



**BETTER HEALTHCARE & STRONGER COMMUNITIES  
THROUGH TELEHEALTH**

● The Centre for Online Health (COH) is highly regarded as Australia's leading academic telehealth centre and recognised internationally for its telehealth expertise. Telehealth involves the delivery of health services to remote locations using one or more types of communications technology. The use of telehealth within our health system is helping to address some of the common challenges associated with the burden of chronic disease and our ageing population - by improving efficiency and access to health services.

The COH forms part of the Centre for Health Services Research within the Faculty of Medicine at The University of Queensland and:

- Is Australia's leading academic centre in telehealth;
- Has more than 18 years experience, planning and implementing clinical telehealth services, telehealth research, education and teaching, service delivery, and consultancy services;
- Is situated within the Princess Alexandra Hospital in Brisbane;
- Shares responsibility for managing one of the finest purpose-built telehealth centres in the country;
- Comprises a multidisciplinary team of 25 staff, including researchers, educators, engineers, professional staff and research higher degree students;
- Is a global leader according to the number of peer-reviewed telehealth publications per individual academic centre;
- Hosts the National Health and Medical Research Council Centre of Research Excellence in Telehealth;
- Founded and leads the annual International Conference on Successes and Failures in Telehealth.

## OUR VISION

Better healthcare and stronger communities through telehealth.

## OUR MISSION

Our mission is to improve the delivery of healthcare by:

- Applying telehealth to address challenges in clinical service delivery;
- Seeking, producing and sharing evidence to guide the integration of telehealth into clinical practice and policy; and,
- Developing, implementing and evaluating new telehealth-supported models of care to facilitate efficiency, effectiveness and equity in healthcare.

## ANNUAL INTERNATIONAL CONFERENCE

In 2001, the COH established the annual International Conference on Successes and Failures in Telehealth (SFT). The SFT conference remains the largest academic telehealth conference in the southern hemisphere and is run in conjunction with the annual scientific meeting of the Australasian Telehealth Society. SFT attracts around 200 delegates each year – including clinicians, managers, researchers, educators, business and government leaders, and consumers. The conference provides the ideal forum for delegates to share both positive and negative experiences in telehealth.

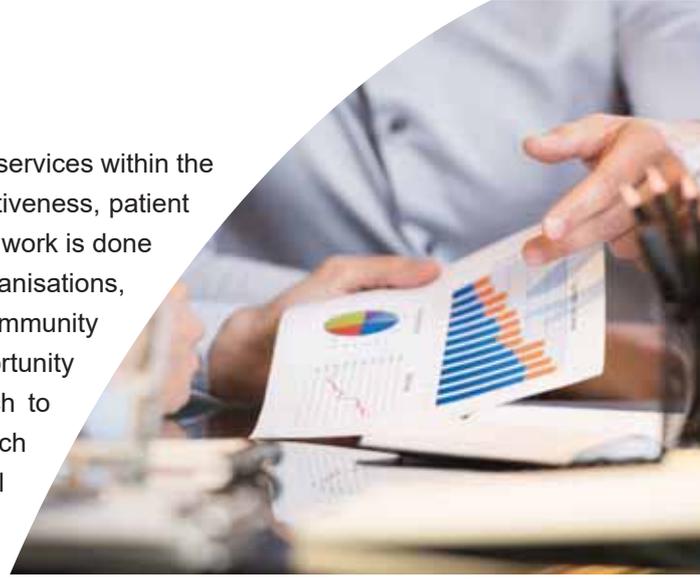
**SFT-18 AUSTRALIA**

**18<sup>th</sup> Successes and Failures in Telehealth Conference**  
**9<sup>th</sup> Annual Meeting of the Australasian Telehealth Society**  
22-24 OCTOBER 2018 | DARWIN, AUSTRALIA

[sftconference.com](http://sftconference.com)

## RESEARCH

The COH research investigates the potential role of new telehealth services within the healthcare system. We assess the feasibility, efficacy, clinical effectiveness, patient experience and economics of telehealth in a range of settings. This work is done in close collaboration with stakeholders such as healthcare organisations, government health agencies, Aboriginal Medical Services and community organisations. Engagement with these groups allows the opportunity to innovate and grow services whilst carrying out formal research to examine feasibility, and clinical and cost effectiveness. Our research also investigates ways of sustaining services beyond the initial implementation stages.



## EDUCATION & TRAINING

For more than 15 years, the COH has been responsible for the delivery of programmes and courses in e-Healthcare for undergraduate and postgraduate students. These courses are delivered to more than 500 students each year. The teaching is carried out online, so it is suitable for those who are currently working in the healthcare system and wish to upskill - or, for anyone who desires flexibility. More recently, COH has established itself as the leading provider for professional development courses in telehealth for health professionals.



## CLINICAL SERVICE

The COH manages and operates the Telehealth Centre based at the Princess Alexandra Hospital in Brisbane. Established in 2012, the Telehealth Centre was one of the first purpose-built telehealth facilities and is considered the best in Australia: More than 5000 telehealth consultations are delivered to patients across Queensland every year. The partnership with Metro South Health has also resulted in the establishment of many novel telehealth services. Rigorous evaluation of these services (undertaken by COH) provides a strong evidence base for the effectiveness of telehealth.



## CONSULTANCY

An increasing number of organisations and health service providers recognise the benefits of implementing telehealth to supplement their existing delivery of health services. However, identifying where to start, how to lead the change, and effectively establish and manage telehealth services can be a complex and overwhelming task. The COH has the skills and experience to support these processes. The COH frequently provides consultancies to healthcare organisations, federal and state governments, non-government and non-profit organisations about telehealth. Our consultancy services range from talks & keynotes, through to education and professional training and customised advice regarding all aspects of telehealth: planning, implementation and evaluation.



## OUR PARTNERS

The COH enjoys strong partnerships with a broad range of telehealth stakeholders. This includes continuation of its collaboration with Metro South Health by maintaining responsibility for the operation and management of the Princess Alexandra Hospital Telehealth Centre; and, productive research relationships with international partners, such as the University of Southern Denmark, Odense, Denmark; and Memorial Sloan Kettering Cancer Centre, New York, USA.



## COH STAFF



## CONTACT



**Centre for Online Health**  
Centre for Health Services Research  
The University of Queensland  
Princess Alexandra Hospital  
Woolloongabba QLD Australia 4102  
  
+61 7 3176 1685  
enquiries@coh.uq.edu.au  
coh.centre.uq.edu.au