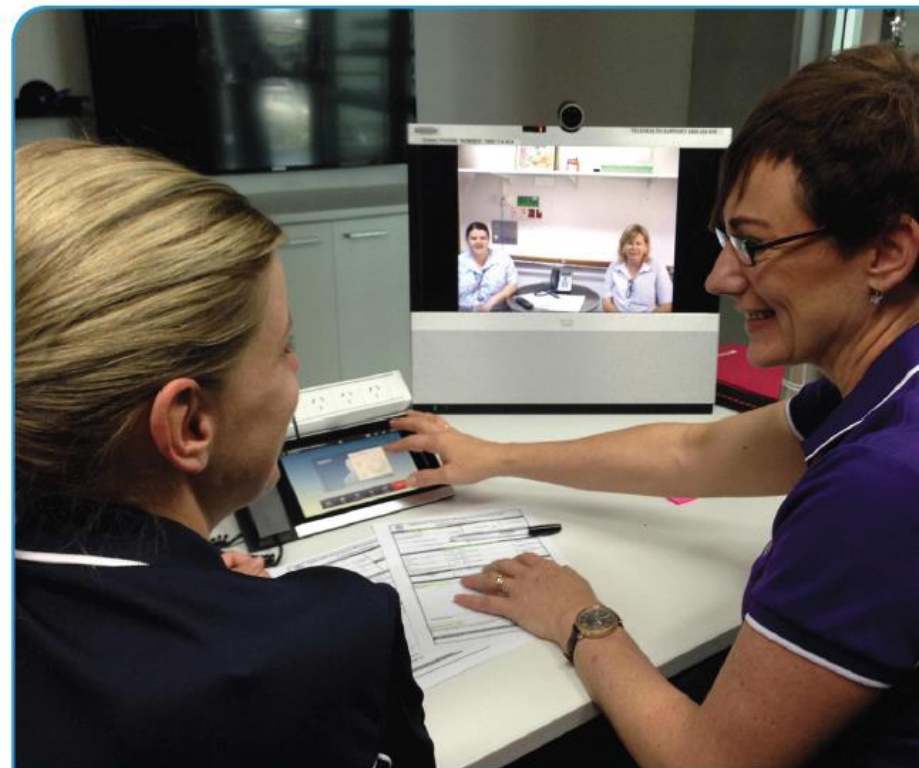


# Using de-identified demographic data to inform telehealth service design

Phillip Greenup

# Telehealth Support Unit

*To embed telehealth into everyday services as an accepted and supported enabler of health care for all Queenslanders.*



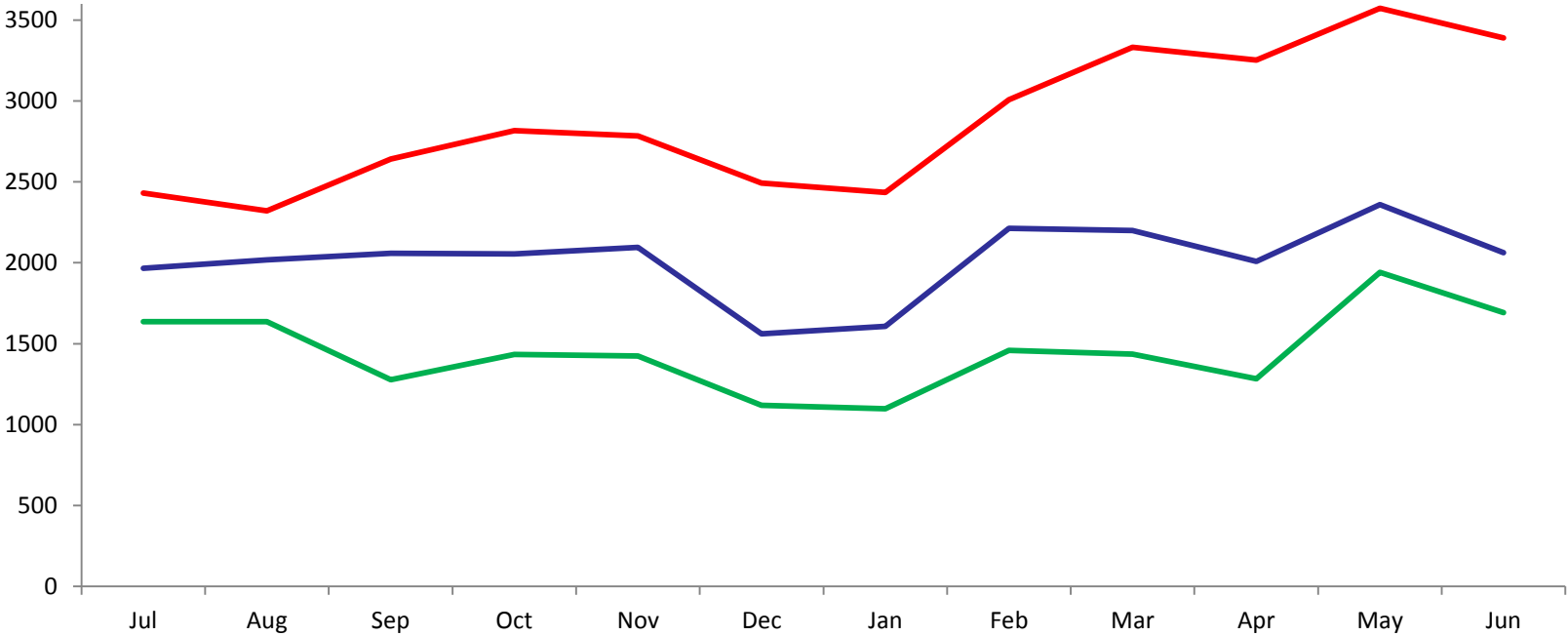
© The State of Queensland (Department of Health)

# Maturation of Telehealth

## Non-Admitted Patient Telehealth Service Events

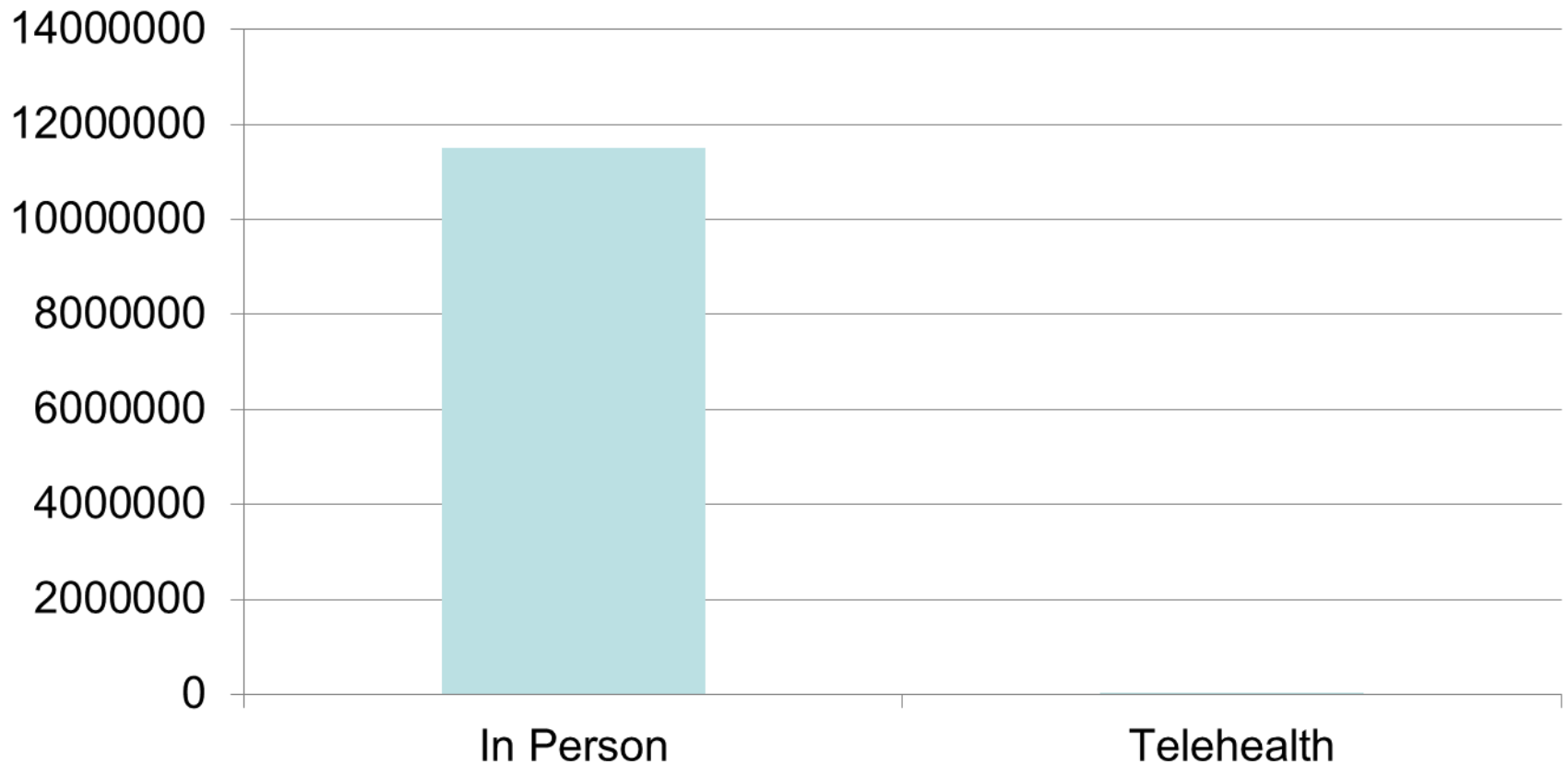
P. Preliminary data subject to change  
Source: Monthly Activity Collection

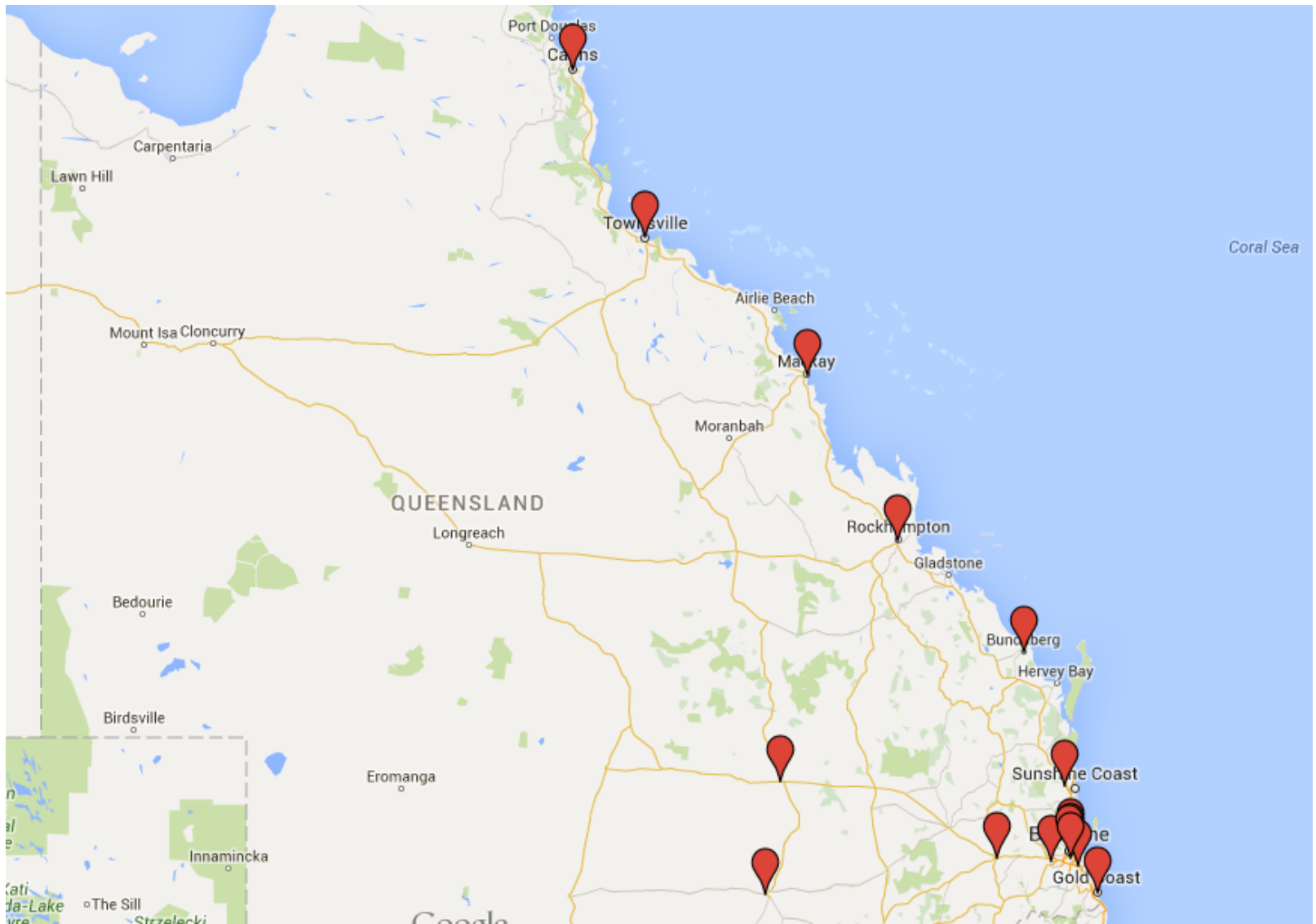
2012-13p. 2013-14p. 2014-15p.



# Maturation of Telehealth

**Outpatient Appointments in 2014**





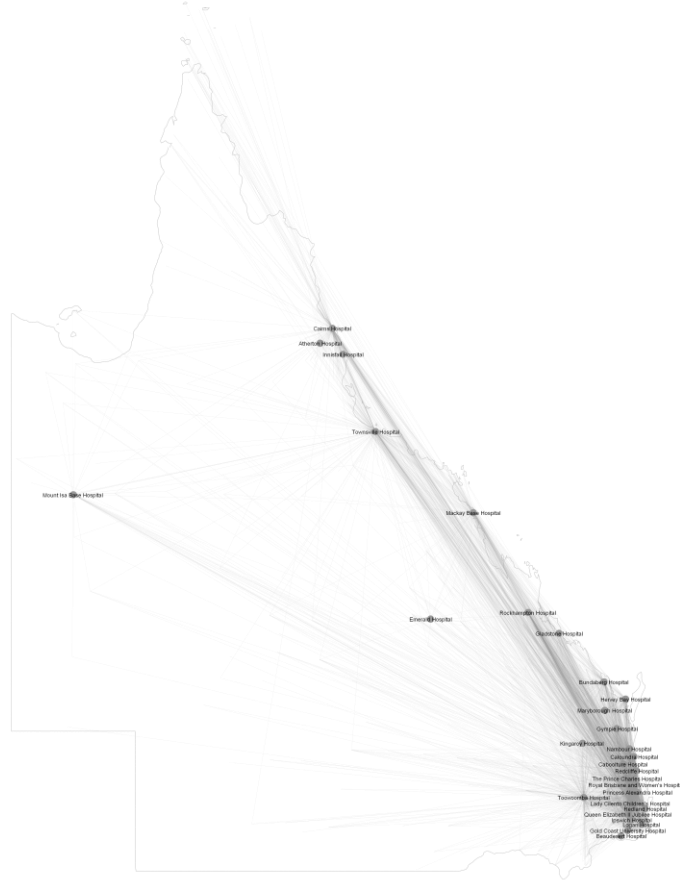
# HBCIS Data (Compiled)

	A	B	C	D
1	<b>FACILITY_DESC</b>	<b>POSTCODE</b>	<b>SUBURB</b>	<b>CC_DESC</b>
2	Caloundra Hospital	4000	SPRING HILL	Diabetes
3	Gold Coast University Hospital	4000	BRISBANE	Midwifery
4	Gold Coast University Hospital	4000	SPRING HILL	Rheumatology
5	The Prince Charles Hospital	4000	BRISBANE	Cardiology
6	The Prince Charles Hospital	4000	BRISBANE	Cardiology
7	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	Gynaecology
8	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	Gynaecology
9	Gold Coast University Hospital	4000	BRISBANE	General Surgery
10	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	General Medicine
11	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	Endocrinology
12	Queen Elizabeth II Jubilee Hospital	4000	SPRING HILL	Orthopaedics
13	Bundaberg Hospital	4000	BRISBANE	Diabetes
14	Bundaberg Hospital	4000	BRISBANE	Diabetes
15	Bundaberg Hospital	4000	BRISBANE	Diabetes
16	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	Orthopaedics
17	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	Orthopaedics
18	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	Prosthetics
19	Queen Elizabeth II Jubilee Hospital	4000	BRISBANE	Urology

*What clinical services do patients living in your Hospital and Health Service (HHS) most frequently travel for and to where?*

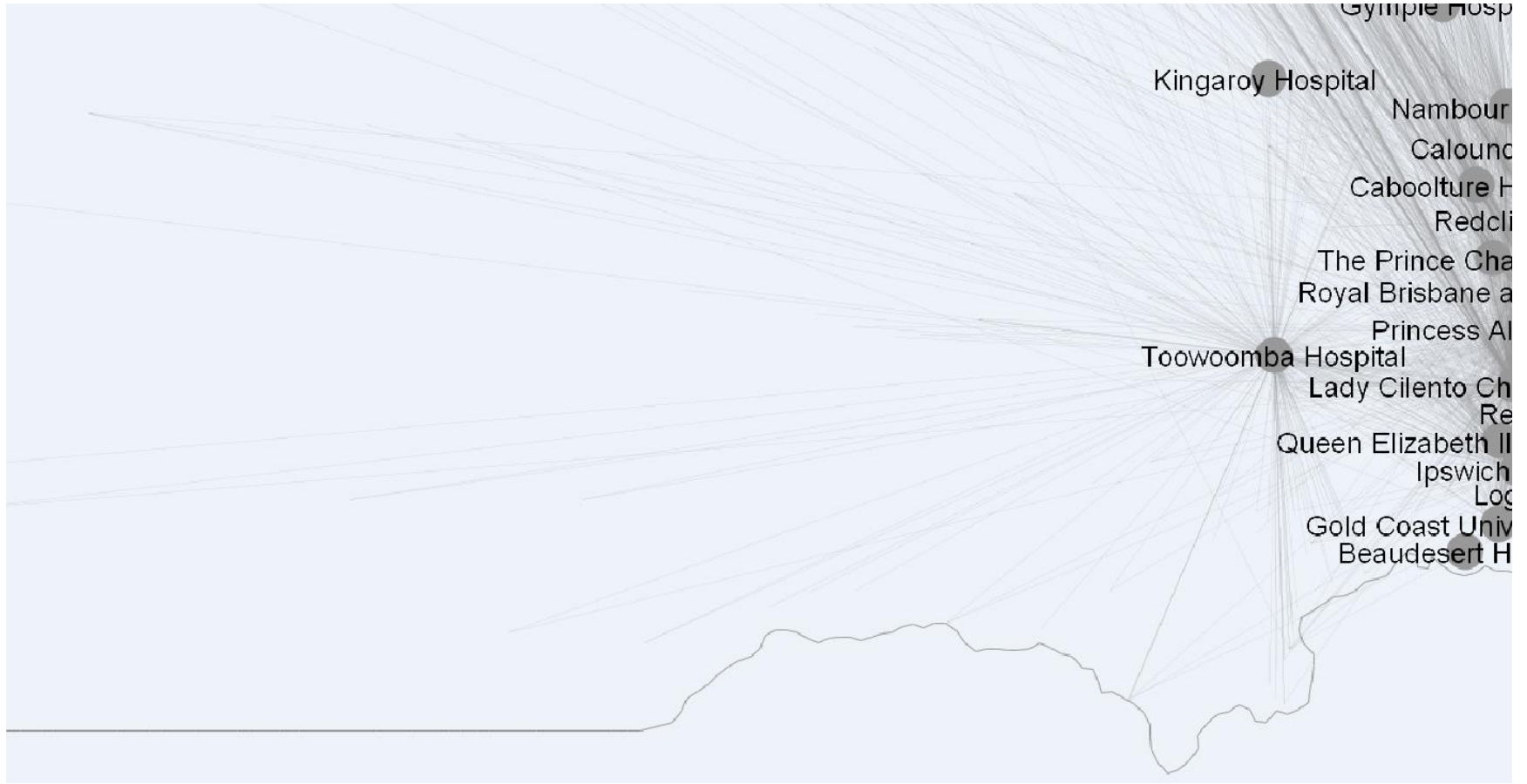
54.9% Correct Response Rate.

# Visualisation of Data

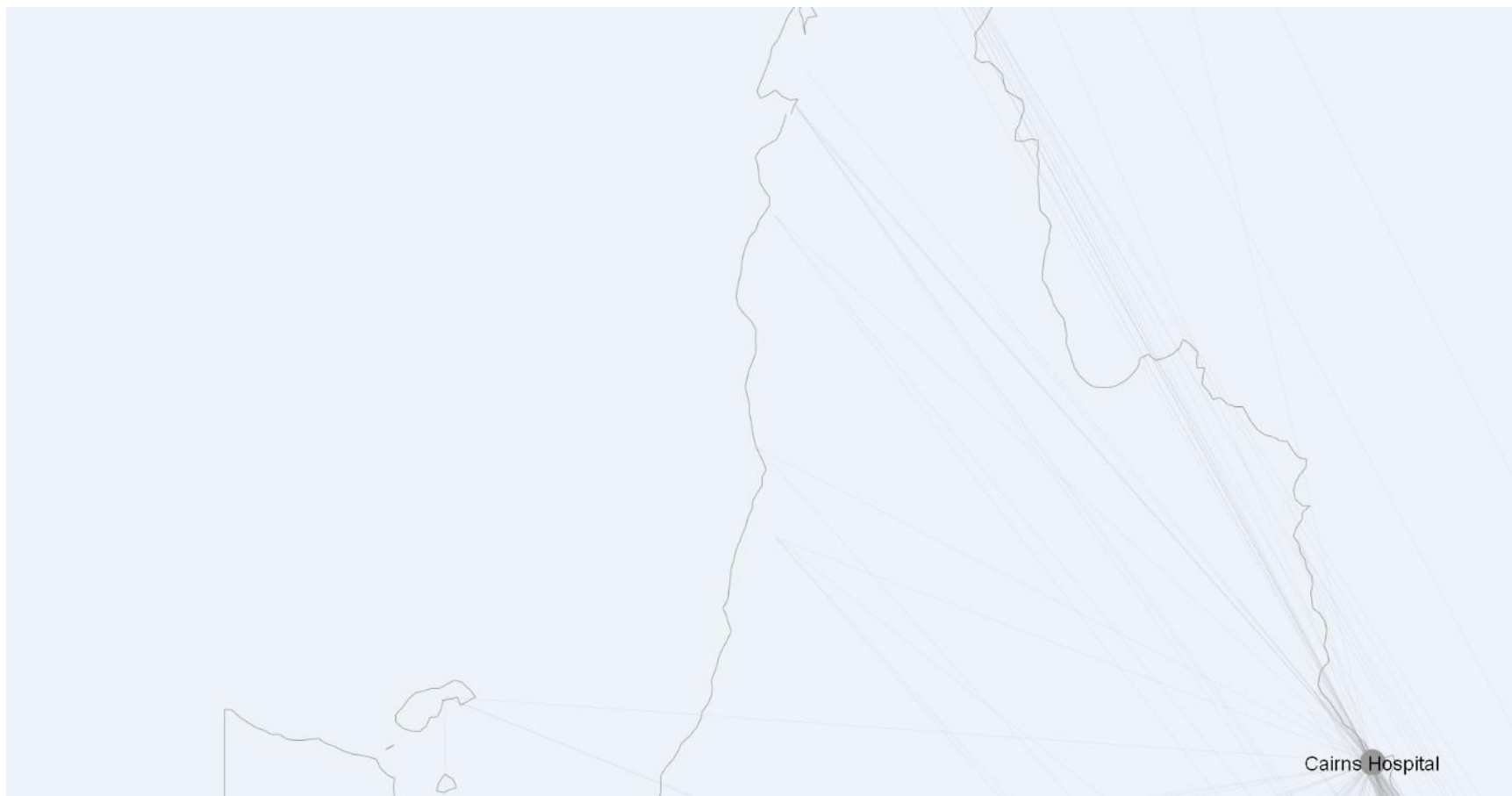




# Darling Downs



# Cape York

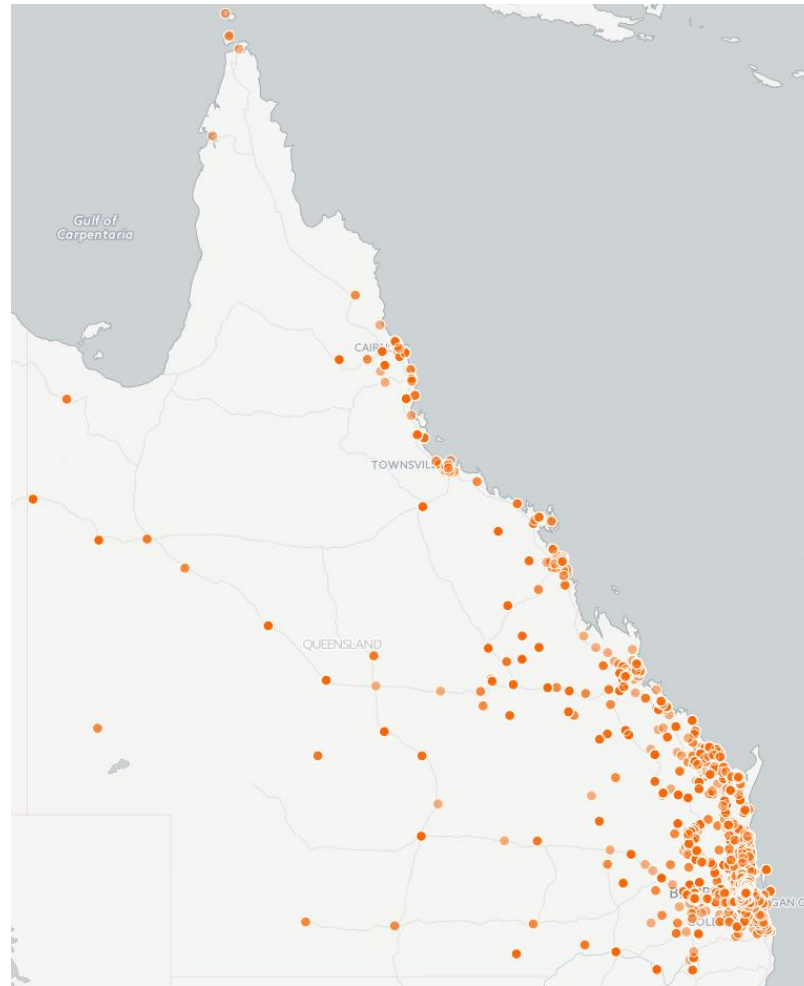


# Failed to Attend (FTA)

Occurs when an appointment has been scheduled but the patient does not cancel, reschedule or attend.

Most instances of FTA are the result of forgetting or misunderstanding appointment details.

# FTA at Royal Brisbane



# Summary

- Common perceptions of patient referral pathways differed significantly from data captured from patient information systems.
  - De-identified demographic data needs to be made more available to staff, particularly operational-level staff.
  - Analysis needs to include instances where appointments didn't occur (FTA) in addition to when they did.
- 