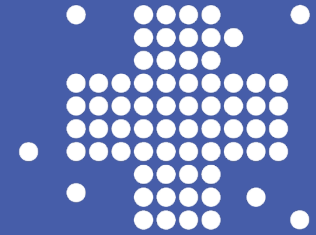




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Hunter New England  
Local Health District



**telehealth**

Saving precious time

# Clinical Telehealth

**Ashley Young**

Senior Clinical Business Analyst,  
Hunter New England Health



## PATIENT-CENTERED CARE

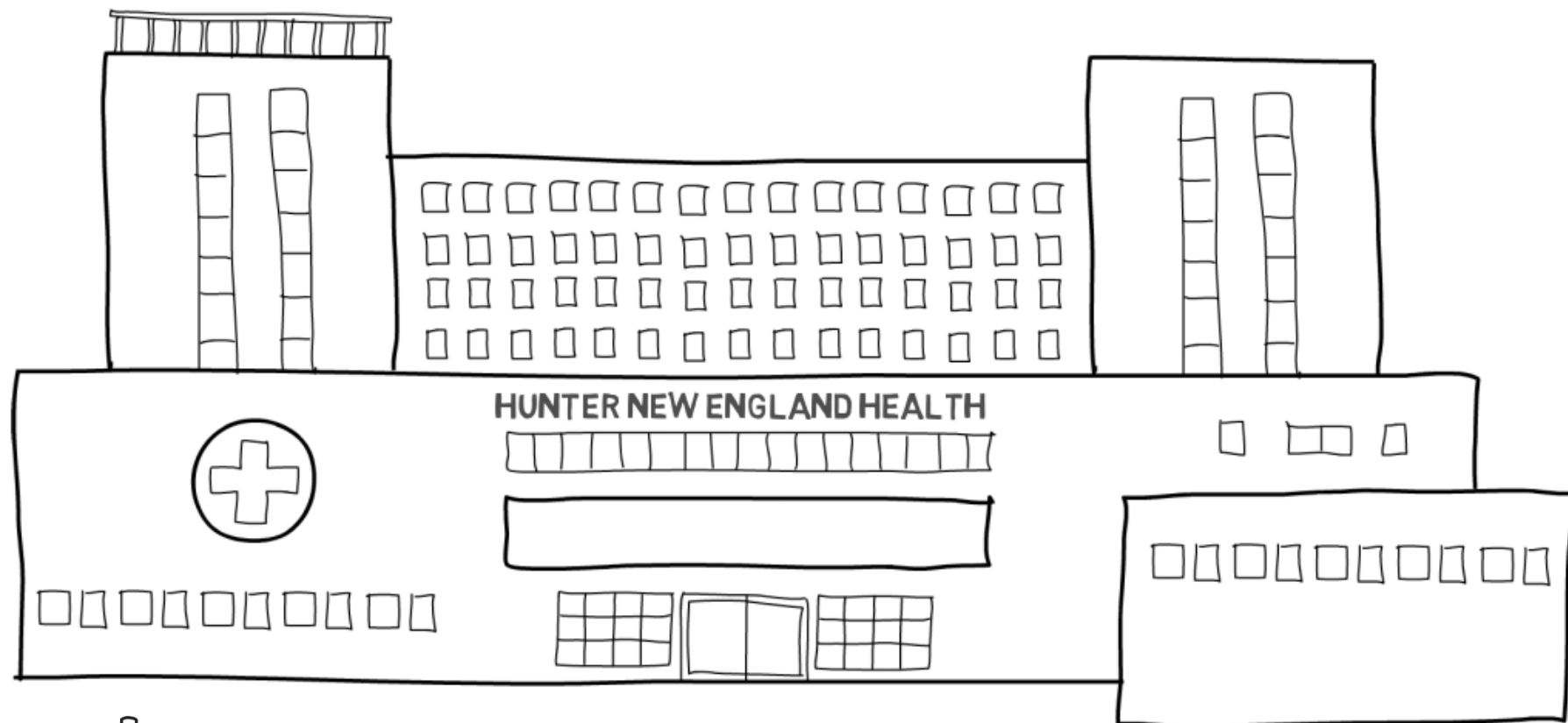


*Copyright © 2010 by the American Medical Association. All rights reserved.*

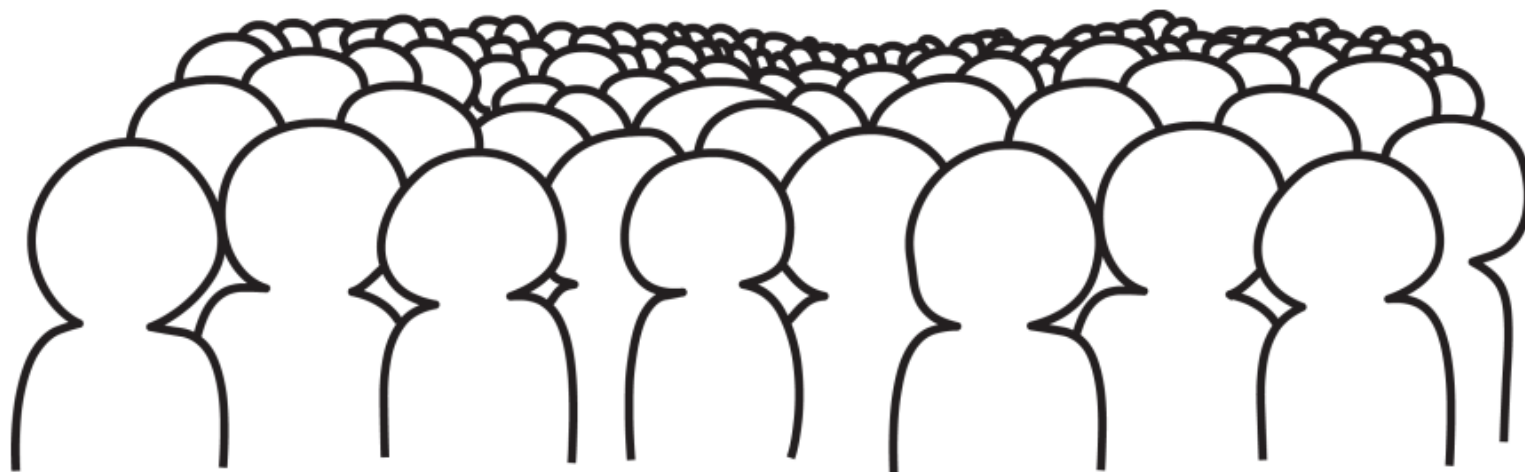
© Randy Glasbergen  
www.glasbergen.com



**"Doctor and physician are outdated terms.  
I'm your biological tech support specialist."**



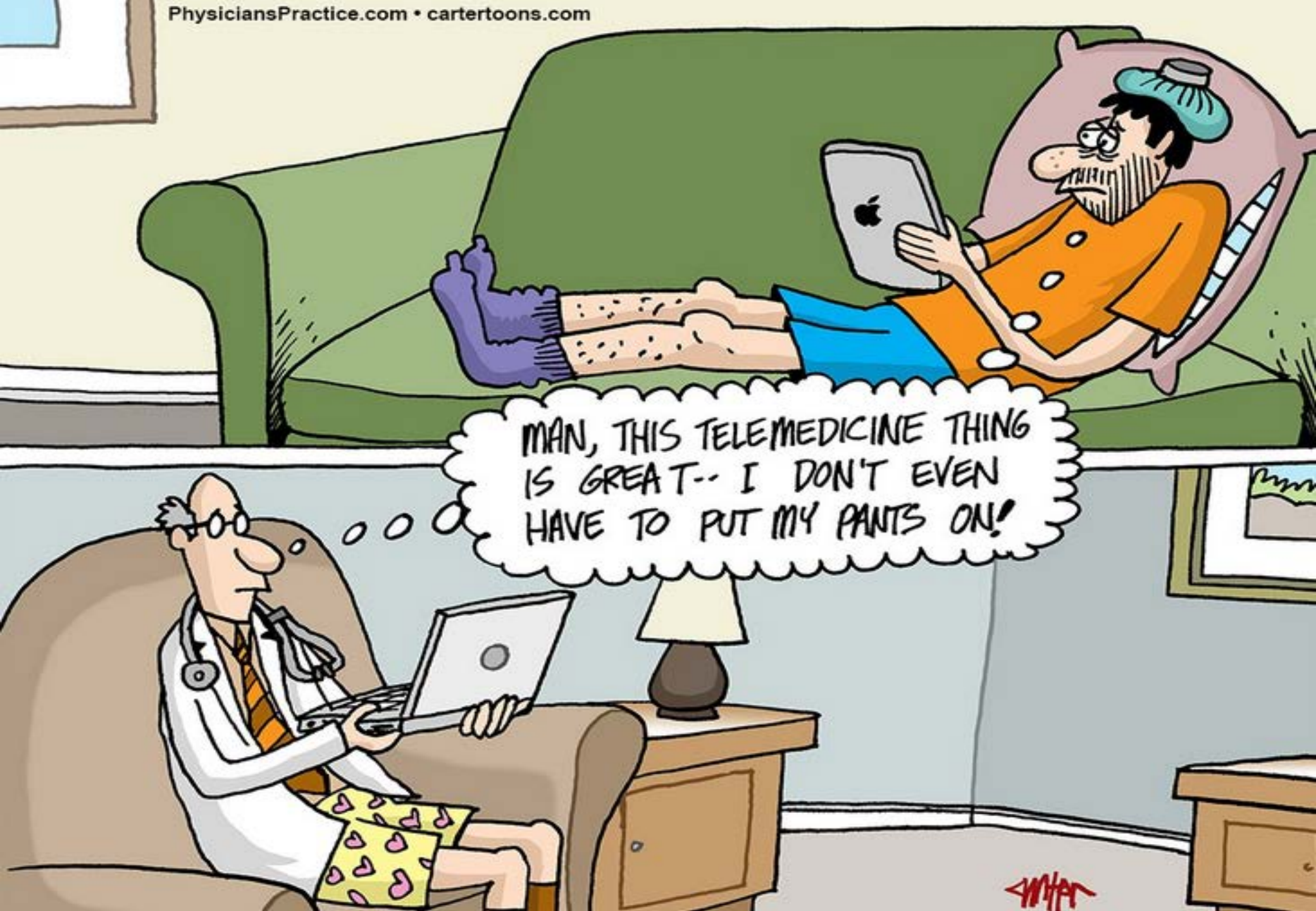
**PATIENTS  
COME TO US!**



# Hunter New England Health LHD



- 3 Tertiary Referral Hospitals
- 4 Rural Referral Hospitals
- 12 District Hospitals
- 10 Community Hospitals
- 10 Multipurpose Facilities
- Over 60 Community Health Services



MAN, THIS TELEMEDICINE THING  
IS GREAT-- I DON'T EVEN  
HAVE TO PUT MY PANTS ON!



# HNE Clinical Telehealth

Critical Care / Emergency Department

Inpatient

Outpatient

Community

Rehabilitation

Palliative and Hostel

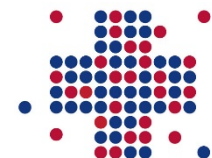
Residential Aged Care

Referral Triaging

Community Groups






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# Telehealth Benefits

<b>Patients and their families/carers</b> 	<ul style="list-style-type: none"><li>✓ reduced costs and inconvenience (e.g. from less travel)</li><li>✓ less face-to-face specialists visits</li><li>✓ improved access to services (faster access and access to services that may not otherwise be available at all)</li><li>✓ improved quality of services with greater integration and continuity of care</li><li>✓ reduced burden on carers</li><li>✓ more accurate and timely diagnosis</li><li>✓ care is more patient-centred with increased independence and self-management</li><li>✓ less social isolation (e.g. from reduced travel)</li><li>✓ larger networks of care as more carers/family/friends can attend consultations</li></ul>
<b>Health care workers</b> 	<ul style="list-style-type: none"><li>✓ greater access to continuing education and professional development</li><li>✓ greater provision of enhanced local services</li><li>✓ more experiential learning</li><li>✓ enables better networking and collaboration</li><li>✓ greater support to and reduced professional isolation for rural clinicians</li><li>✓ increased range of specialist advice available</li><li>✓ reduced time spent travelling</li><li>✓ shorter consultation times</li></ul>
<b>Health system</b> 	<ul style="list-style-type: none"><li>✓ increased self-sufficiency of health care professionals</li><li>✓ reduced expenses related to patient transport</li><li>✓ reduced inequities in access to health services</li><li>✓ increased self-sufficiency of smaller health care facilities (such as rural hospitals and residential aged care facilities)</li><li>✓ reduced demand on emergency departments and tertiary hospitals</li><li>✓ reduced burden on subsidised transport schemes</li></ul>

# Hunter New England Local Health District Strategic Plan Towards 2018



Health  
Hunter New England  
Local Health District

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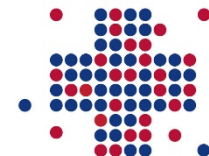
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BY MAP



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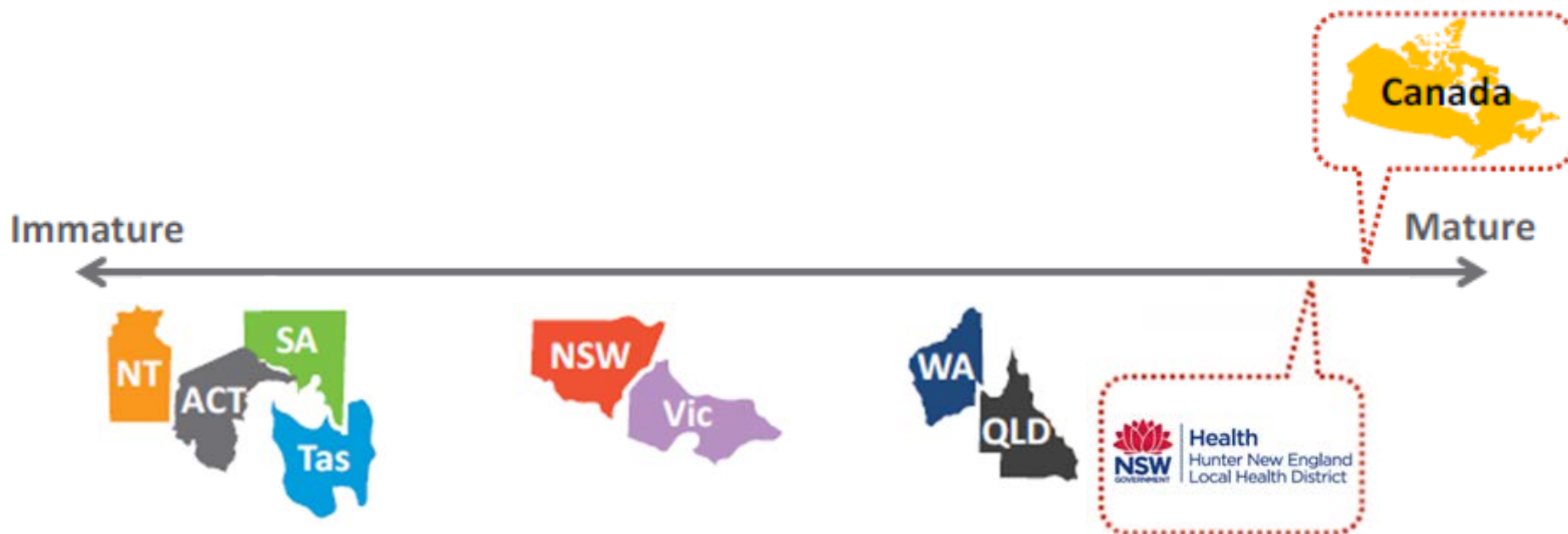


<b>Our Vision: Healthy People – Now and into the future</b> <b>Our Goals:</b> Keeping people healthy Providing world-class clinical care Delivering truly integrated care		
STRATEGIC PRIORITIES	<b>1. Community (The people we serve)</b> 1.1 Deliver disease prevention, early intervention and health promotion across the lifespan 1.2 Support a healthy start to life 1.3 Empower communities to engage as partners in health and reduce health disadvantage 1.4 Close the Gap between Aboriginal and non-Aboriginal health	CORE VALUES: Collaboration Openness Respect Empowerment
	<b>2. Service (The service we provide)</b> 2.1 Improve equity of access and service delivery 2.2 Cooperate, collaborate and communicate with our partners to best meet agreed health needs 2.3 Develop a culture of service and person-centred care that includes the needs of families and carers 2.4 Sustain effective clinical networking	
	<b>3. Patient Safety, Quality and Experience (Excellence – every patient, every time)</b> 3.1 Provide a quality health service experience 3.2 Deliver safe, effective and appropriate healthcare 3.3 Provide strong corporate and clinical governance	
	<b>4. Resources (Managing our services well)</b> 4.1 Make the most effective use of the finite resources available and ensure that costs are kept under control to promote sustainability	
	<b>5. Positioning for the future (Proactively preparing)</b> 5.1 Plan and invest for future health needs 5.2 Facilitate multidisciplinary innovation, education and research 5.3 Encourage new sustainable technology to support clinical needs	
	<b>6. Our staff and workplace culture (Supporting and encouraging our staff)</b> 6.1 Attract, develop and retain competent, capable staff with the right cultural fit 6.2 Be ethical and accountable for demonstrating our shared (CORE) values 6.3 Ensure a safe working environment	

## SERVICE (The service we provide)

Improving equity of access to services, especially for the most vulnerable communities, remains a major focus for HNE Health. While new models of service delivery have reduced the need to travel, further improvements are needed to facilitate timely access to health services. We must involve our patients and their families/carers if we are to provide coordinated and integrated healthcare, improve patient outcomes and minimise the impact of socio-economic disadvantage. We are committed to delivering high-quality patient focussed care.

Strategic Priorities	No.	Strategic Initiatives
Improve equity of access and service delivery	2.1	Provide integrated patient care as close to home as possible through: <ul style="list-style-type: none"> <li>Increasing use of Telehealth, by medical staff and other clinicians , especially in Ambulatory care settings</li> <li>Expanding Out Of Hospital Care through outreach and community based models of care</li> </ul>
	2.2	Enhance access to timely emergency services through new models of care and whole of hospital approaches
	2.3	Develop and implement an integrated district wide approach to meet surgical needs of our patients
	2.4	Improve access to emergency, respite and community based mental health care
	2.5	Partner with Community Managed Organisations and private providers to improve access for rural communities to: <ul style="list-style-type: none"> <li>Drug and Alcohol</li> <li>Oral Health and</li> <li>Diagnostic services</li> </ul>
Cooperate, collaborate and communicate with our partners to best meet agreed health needs	2.6	Strengthen key partnerships with the Alliance, HNE Health Aboriginal Health and Well-being Alliance, aged care service providers and GPs to: <ul style="list-style-type: none"> <li>Enhance access to integrated models of care</li> <li>Undertake collaborative service planning</li> <li>Support HNE Health to focus on core business</li> </ul>
Develop a culture of person –centred care that includes the needs of families and carers	2.7	Target initiatives to enhance integrated care for: <ul style="list-style-type: none"> <li>Older people with complex health needs and</li> <li>Vulnerable patient groups (e.g. Aboriginal, culturally diverse groups and homeless)</li> </ul>
Sustain effective clinical networking	2.8	Support Clinical Networks and Streams, Clinical Councils and other Clinician led groups to: <ul style="list-style-type: none"> <li>Improve engagement with HNE Health community based services</li> <li>Align activities with organisational goals</li> </ul>

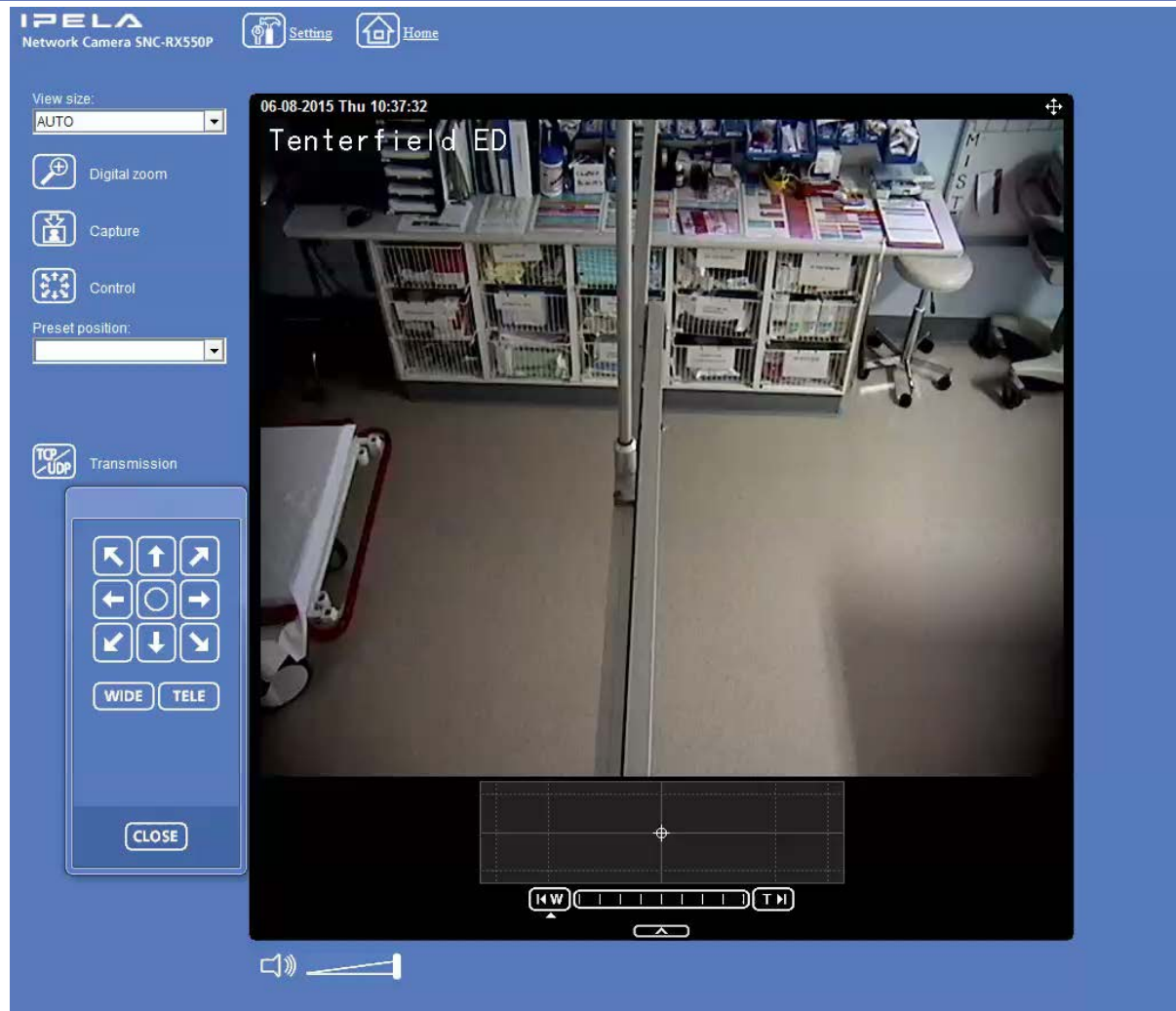


# Emergency / Critical Care



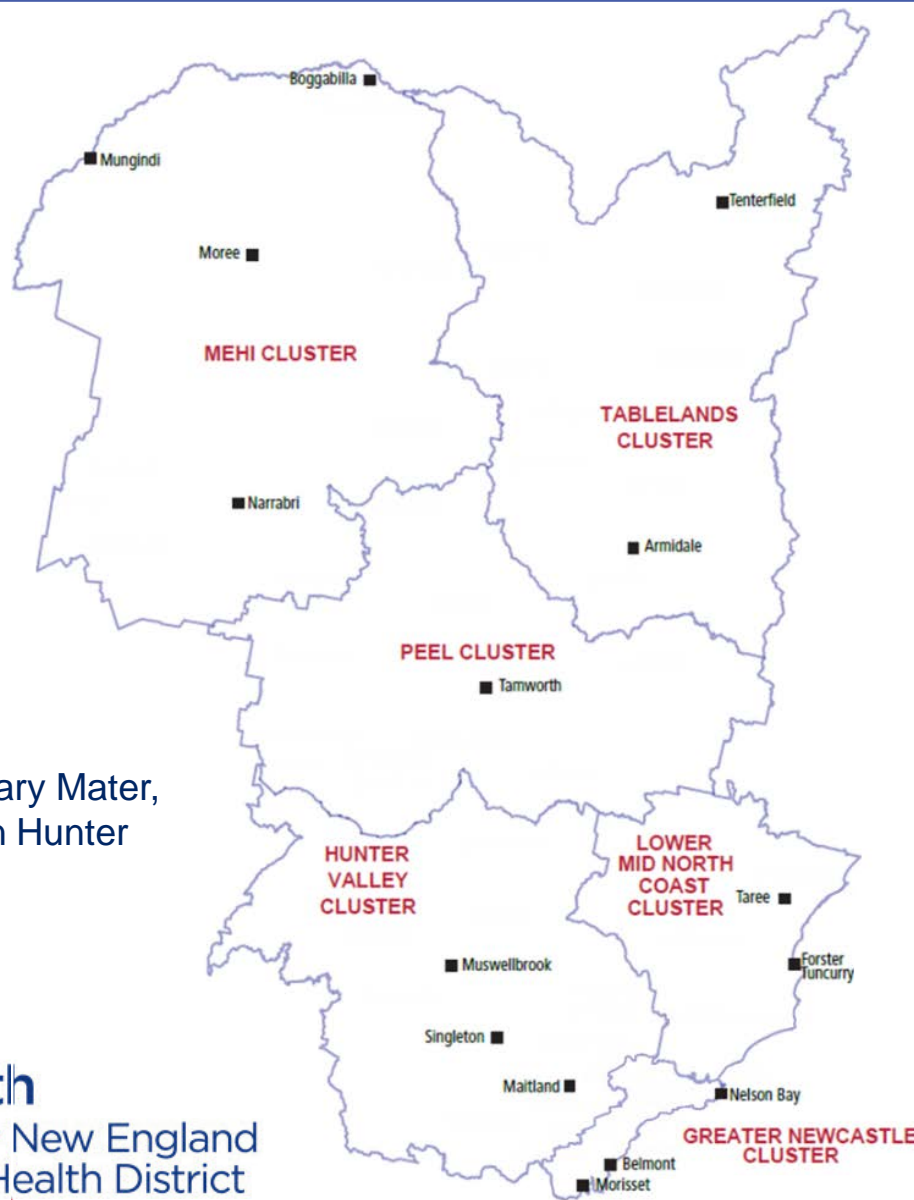
- 59 Cameras
  - EDs
  - ICU / HDUs
  - Renal
  - Birthing
  - Nurseries
  - Observation Rooms

# Critical Care / Retrieval / ED Support





# Outpatient appointments

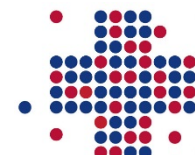


**199,662** appointments  
**32,490** (16%) regional / rural

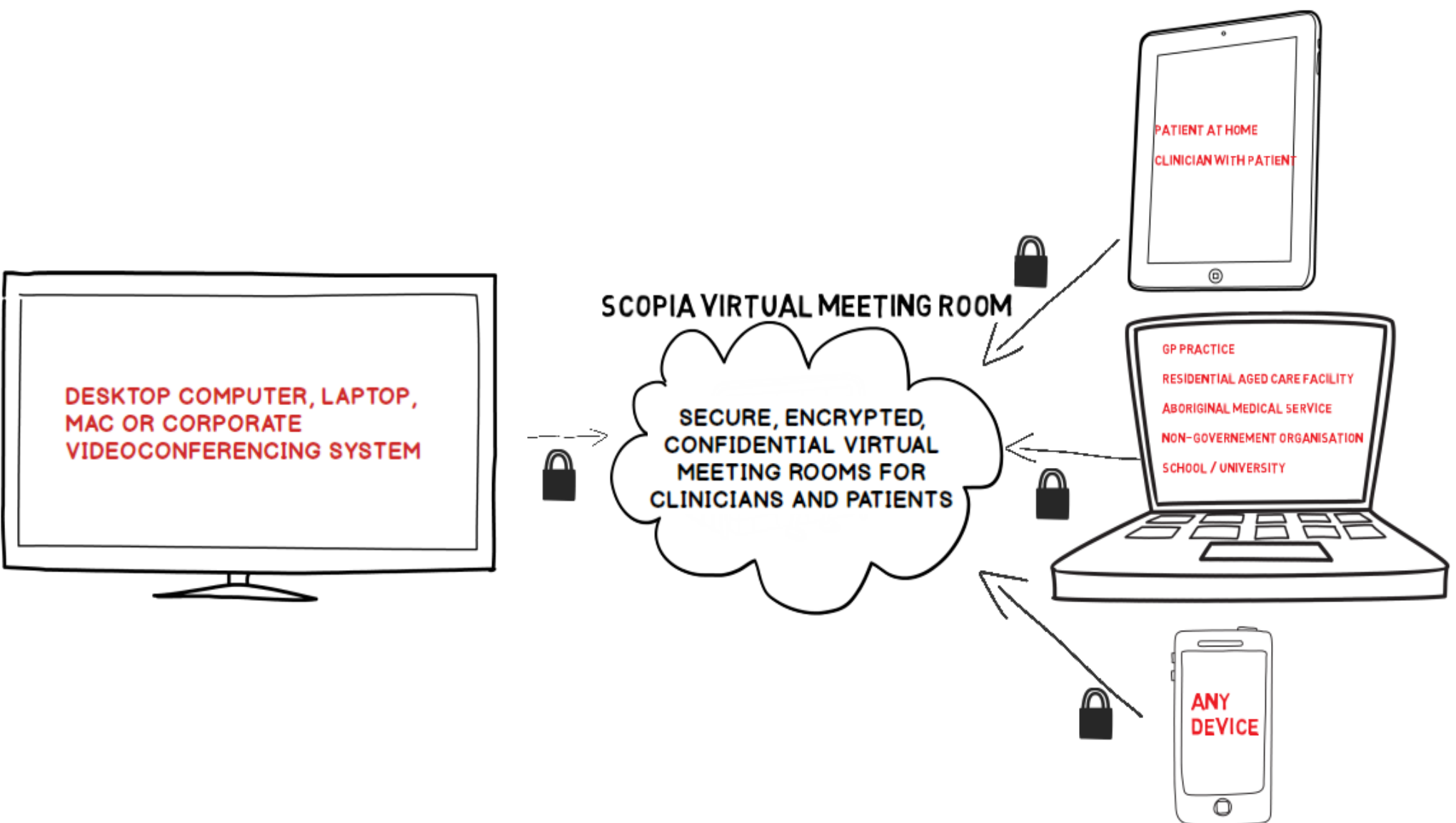
Appointments to Calvary Mater,  
John Hunter and John Hunter  
Children's Hospitals  
(Jan-June 2015)



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## Windows and Mac

Browser based

Quick install

Corporate – admin rights not required

**Website** – <http://telemed.hnehealth.nsw.gov.au>

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## iPad / iPhone / all Android devices

Free app from stores

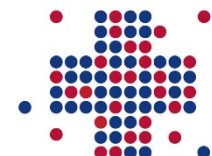
**Server address** – [telemed.hnehealth.nsw.gov.au](http://telemed.hnehealth.nsw.gov.au)

# Outpatient Telehealth in HNE LHD

- Home
- GP or practice nurse
- Aged Care Facility
- Aboriginal Medical Service
- Other health facility (HNE, other LHD and private)



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# Outpatient Telehealth in HNELHD



**4,770 Telehealth  
Appointments**



**1,136,752km of  
Travel Saved Using  
Telehealth**



**1,902 Nights Away  
From Home Saved**



**\$1,940,576 Patient and  
Carer Costs Saved**

Mental Health	1,235
Orthopaedics	440
Cardiology	281
Gynaecology Oncology	270
Neurology	238

Respiratory	217
Rehabilitation	194
Drug and Alcohol	166
Primary Health Care	146
Paediatric Palliative Care	143



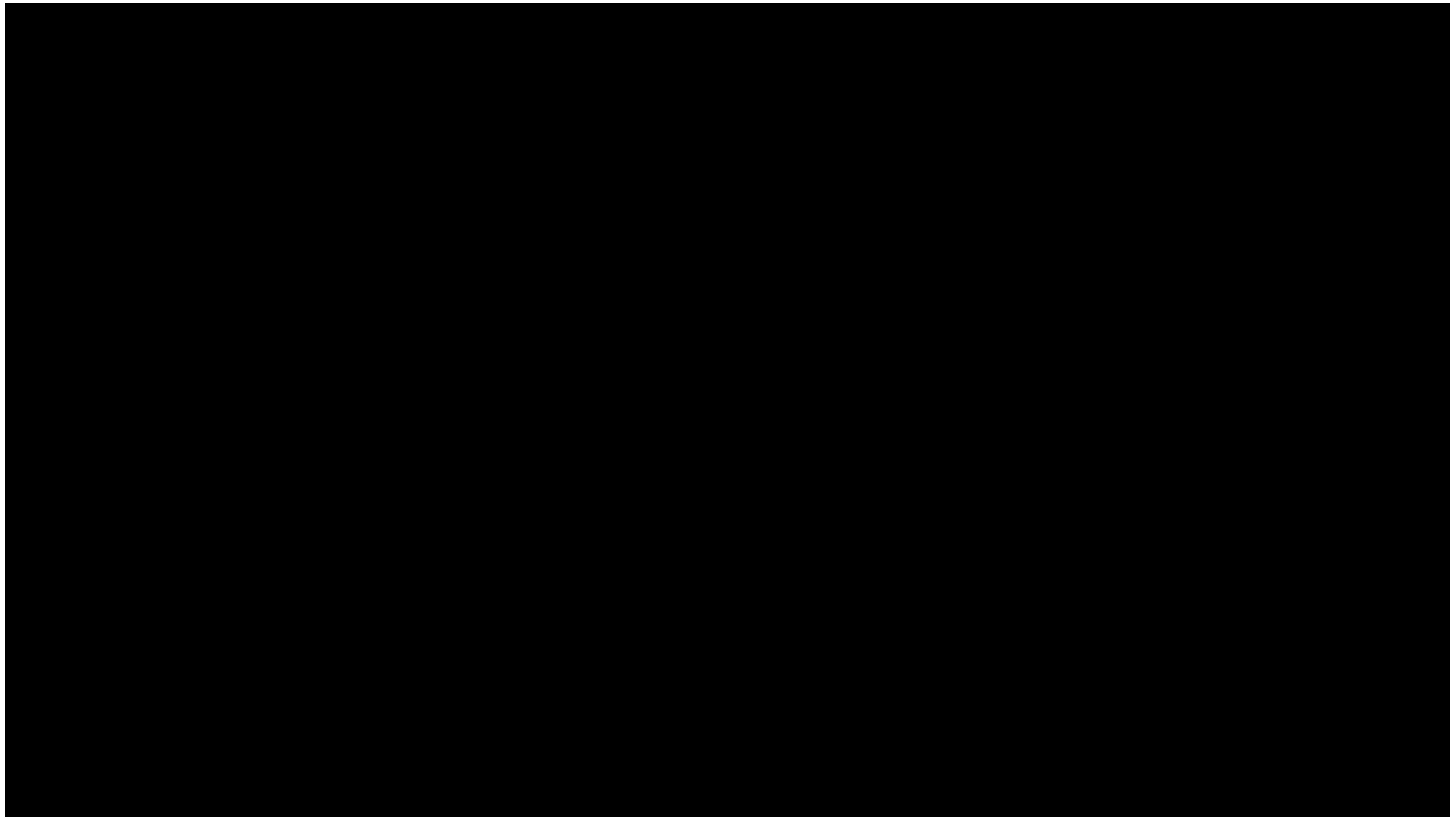
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# Paediatric Palliative Care



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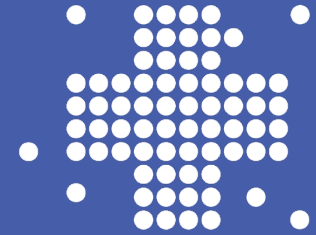


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