



Chronic disease care using telehealth

Digitally enhanced models of care for people with multiple chronic health conditions

Overview

The problem: One in five Australians have more than one chronic health condition (e.g., diabetes, asthma, back pain, heart disease, etc.). The healthcare system is failing to give people the care they need because it is designed to treat one condition at a time. And costs are growing, with the average healthcare spend per capita increasing by 6.6% in 2020-21. One in eight Australians with multiple chronic conditions have experienced issues because the communication between their healthcare professionals is poor. Previous research identified that care that not only asks for but takes into account people's opinions, is clearly communicated between health professionals and takes advantage of existing technologies can lead to better outcomes and quality of life for people with multiple health conditions.

Can you please talk to each other and give me one clear and consistent piece of advice?



The solution: Using a consumer-led approach, we want to integrate safe and effective health technologies (e.g., mobile apps, telehealth, etc) to provide consistent and personalised support for people to self-manage their own conditions. Existing technologies (e.g., clinical dashboards, eConsults) will also be used to facilitate the

communication and integration of the work done by multiple healthcare professionals, increasing the capacity of health teams to care for people with chronic conditions. This work will be conducted at The University of Queensland Centre for Online Health, globally recognised with more than 20 years

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of telehealth expertise and a solid contribution to research, education, clinical service advancements and policy change.

The Need

We are seeking \$170k/year to support a Research Fellow who will seek alternative sources of funding and manage in-kind support and contributions to complete a 3-year comprehensive project aiming to:

1. Identify state-wide patterns of multiple chronic conditions, map key stakeholders, identify barriers to integrated care in Australia, and evaluate existing technologies to optimise care;
2. Engage with consumers to explore their unmet needs and how existing technology can enable self-management, education, communication and support for people with multiple chronic health conditions, their families and carers;
3. Match identified needs and health technology solutions to design, pilot-implement and evaluate a model to optimise care for people with multiple chronic health conditions.

Your Impact

This work will increase the adoption of underused technologies already developed and government-funded to enable better care. By improving consumer involvement in driving innovation, people with multiple chronic conditions will feel empowered and solutions will be much more aligned with what is really needed. We want people to feel engaged, motivated and confident to self-manage their own conditions. And we want to facilitate integrated care by promoting better communication between healthcare teams and establishing a direct pathway of communication between patients and healthcare professionals.

Thank you

If our project aligns with your interests, we'd be pleased to discuss our recent exciting findings, and honoured to have your support to advance this work to the next level.



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