

# NATIONAL TELEHEALTH CONNECTION SERVICE (NTCS) SUPPORTING ACCESS TO ALL AUSTRALIANS

Brilliantly

Connected

Healthcare

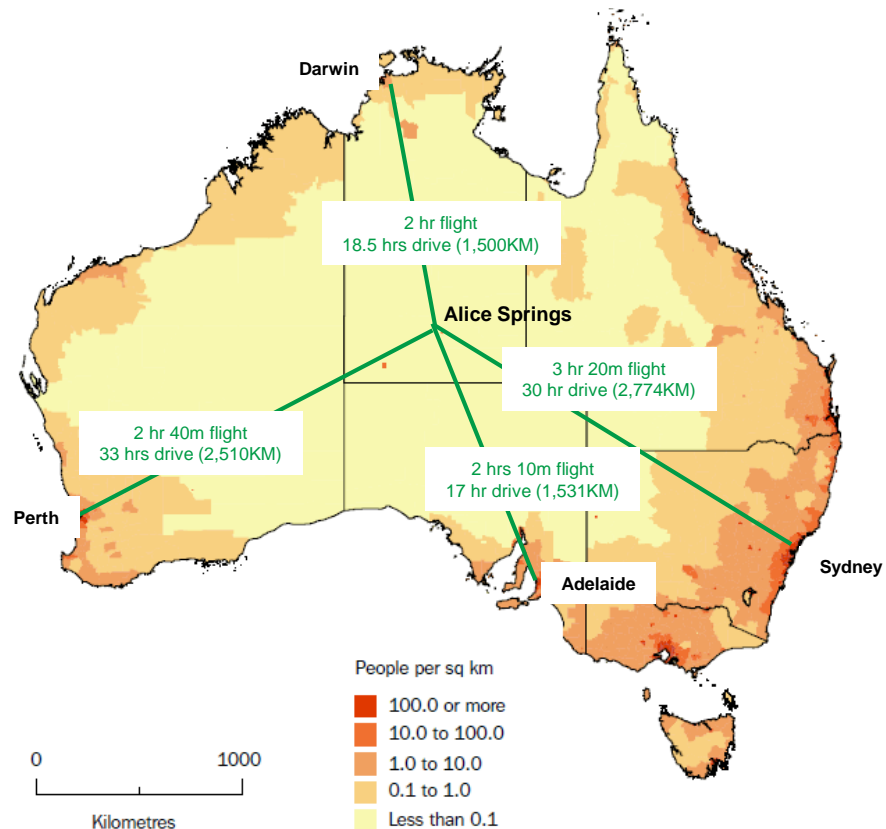


# The Challenges of Delivering Care in regional and remote Australia

- Rural and remote populations have lower access to all forms of health care including including primary care
  - Higher prevalence of chronic disease and mortality
  - 20-50% higher health care expenditure per capita

## Patient Outcomes

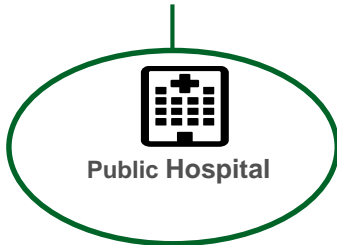
- Increased costs to access care
- Increased family disruption
- Decreased adherence to Health Management Plans
- Markedly increased prevalence of chronic disease
- Markedly increased mortality rates for populations in remote and very remote locations



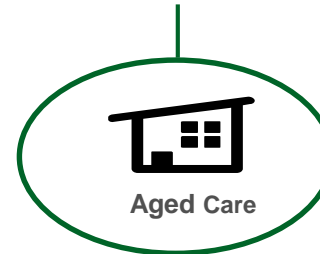
# Constraints to Telehealth Uptake

## CURRENT STATE FOR TELEHEALTH

Public Hospitals lack the ability to **schedule** across internal and external telehealth resources



Aged Care Facilities require various vendors to construct a Telehealth service but lacks support of a **single contact point**

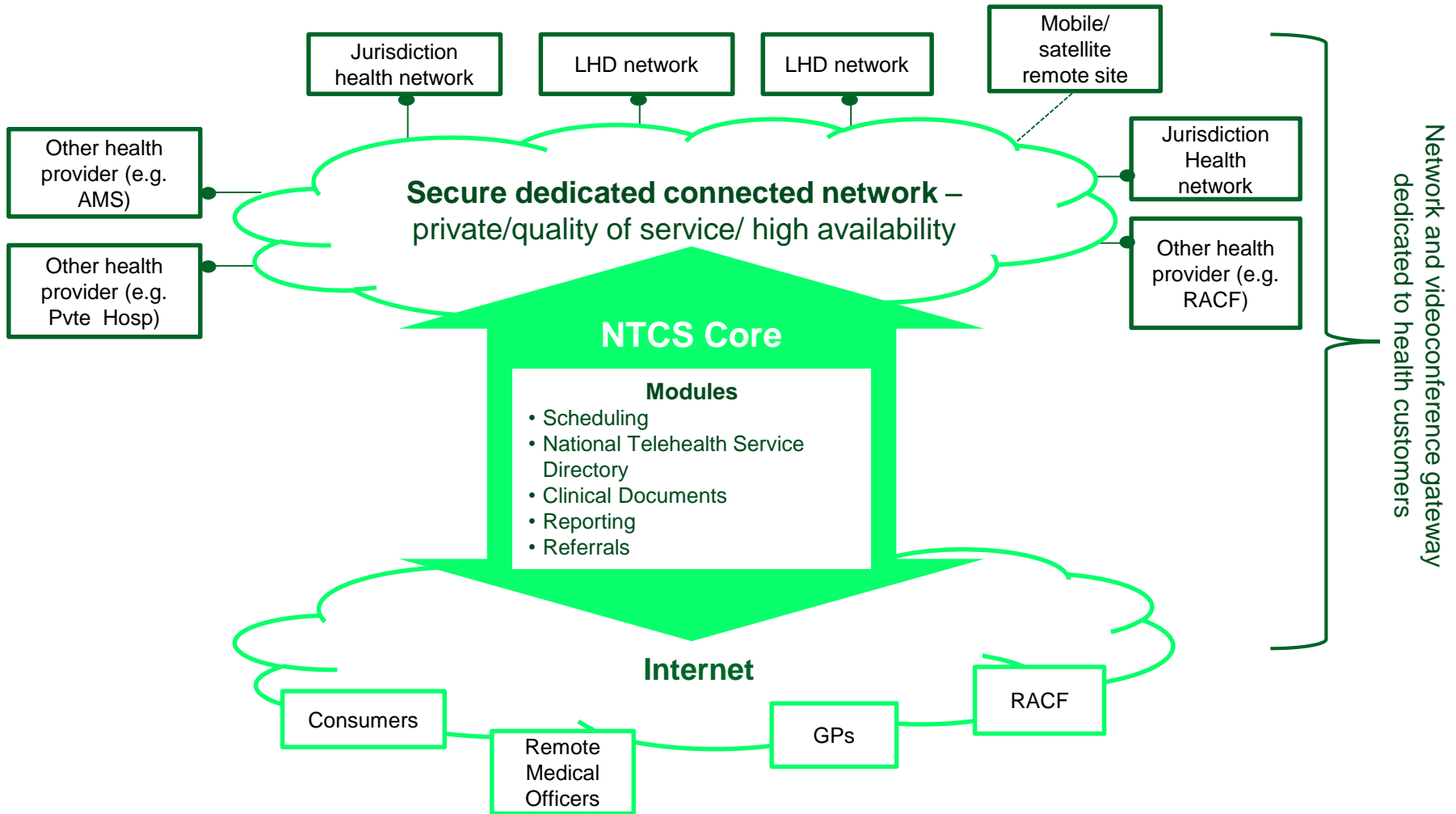


Remote Care Facilities lack the ability to search a common directory to **locate & connect** to other Telehealth services

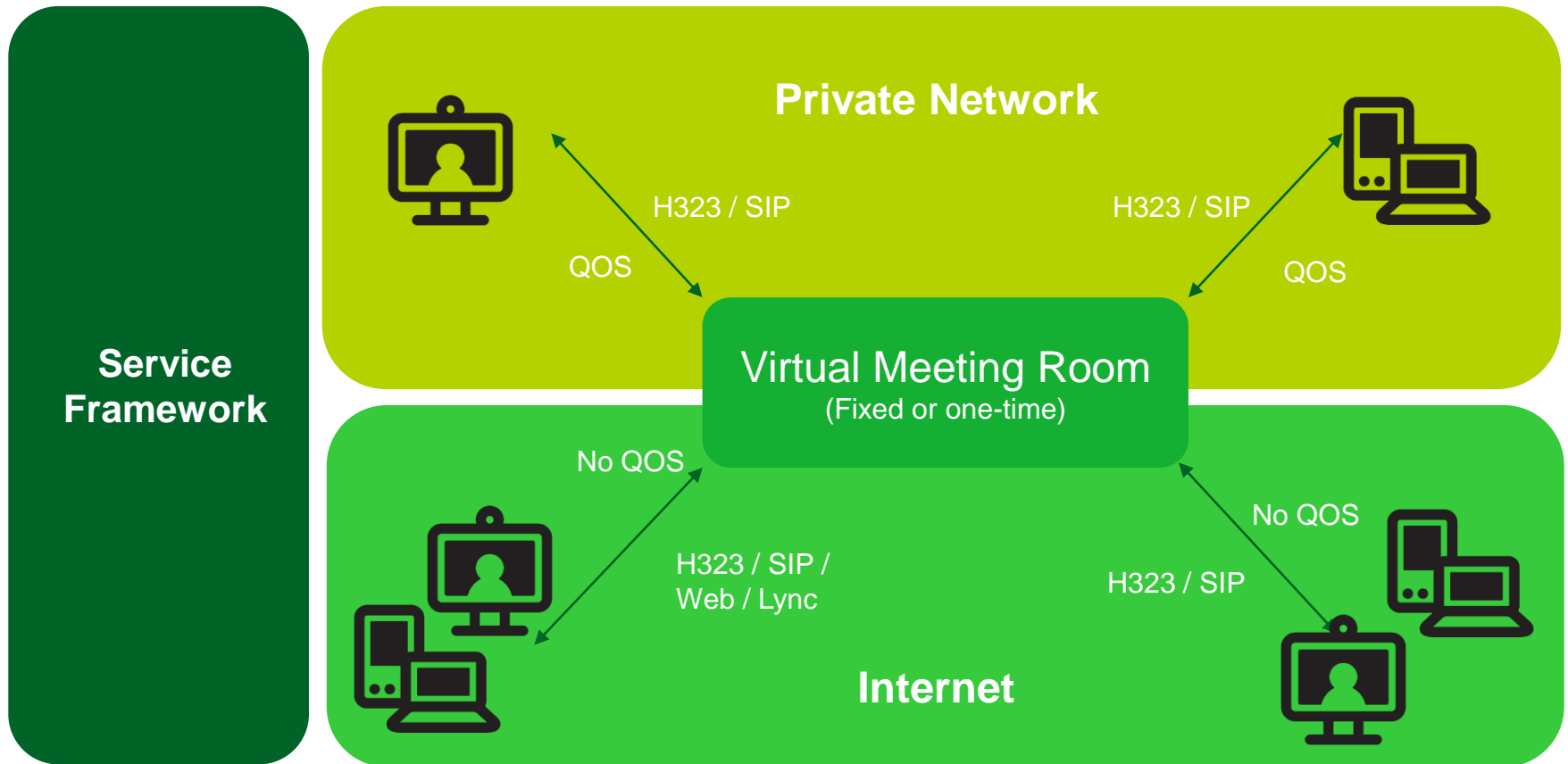
Specialists have proprietary Telehealth units that are **incompatible** with external providers

Currently there is no scalable platform that can cater to the various issues experienced by Telehealth providers and deliver a single point of support and implementation

# Telehealth as a Solution



# NTCS Interoperability





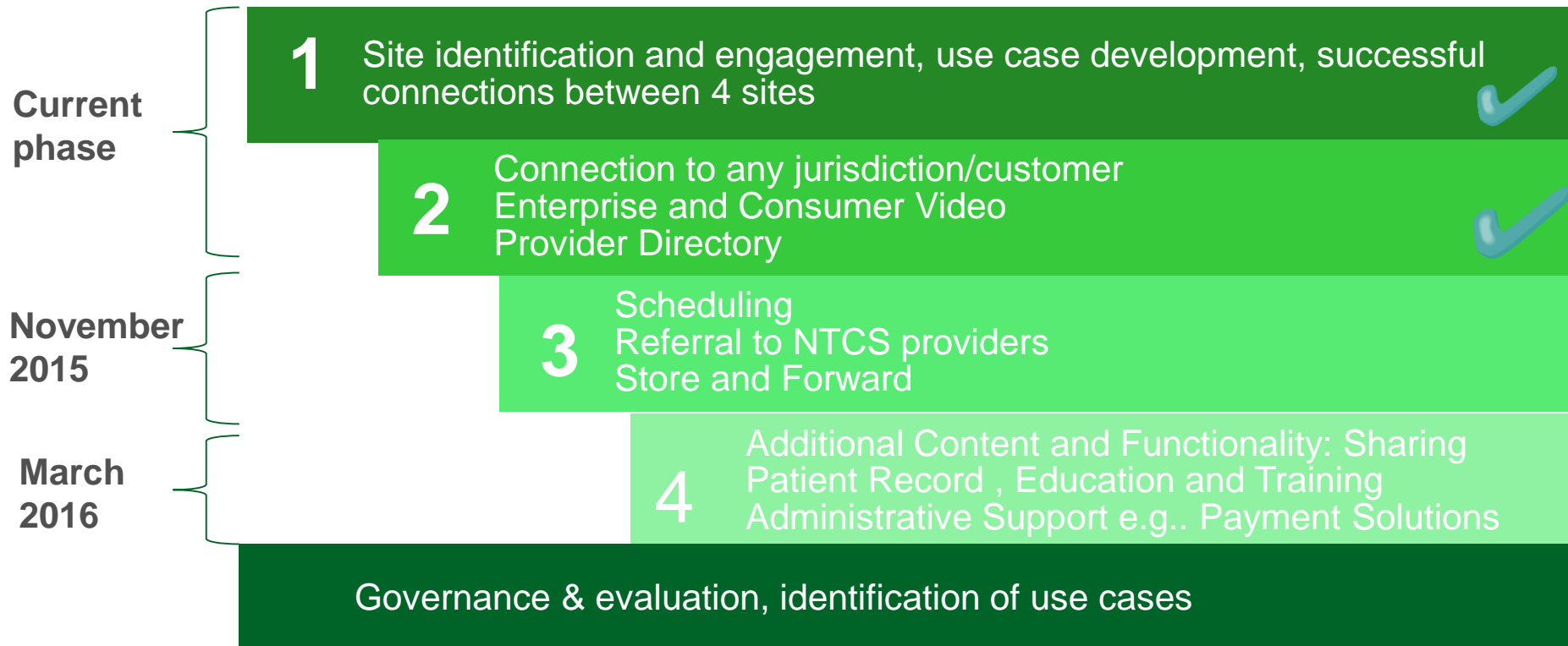
# The NTCS in application

## SANTA TERESA

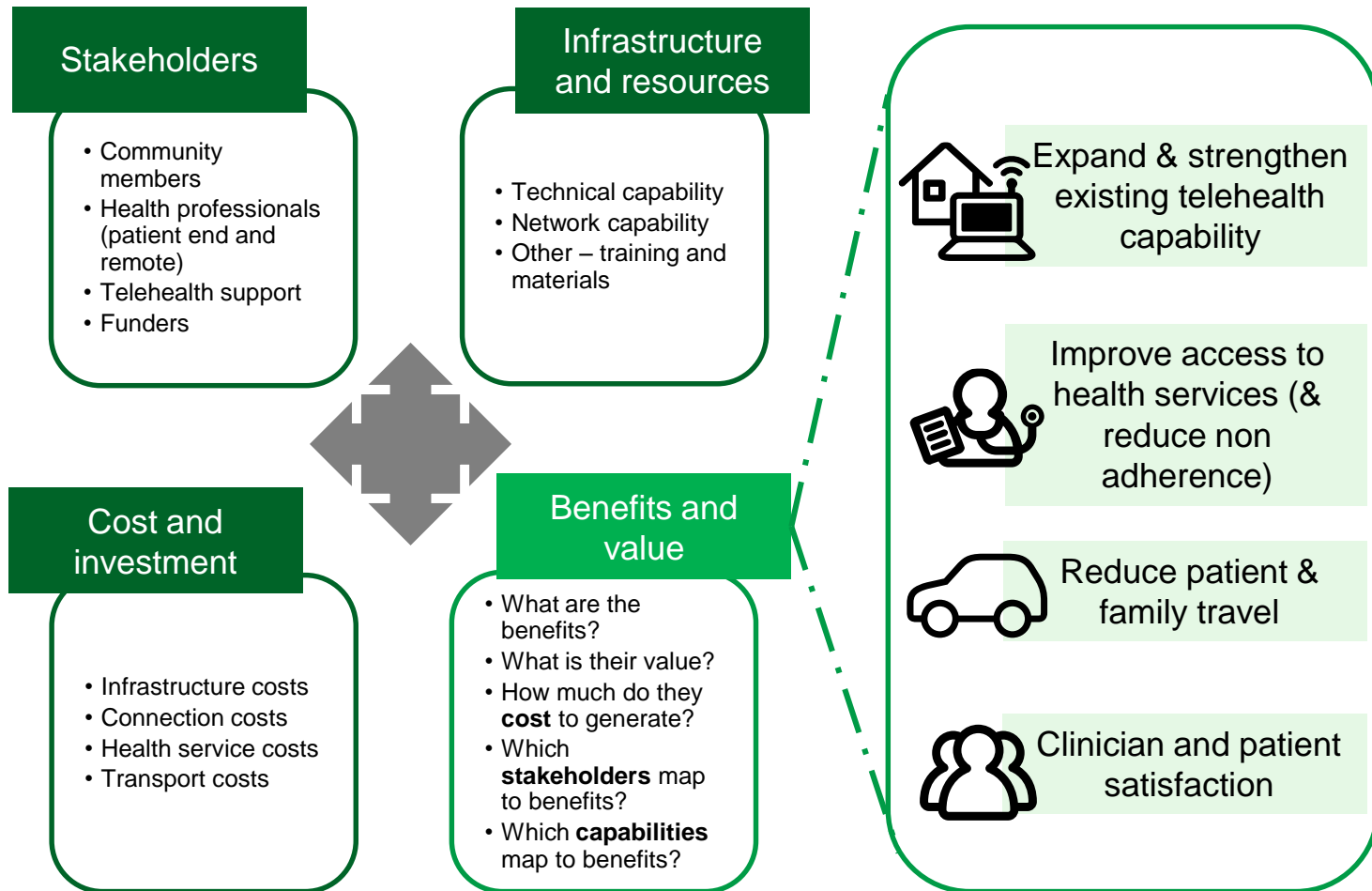
- Vibrant indigenous community of 600 people
- Accessible by unsealed road to Alice Springs
- Local primary health care
- No existing specialist provision
- Until recently no reliable access to telehealth



# NTCS Phased Capabilities



# Benefits Realisation Framework





# Key Learnings

## RELATIONSHIPS (with communities)

- Respect that clinicians and communities know what works best for them
- Concentrate on 'use cases' that offer the most value e.g. family conferencing

## RELATIONSHIPS (with peak bodies)

- Work with the people already supporting the communities
- Better outcomes are achieved working together

## RELATIONSHIPS (with Health Departments)

- Support government to play a role, improved access and outcomes is their biggest priority

*When we all align our efforts great things can be achieved*