Clinical Telehealth
Change and Challenges

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Telehealth in Hunter New England
Strategy
**Our Vision:** Healthy People – Now and into the future

**Our Goals:** Keeping people healthy  
Providing world-class clinical care  
Delivering truly integrated care

<table>
<thead>
<tr>
<th>STRATEGIC PRIORITIES</th>
<th>CORE VALUES: Collaboration Openness Respect Empowerment</th>
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</thead>
</table>
| 1. Community (The people we serve)  
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  
2. Service (The service we provide)  
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  
3. Patient Safety, Quality and Experience (Excellence – every patient, every time)  
3.1 Provide a quality health service experience  
3.2 Deliver safe, effective and appropriate healthcare  
3.3 Provide strong corporate and clinical governance  
4. Resources (Managing our services well)  
4.1 Make the most effective use of the finite resources available and ensure that costs are kept under control to promote sustainability  
5. Positioning for the future (Proactively preparing)  
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  
6. Our staff and workplace culture (Supporting and encouraging our staff)  
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

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**NSW Government**  
Hunter New England Local Health District

telehealth  
Saving precious time
SERVICES (The services 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-focused care.

<table>
<thead>
<tr>
<th>Strategic Priorities</th>
<th>No.</th>
<th>Strategic Initiatives</th>
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<tbody>
<tr>
<td>Improve equity of access and service delivery</td>
<td>2.1</td>
<td>Provide integrated patient care as close to home as possible through:</td>
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<td></td>
<td></td>
<td>- Increasing use of Telehealth, by medical staff and other clinicians, especially in Ambulatory care settings</td>
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<td>- Expanding Out Of Hospital Care through outreach and community based models of care</td>
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<td>2.2</td>
<td>Enhance access to timely emergency services through new models of care and whole of hospital approaches</td>
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<td>2.3</td>
<td>Develop and implement an integrated district wide approach to meet surgical needs of our patients</td>
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<td>2.4</td>
<td>Improve access to emergency, respite and community based mental health care</td>
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<td>2.5</td>
<td>Partner with Community Managed Organisations and private providers to improve access for rural communities to:</td>
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<td></td>
<td>- Drug and Alcohol</td>
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<td>- Oral Health and</td>
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<td></td>
<td>- Diagnostic services</td>
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<td>Cooperate, collaborate and communicate with our partners to best meet agreed health needs</td>
<td>2.6</td>
<td>Strengthen key partnerships with the Alliance, HNE Health Aboriginal Health and Well-being Alliance, aged care service providers and GPs to:</td>
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<td>- Enhance access to integrated models of care</td>
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<td>- Undertake collaborative service planning</td>
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<td>- Support HNE Health to focus on core business</td>
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<td>Develop a culture of person-centred care that includes the needs of families and carers</td>
<td>2.7</td>
<td>Target initiatives to enhance integrated care for:</td>
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<td>- Older people with complex health needs and</td>
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<td>- Vulnerable patient groups (e.g. Aboriginal, culturally diverse groups and homeless)</td>
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<td>Sustain effective clinical networking</td>
<td>2.8</td>
<td>Support Clinical Networks and Streams, Clinical Councils and other Clinician led groups to:</td>
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<td>- Improve engagement with HNE Health community based services</td>
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<td>- Align activities with organisational goals</td>
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Data
HNE regional patients travel over 1.67 Million km per month to attend outpatient appointments

Think Telehealth

telehealth
Saving precious time

NSW Government Health Hunter New England Local Health District
Information
How to make telehealth work

One of the challenges with clinical telehealth is knowing what to do, and when to do it. Explore our intranet guide to learn about scheduling and running telehealth clinics.

Telehealth for Meetings, Education and Interviews
See how telehealth leads the way in connecting the workforce.

Telehealth for Outpatient, Community and Home Care
See how telehealth saves precious time.

Telehealth for Acute Care
See how our referral hospitals support frontline staff to deliver excellence in acute care.

How to make telehealth work
See how you can implement and streamline telehealth into your clinic.

Learn more ....
Technology
SCOPiA VIRTUAL MEETING ROOM

SECURE, ENCRYPTED, CONFIDENTIAL VIRTUAL MEETING ROOMS FOR CLINICIANS AND PATIENTS

DESKTOP COMPUTER, LAPTOP, MAC OR CORPORATE VIDEOCONFERENCING SYSTEM

PATIENT AT HOME

CLINICIAN WITH PATIENT

GP PRACTICE

RESIDENTIAL AGED CARE FACILITY

ABORIGINAL MEDICAL SERVICE

NON-GOVERNMENT ORGANISATION

SCHOOL / UNIVERSITY

ANY DEVICE
Scopia

Windows and Mac
Browser based
Quick install
Corporate – admin rights not required

Website – http://telemed.hnehealth.nsw.gov.au

iPad / iPhone / all Android devices
Free app from stores

Server address – telemed.hnehealth.nsw.gov.au
Change
Challenges
Senior Nurses and Senior Admin
IT Department
Medicare Benefits
Schedule
Category 1 - PROFESSIONAL ATTENDANCES

Group A4 - CONSULTANT PHYSICIAN
ATTENDANCES TO WHICH NO OTHER ITEM APPLIES

110

CONSULTANT PHYSICIAN (OTHER THAN IN PSYCHIATRY), REFERRED CONSULTATION - SURGERY OR HOSPITAL

(Professional attendance at consulting rooms or hospital by a consultant physician in the practice of his or her specialty (other than in psychiatry) where the patient is referred to him or her by a referring practitioner)

- INITIAL attendance in a single course of treatment
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