetes	18/11/2013	4000	GLADSTONE					
4	1/18/2014	118	Swatstone Hospital	264526	0	88	258	Diabetes Education	Diabetes	26/10/2013	4000	GLADSTONE					
5	1/18/2014	118	Swatstone Hospital	28979	2	63	258	Diabetes Education	Diabetes	1/11/2013	4000	GLADSTONE					
6	1/18/2014	118	Swatstone Hospital	36071	1	33	258	Diabetes Education	Diabetes	8/11/2013	4000	GLADSTONE					
7	1/18/2014	118	Swatstone Hospital	83694	1	89	258	Diabetes Education	Diabetes	26/10/2013	4000	GLADSTONE					
8	1/18/2014	118	Swatstone Hospital	87009	1	33	258	Diabetes Education	Diabetes	30/10/2013	4000	GLADSTONE					
9	1/18/2014	118	Swatstone Hospital	88887	2	28	258	Diabetes Education	Diabetes	14/11/2013	4000	GLADSTONE					
10	1/18/2014	118	Swatstone Hospital	90873	1	10	258	Diabetes Education	Diabetes	14/11/2013	4000	GLADSTONE					
11	1/18/2014	118	Swatstone Hospital	93681	2	121	258	Diabetes Education	Diabetes	23/10/2013	4000	GLADSTONE					
12	1/18/2014	118	Swatstone Hospital	112393	2	89	258	Diabetes Education	Diabetes	26/10/2013	4000	GLADSTONE					
13	1/18/2014	118	Swatstone Hospital	130206	1	6	258	Diabetes Education	Diabetes	26/10/2013	4000	GLADSTONE					
14	1/18/2014	118	Swatstone Hospital	143523	2	102	258	Diabetes Education	Diabetes	18/11/2013	4000	GLADSTONE					
15	1/18/2014	118	Swatstone Hospital	190094	0	17	258	Diabetes Education	Diabetes	13/10/2013	4000	GLADSTONE					
16	1/18/2014	122	Rockhampton Base Hospital	41124	2	103	258	Diabetes	Diabetes	20/10/2013	4000	GLADSTONE					
17	1/18/2014	141	Rockhampton Base Hospital	10346	0	6	250	Diabetes	Diabetes	1/10/2013	4000	BOYNE ISLAND					
18	1/18/2014	141	Rockhampton Base Hospital	21309	2	91	250	Diabetes	Diabetes	18/11/2013	4000	GLADSTONE					
19	1/18/2014	141	Rockhampton Base Hospital	22363	2	29	250	Diabetes	Diabetes	26/11/2013	4000	GLADSTONE					

# Patient Administration System

Rockhampton, waiting on at 1 May 14 by Clinic Code & Specialty (Priority)

Clinic Code	Specialty	Waiting List
7	POPULATION	2552
8	POPULATION	2552
9	POPULATION	2552
10	POPULATION	2552
11	POPULATION	2552
12	POPULATION	2552
13	POPULATION	2552
14	POPULATION	2552
15	POPULATION	2552
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100	POPULATION	2552



# Patient Travel Subsidy Scheme

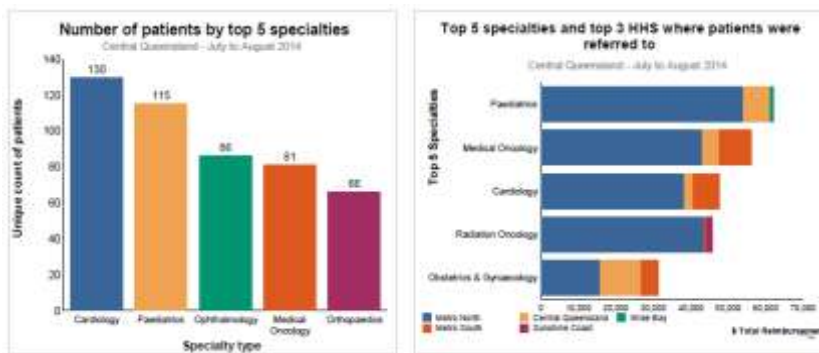
- The Patient Travel Subsidy Scheme (PTSS) provides assistance to patients, and in some cases their carers, to enable them to access specialist medical services that are not available locally.
- A subsidy is provided to approved patients and carers (escorts) to assist in the cost of travel and accommodation to the nearest specialist medical service that is more than 50 km from the patient's nearest hospital.
- An application form must be completed and forwarded to the hospital nearest to the patient's place of residence. These hospitals are responsible for all aspects of patient travel, and inquiries regarding the subsidy should be directed to these facilities.

# Patient Travel Subsidy Scheme

Summary for Central Queensland - July to August 2014		
Total reimbursement	Air	Total
	\$531,728	\$531,728
Number of patients, claims, and nights		
No. of patients	990	990
No. of claims	1,253	1,253
No. of nights	5,870	5,870

\* Reimbursed travel should be on or after 1 Jan 2013 however data submissions for the 3rd quarter may include travel prior to this date.

# Patient Travel Subsidy Scheme



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