METRO SOUTH
TELEHEALTH

YOUR QUARTERLY METRO SOUTH TELEHEALTH DIGEST

Metro South Health

Queensland Government

UQ INNOVATORS OF THE YEAR 2018

The "PAH Telehealth Team" have won the 2018 "Innovators of the Year" award at the University of Queensland's (UQ) Faculty Of Medicine Excellence Awards ceremony, at the St Lucia university campus in Brisbane. The team includes staff from the UQ Centre for Online Health (COH) and Metro South Health (MSH). The award recognises the collaborative work done by the team over the last six years – and their achievements in the areas of service development and delivery, innovation and research.

Each year the Faculty presents the awards in six award categories to staff and teams who have demonstrated excellence within the University. The Innovators of the Year award is for individuals or teams whose "work is an example of innovation that has resulted in significant tangible improvements, change and success within the Faculty". The Telehealth

The centre has facilitated more than 15,000 telehealth consultations for dozens of medical, nursing and allied health speciality areas across PAH and throughout all of Queensland

Centre at the PAH opened in 2012 as a partnership between UQ's COH and the Princess Alexandra Hospital (PAH). The centre has facilitated more than 15,000 telehealth consultations for dozens of medical, nursing and allied health speciality areas across PAH and throughout all of Queensland. The team works in collaboration with clinical departments throughout MSH to support the ongoing development and expansion of sustainable and innovative telehealth services.

According to Karen Lucas, the Metro South Senior Telehealth Coordinator, "our team has worked tirelessly to ensure patients all across Queensland have easier access to specialist care. I hope that in recognising the value and impact of telehealth services and the evidence-based research

supporting them, that this award will inspire more clinicians and health care providers to integrate telehealth into their current practice".

COH Director, Professor Anthony Smith said, "the award reflects all the hard work done by the team and the passionate approach taken to introduce novel telehealth services in a very complex healthcare environment. Our engagement with clinicians and patients is very important – it improves our understanding of telehealth applications, and the processes needed for services to become operational. The partnership between the service providers and the research team is unique and very productive. Collectively, we are very grateful for the award".

PHYSIO TELEHEALTH AT PAH AND REDLAND

Metro South were successful in gaining a seed funding grant for a physiotherapy led complementary care model via telehealth for knee osteoarthritis patients. This project will run until the 30th June 2019 and endeavours to see a cohort of patients living in the Beaudesert geographical region who are on a surgical wait list with osteoarthritis of the knee and who may benefit from physiotherapy input.

An advanced physiotherapist will identify and consult with patients who are deemed suitable for this service as well as their general practitioner. The aim of the consultation is to inform and educate the patient of alternative methods of personal care to assist in delaying or ceasing their need for surgical intervention. The general practitioner

may also benefit from further education of services available for their patients prior to seeking surgical intervention.

This service will be implemented at the Princess Alexandra Hospital Telehealth Centre and will collect and collate data to identify the efficacy of such a service. Data will be sourced to identify patient outcome, patient compliance, the ease and use of technology as well as the general practitioner's perspective of the service and their likelihood of referring into the service should it become widely available in the future.

The team at PAH aim to see their first patient by the start of February 2019.

Redland Hospital also gained a seed funding grant for a Tele-Orthopaedics

outpatient service – Physiotherapy Musculoskeletal Management Clinic and Conservative Management Services which will be supported until 30th June 2019. This project will incorporate Telehealth into an established outpatient clinic allowing better access for a wider cohort of patients who have difficulty attending in person in the Redland District. Patients will be able to utilise the telehealth portal to access their consultations via videoconference and undergo assessment in the comfort of their home or workplace. The focus of the project is to provide better patient centred care, reduce failure to attend rates and reduce the cost of travel to the patient and facility.

The team at RLH aim to see their first patient by the end of January 2019.

ROAD DEATHS RELATING TO THE ATTENDANCE OF MEDICAL APPOINTMENTS IN QUEENSLAND

Edwin Phillip Greenup [A,C] and Boyd Alexander Potts [B]
[A] Clinical Excellence Division, Queensland Health, Level 2, 15 Butterfield Street, Herston, Qld 4006, Australia.
[B] Menzies University School of Health Research, Level 1, 147 Wharf Street, Spring Hill, Qld 4001, Australia. Email: boyd.potts@menzies.edu.au
[C] Corresponding author. Email: phil.greenup@health.qld.gov.au

Abstract

Objective
This study sought to estimate and observe the risks imposed on patients as they travel to hospital for referred treatment. Factors such as distance and remoteness were compared to understand how they affect this risk.

Methods
This study focused on Queensland residents attending specialist out-patient appointments in a Queensland public hospital throughout 2016. Deidentified information on all recipients of a specialist out-patient appointment in 2016 (n = 2 946 584) were included in the study. This study also contained a theoretical component: using a data model to estimate the number of fatalities that could be expected from a travelling population of this size and complexity. The modelling results were compared with the frequency of actual fatalities among individuals travelling

to receive treatment, as determined by a review of the Queensland Police Road Database. The data model and empirical values from police reports were used to independently measure what risk, if any, individuals travelling to obtain specialist out-patient treatment are exposed to. Differences between the model and observed values were evaluated using statistical tests.

Results
A direct relationship between increasing remoteness and travel risk

was established in both the model and observed data (CV(RMSD) = 0.660773).

Conclusion
Fatal risk is present in any road journey regardless of distance, duration or the purpose of travel. Individuals living in regional and remote Queensland are exposed to a larger risk than those living in the major cities of Queensland when travelling to obtain public health care.

Link to full article: http://www.publish.csiro.au/AH/AH18159

TECHNOLOGY PROFILE

PEXIP COMPATIBILITY

Pexip provides an easy way for patients to connect to their telehealth appointment using their mobile device. Currently there are two versions of the application available for download, the legacy version and the next-generation version.

Legacy   Next-Gen

To install the app simply search 'Pexip' in your app store and install the next-generation app. Your app store will automatically filter the results to the version that is compatible with your device. If you have an older device that is not compatible with the next-generation version, you will have to seek an alternative method to connect.

The legacy version of the application is at end of life and will be removed from the app store at the end of Q3 2019.

If you need support finding the correct app for your device or connecting on a computer please contact Statewide Telehealth Services on 1800 066 888.

JABBER ON QH DEVICES

Jabber is the application that connects with the QH telehealth infrastructure on QH computers and mobile devices. Currently there are two versions of the application available to download.

Legacy   Next-Gen

The legacy version of the application is for generic telehealth accounts only. These are accounts named after departments / rooms or clinics. If you have a named account, such as jo.bloggs, you should use the next-generation application.

Mobile devices on the QH network using jabber use the next-generation version of the application.

If you are unsure which type of Jabber account you have or which application to use, please call Statewide Teleheatlh on 1800 066 888 for clarification.
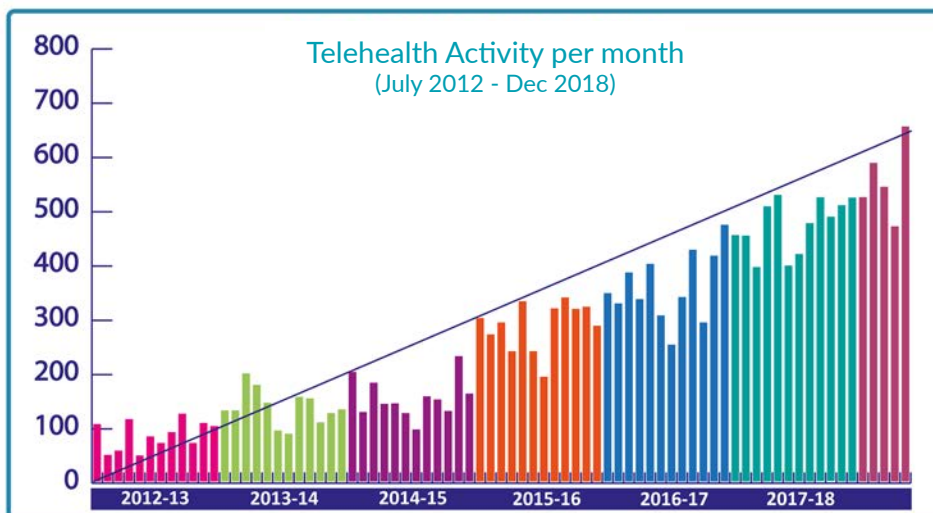
COLLABORATIVE MEETING ROOM CHANGES

Collaborative meeting rooms (CMR) numbers are being migrated to a new system. If your CMR number is your payroll number, be on the lookout for an email notifying you of the upcoming change. A new 6 digit number will be allocated when your account is transfered.

DATA SNAPSHOT

METRO SOUTH TELEHEALTH ACTIVITY

Telehealth Activity per month
(July 2012 - Dec 2018)

Team Member Profile

Anescè Stapelberg
PA Telehealth Centre
Telehealth Coordinator

Anescè joined the Telehealth Centre in 2016 as the PA Telehealth Coordinator working on Telehealth education, adoption and expansion within the PA Hospital. Prior to this Anescè obtained her Bachelors of Health Sciences at UQ and worked in business management and clinical administration.

Anescè utilises her skills in telehealth technologies, data manipulation, process mapping, training, resource development and graphic design to enhance and grow telehealth within the hospital.

METRO SOUTH TELEHEALTH ADVISORY GROUP

The advisory group was assembled in 2017 to facilitate engagement, provide strategic direction and to promote the expansion and uptake of Telehealth within Metro South Health.

3rd Wed of every month
11:00 - 12:30
Starting 20 Feb 2019
Telepresence room
Telehealth Centre

Videoconference and phone is also available

If you would like to be involved in this group please contact us on mshhs.telehealth@health.qld.gov.au

SERVICE PROFILE

PLASTICS AND RECONSTRUCTIVE TELEHEALTH FOR ST VINCENT'S SKIN GRAFTS (PARTSS)

The Princess Alexandra Hospital Plastics Department, in collaboration with the nursing team at St Vincent's private hospital in Brisbane, are in the process of developing a telehealth-enabled wound-review service for PAH patients who have undergone surgical skin grafts.

At present, patients who undergo skin graft surgery are transported to St Vincent's after the surgery for recovery. These patients are then transported back to the PA hospital approximately a week later for a review of their wounds.

With the introduction of the PARTSS program, these same reviews would be conducted online. At approximately the fifth day of the patients' stay, the nursing team at St Vincent's will complete a clinical proforma and take a series of photos of the patient's injury. This information is then uploaded into a secure, shared file system called Kite Works. The medical team at the PA then reviews the patients file and provides a detailed response via the proforma to St Vincent's regarding patient progress, treatment or wound care plan and follow-up requirements.

By conducting the reviews online, a number of benefits are realized: time consuming patient transport is no longer necessary and the patient is able to recover undisturbed in hospital. In addition, the nursing team at St Vincent's benefit from additional education and training on wound care management from the PA Plastics team.

STATEWIDE ACQUIRED BRAIN INJURY SPINAL CORD INJURY (ABI SCI) CONNECT - TELEHEALTH PROJECT

ABI SCI Connect is a project to implement the short term (1-2 year) actions of the Statewide Adult Brain Injury Rehabilitation Health Service Plan 2016-2016 and the Statewide Adult Spinal Cord Injury Health Service Plan 2016-2026 (statewide plans). Seed funding was granted for this financial year for a project to develop, enhance and increase uptake of strategically targeted telehealth across specialist brain and spinal cord injury services in Queensland in alignment with the statewide plans. The project will implement telehealth solutions at critical junctures in the patient journey to support quality, efficiency and access.

These include:
- Tele-handover (multidisciplinary handover meetings for patients being transfer between facilities),
- Tele-referral (to assist in the triage process),
- increasing outpatient telehealth services within the Queensland Spinal Cord Injury Services (QSCIS) (such as Spinal Injuries outpatients) and
- the development of telehealth models within ABI Translational Rehabilitation Service.

Currently, service models are being designed with input from all relevant stakeholders and services at PAH and collaborating HHSs. We anticipate some services to commence by the end of March.

The project is funded until 30 June with the expectation that services, once implemented, will continue on past this date. Our aim is to develop long-term sustainable models of care with associated funding models to ensure the telehealth aspects of the Statewide service continue to move in line with the broader Statewide Plans. For more information please contact the Project Manager, Karen Lucas on ABISCIConnectTelehealth@health.qld.gov.au