

Victorian Telehealth Specialist Clinic Funding Projects Summary Report February to July 2017

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Except where otherwise indicated, the images in this publication show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services.

Agenda

- 1. Telehealth activity & speciality areas***
- 2. Mid-point Project Reports Key Themes***
 - 1. Barriers**
 - 2. Enablers**
 - 3. Future directions**
 - 4. Lessons learned**
- 3. DHHS Telehealth Online Issues Register**

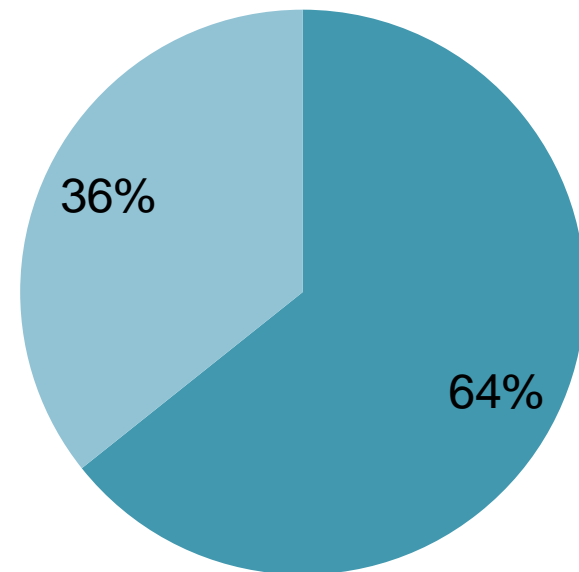
Disclaimer- This is project data, not verified with VINAH.

Victorian Telehealth Specialist Clinics Funding Telehealth Activity

Health Services Distribution

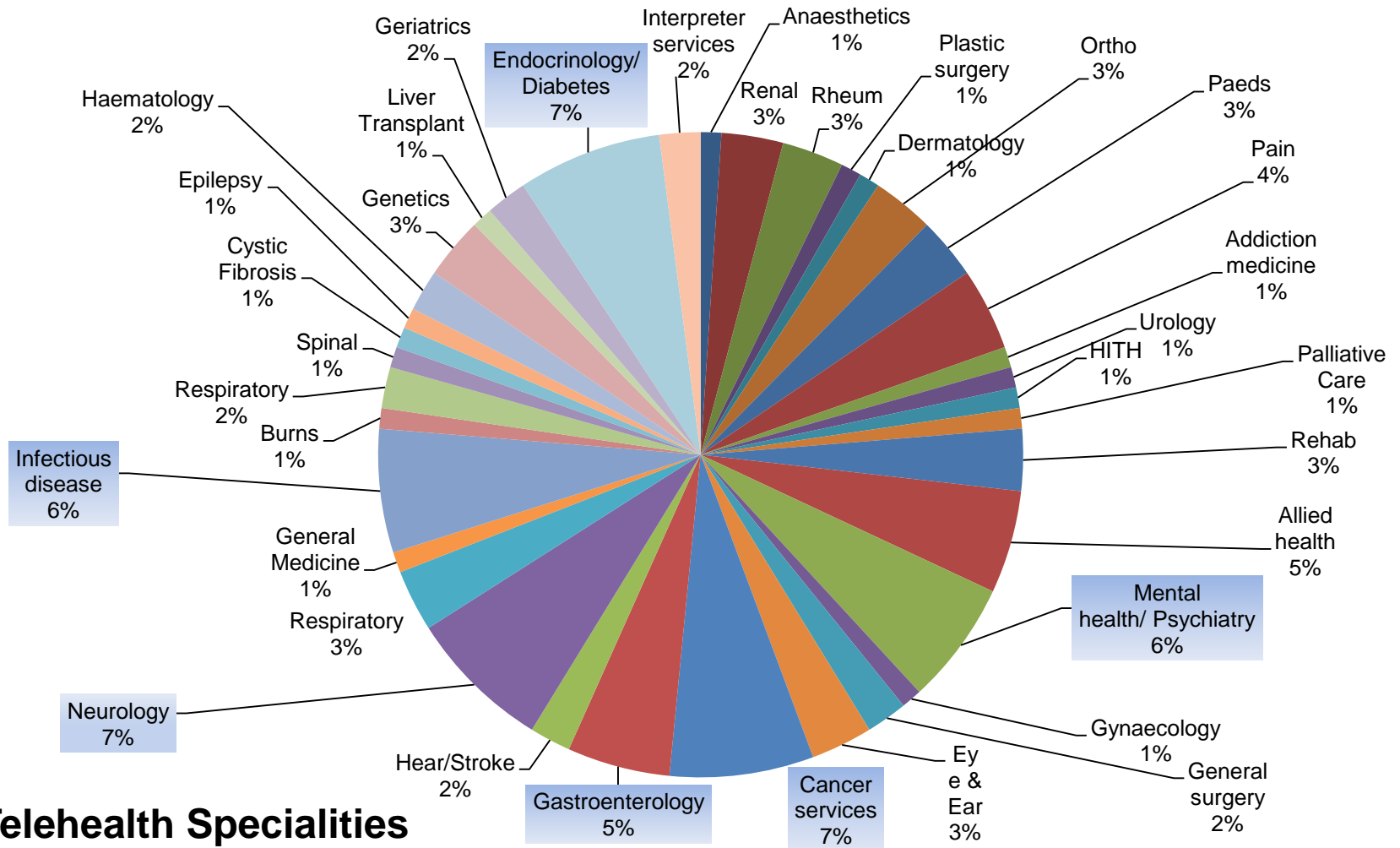
- Metropolitan Melbourne
- Regional & Sub Regional Victoria

**Total number of telehealth
consults delivered by 14 health
services from March to July
2017= 336***



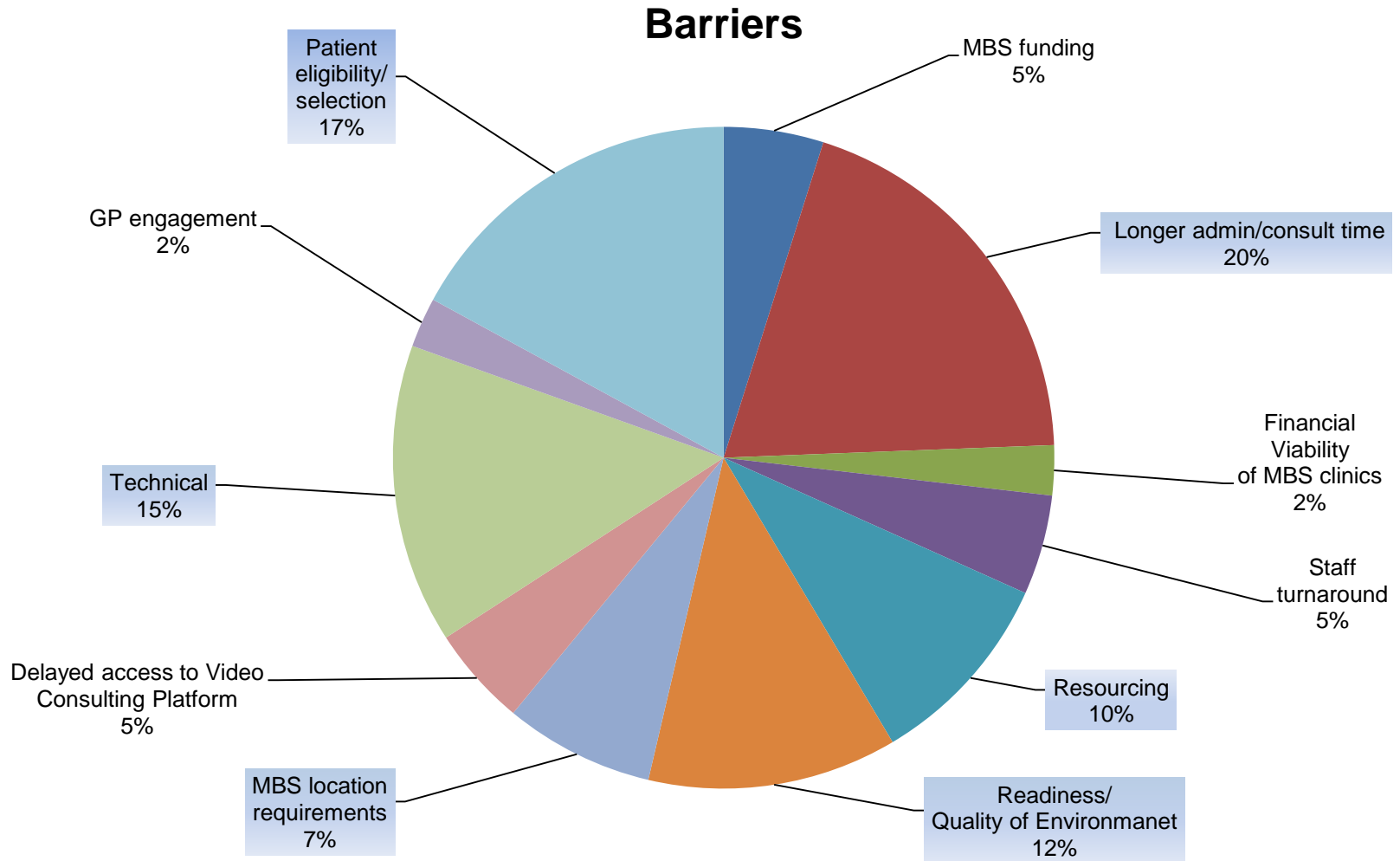
As reported by the projects, this has not been verified with VINAH data

Telehealth Services/ Specialties

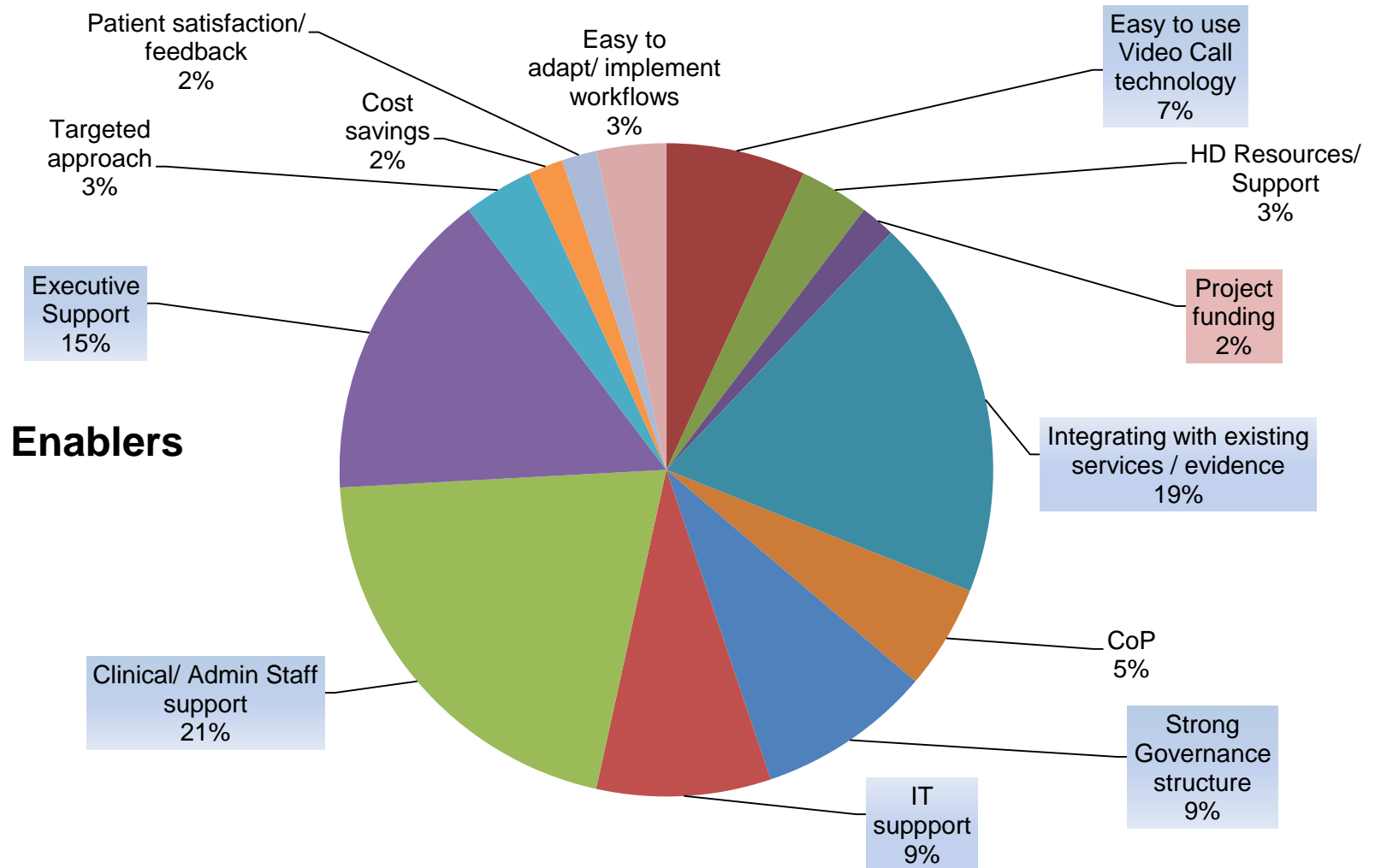


Telehealth Specialities

Telehealth Implementation Barriers

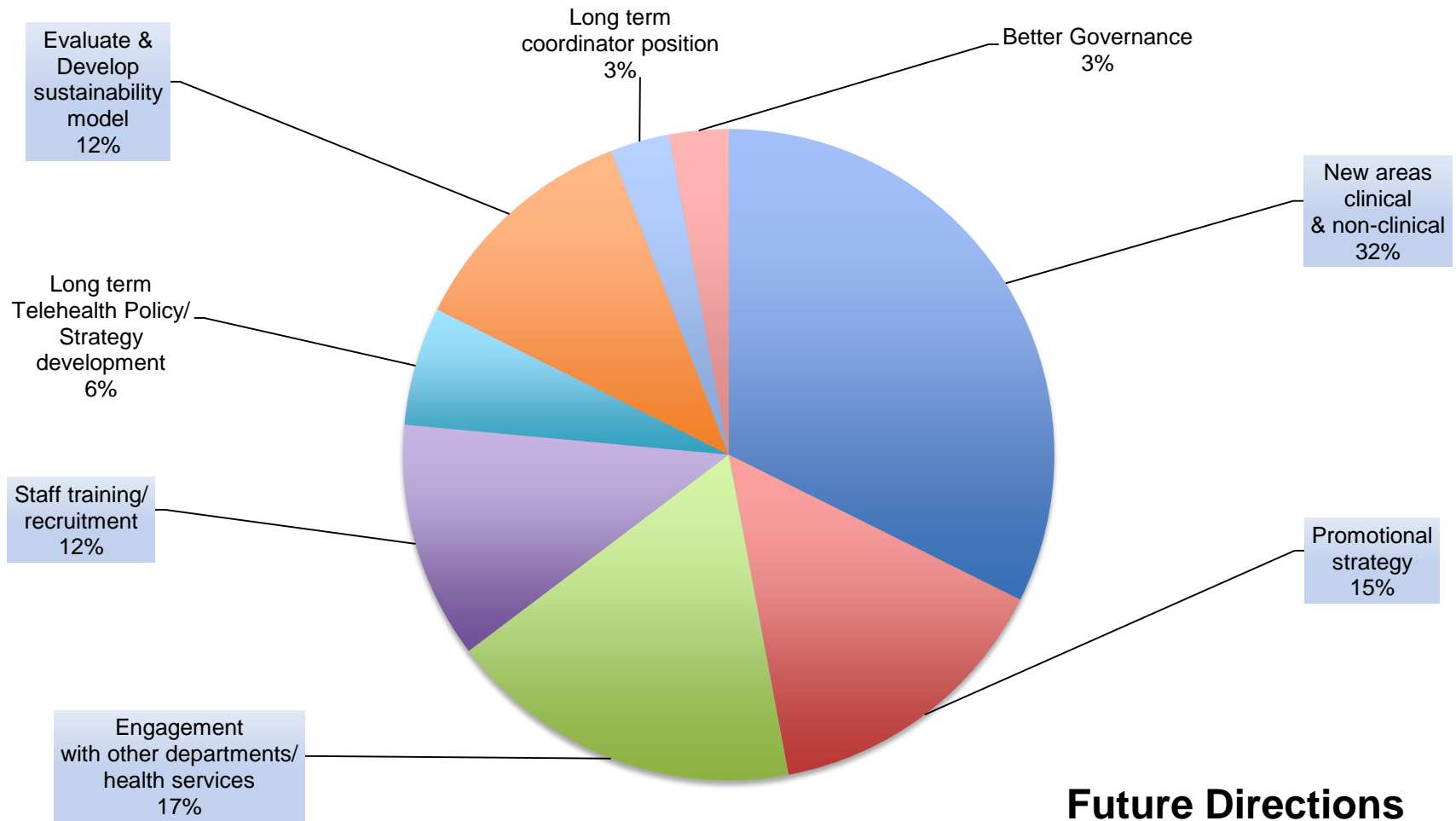


Telehealth Service Enablers



Enablers

Telehealth Service Development Future Directions



Future Directions

Lessons Learned

Lessons Learned Common Themes

Steep learning curve

Importance of engagement, training & awareness raising for clinicians both at patient & specialist end

Telehealth needs to be patient centred where patients are included in the planning – plain language resources, service mapping etc.

Integration of other ICT systems with Telehealth is not easy/ needed

Telehealth planning & implementation takes longer

Telehealth requires a lot of coordination

Telehealth cannot solve existing larger health service issues

DHHS Telehealth Online Issues Register

DHHS Telehealth Technical/Other Project Issues Register

- The aim of this issues register is to capture high level IT and Health Direct Video Call issues, for evaluation and ongoing management of the service.
- If you have other project related issues (e.g. operational, policy etc.), you may provide a brief overview at the end of the form.
- DHHS will compile and provide you with a list of issues reported by your health service every six weeks.
- Please note: This issues register is a DHHS telehealth project requirement. This is not an issue logging system. You still need to log the technical issues with your local IT or Healthdirect.