



Bringing all the parties to the table via Telehealth – our journey.

*Toowoomba Rural & Remote Telehealth Conference
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LifeTec's Purpose

*LifeTec connects people and communities with
assistive technology that enables their
aspirations*





Our Team

Office Locations in Brisbane and Townsville

Allied Health Team:

- Occupational Therapists
- Speech Therapists
- Physiotherapist

Supported by administration, marketing, community engagement & project officers and management.



Our Services



Information

- Display
- Enquiries Line
- Community Talks / Expos / Events
- Product Database
- Information Sheets & Resources



Education

- Workshops
- Product & Skills Updates
- Introductory & Advanced Clinical Training
- Online Learning / Webcasts



Consultation

- AT Specialist Services
- Mentoring & Support



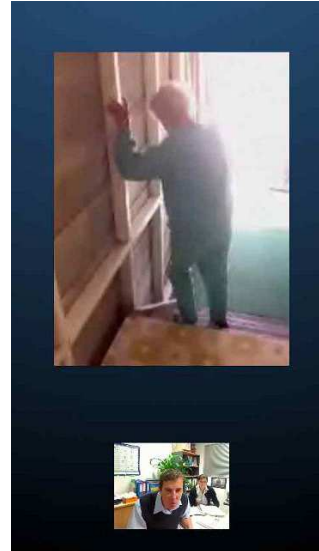
Timeline to date . . .

2008 + Remote Home Mods
Assessments (store & forward)

2010 + Expanded to “real time”
home mod assessments

2011 + Commenced delivering
online training (webinars)

2012 + Commenced transitioning
internal systems to the cloud



2013 + Expanded into other service areas including
AT consultations & display tours



2014 + Increasing sector capacity (training &
awareness)

- iPads for Seniors / Carers Community Education
- Bringing Telehealth into Practice Workshops
 - Toowoomba, November 27th
- Organisational Collaborations & Training

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What do we use?

- Hardware
 - Office = computer with logitech Webcam, mic, speakers
 - Out of Office = iPad2, smart phone or eHAB units
 - Moving to Tablets with 3G/4G
- Software
 - Primarily use Skype & Webex
 - Can use Jabber and Facetime

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How did we do it?



Use an Action Learning Process

**EVERYDAY PEOPLE
EVERYDAY
LIVING**

Implementation Strategy

- Analysed range of services that we offered
- Identified areas that telehealth would be suitable and provide 'add value'
- Focused on areas that would have most success first
- Develop strategies to address barriers
- Streamline referral pathways

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EVERYDAY
LIVING

Staff Support, Mentoring & Collaboration

- “out of office” therapist / facilitator
- “in office” therapist (senior, other discipline)
 - LifeTec & LifeTec
 - LifeTec & Other
- Either site can be the lead / primary therapist
- Same level of preparation and support is completed prior to the service
- **Now firmly integrated within our usual practice**



Statewide Home Modifications

- Client is an inpatient (PAH, Spinal Injury)
- Home is not accessible by the client
 - Physical Access
 - Physical Location
 - Logistically difficult
- Traditional model would have an OT complete a home visit without the client, with or without the builder.
 - Resulting in recommendations likely being made without active involvement of the client.

Telehealth Model

- Client is an inpatient (PAH, Spinal Injury)
- Home is not accessible
- Client attends home visit from their hospital bed or part of their home via tablet device
- Home physically attended by a combination of
 - Family, Builder/Project Coordinator, OT
- Client now continues to be central to all decisions about their home modification needs
- **Now firmly integrated within our usual practice**

Specialist Consultations

- Client seeking AT Specialist Consultation
- Client is booked for a Consultation

Traditional Model:

- Initial information gathering / preparation (telephone)
- Demonstration / trial equipment organised (office)
- Consultation (face to face)
- Service follow up and evaluation (Telephone / face to face)

Telehealth Model:

- Client seeking AT Specialist Consultation
- Intake process identifies level of client's **'telereadiness'**
- Teleready clients are booked for an initial Telehealth Consultation
- **Test call** completed by admin prior to appointment
- Initial Consultation for information gathering / preparation (telehealth)
- Demonstration / trial equipment organised (office)
- Consultation (face to face or Telehealth)
- Service follow up and evaluation (Telehealth)

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Helpline & Display Tours

- “Off site” person (client / family / service provider)
- Identified AT need or question
- Immediate video call to our Skype enquiries line
- Interactive discussion and demonstration of issues and goals

**SKYPE ENQUIRIES
SKYPE US
@LIFETEC**

Are you looking for aids or equipment?

Are you looking for independent and specialist **information and advice** on assistive technology? Call us to look at and discuss a range of options best suited to you or your clients needs.

Individual video consultations are also available.



lifetec.brisbane

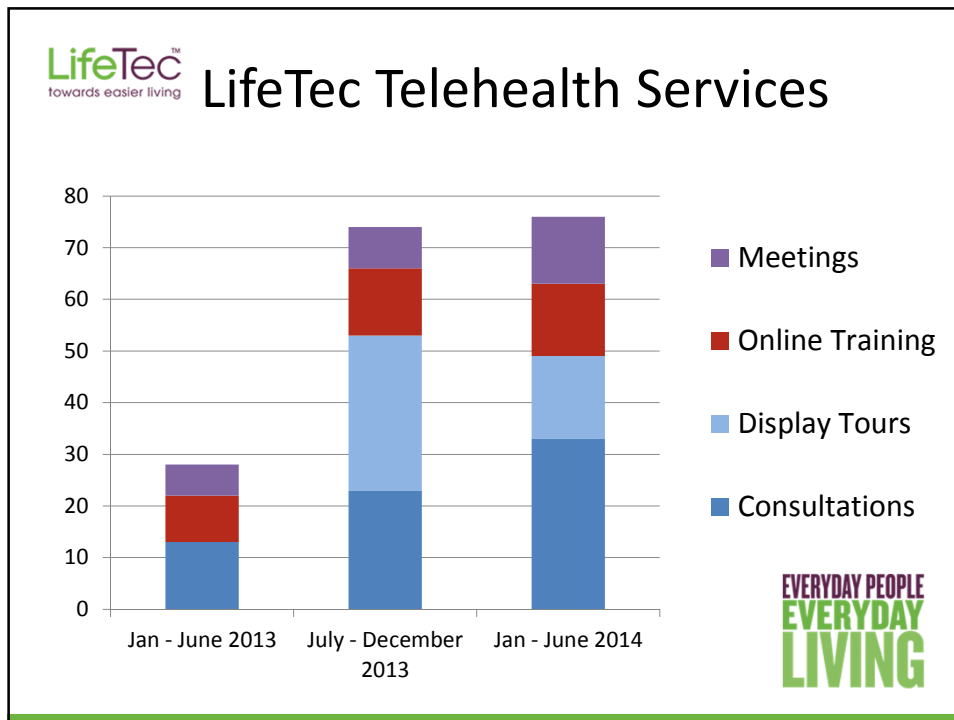
OPEN MONDAY TO FRIDAY 8.30 TO 4.30
Phone 1300 885 886 Email: mail@lifetec.org.au www.lifetec.org.au

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Outcomes

- Has increased access to specialist AT professionals across the state
- Reduction in travel time
- Reduction in service delivery timeframes
- Increased collaboration between disciplines
- Increased confidence for newer staff
- External capacity and demand still limiting uptake
- Number and range of Telehealth events have slowly increased

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How LifeTec can help:

- Professional Workshop
 - Bringing Telehealth into Practice
 - November 27th, Toowoomba
 - Organisation specific workshops available
- Client Education
 - iPads for Seniors / Carers Community Education
 - South East Queensland / Townsville Region or request via Queensland Outreach Service
- Collaborative Services

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