

Some fantastic examples of telehealth innovation, but we cannot and should not be satisfied.

- “It’s still early days.”
- Still happening at the margins
- Working within the walls
- Not keeping pace with changing demands and technological advances
- If not now, when?

**Transformational
change is possible.**



**It requires a new
approach.**

*“If you do not change
direction, you may
end up where you are
heading.”* Lao Tzu

**We must bring the change,
by building coalitions.**



**NSW telehealth strategy signals shift
from small to sustainable: Skinner** 🔒

NSW will move away from small-scale pilots and begin to embed sustainable telehealth services into the state's health system under a new five-year telehealth implementation

Changing the conversation



But this needs to be linked to clear and measurable goals.

Talkin' bout a revolution?

Technological discoveries
are the spermatozoa of
social change.

C. L. R. James

Important choices must be made:

- Replacing the doctor or assistive?
- Inside-out or Outside-in?
- Addressing the digital divide

What we need to do:

Mastering the methods of
large-scale, sustainable change.

- *Engaging leadership*
- *Solving problems that needs to be solved*
- *Patient centred (co-design)*
- *UX + sociotechnical design*
- *Building on what works using proven methods*
- *Crawl, walk, run ... moving beyond POCs to scale.*

HISA is committed to supporting you in this journey.

Thank you for attending.

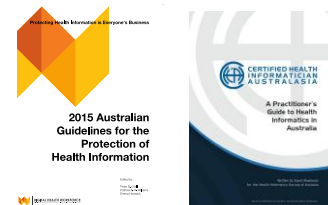
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in shaping the
future of healthcare**



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