Victorian Telehealth Workshop

10 am to 4.30 pm, Friday, 31 March 2017
Peter MacCallum Cancer Centre, Melbourne,
Lecture Theatre A, Level 7

Directions:

• Getting to Peter Mac and parking: https://www.petermac.org/location/melbourne/getting-peter-mac
• Catch the 'wood panelling' lifts – you won't need a pass
• Coffee can be purchased in Super8 on the ground floor or The Loft on the 7th floor , there is free guest wi-fi available for all.

Please bring to the workshop:

1. Your project's draft workflow chart that identifies the steps involved in your telehealth clinics or encounters, including how a telehealth encounter is initiated, and administered in line with existing processes for physical or telephone encounters, communication with patients and clinicians occurs, how consultations are accounted for and related data collected, including post-call evaluations for patients and clinicians etc.

   Your draft work flow charts will help clarify any questions that you may have, particularly around the Healthdirect management platform and configuration of the service Waiting Areas etc.

2. DHHS 2016/17 Telehealth Project Snapshot – we'll pin these up around the room and discuss the issues/barriers in the COP session. If possible please **email** this to penelope.watson@dhhs.vic.gov.au by **Wednesday 29/3/17**.

3. Examples of evaluation / survey tools that you have used and found valuable (or not!). What works, what doesn't etc. Which survey software have you used – what were the positives and negatives?

Session 1: Healthdirect Video Call – 10 am to 12.30 pm

Purpose - Set expectations for adoption of Video Call in Victoria, Q&A session with Healthdirect Video Call team and others about preparation, set up and operation phases.

10.00 am	Introductions	5 minutes
10.05 am	Progress checkpoint and quick run through of available resources and common themes arising	15 minutes
10.20 am	Fill any knowledge gaps regarding the Healthdirect offering, including the video consulting resources available, the management platform and the video technology used	15 minutes
10.35 am	Morning tea	10 minutes
10.45 am	Video consulting access design and workflow planning discussion • Q&A centred around real-world examples of planned end-to-end workflows, including project steps and requirements along the way, platform configuration options, and opportunities • existing workflow and systems integration	60 minutes

11.45 am	New organisations and new waiting area set up processes, roles and responsibilities (Governance, access approvals, off-boarding etc.)	15 minutes
12.00 pm	Update: Video consulting using 'thin-clients' and virtual desktop environments such as Citrix?	10 minutes
12.10 pm	Platform administration overview /Technical support overview (may be split in to two groups depending on need)	20 minutes

Lunch: 12.30 pm to 1.30 pm (provided)

Session 2: Telehealth Victoria Community of Practice - 1.30 pm to 4.30 pm

Purpose - Provide opportunities for health services to share and learn from each other with regards to:

a) establishing integrated and sustainable telehealth processes and systems, and
b) an introduction to evaluation.

1.30 pm	Processes • Building telehealth into existing processes: requesting, scheduling, running and following up telehealth	30 minutes
2.00pm	Funding and Counting • MBS & VINAH funding • Structures to count activity	20 minutes
2.20 pm	Barriers • Common current issues • Finding solutions • Opportunities for Special Interest Groups (SIGs)	30 minutes
2.50 pm	Q & A	10 minutes
3.00 pm	Afternoon tea break	20 minutes
3.20 pm	An introduction to evaluation • Planning evaluation at the start • Commonalities – developing common evaluation questions to ensure a state-wide approach • Survey tools • Consider establishing a working party / interest group	50 minutes
4.10 pm	Future Community of Practice activities	20 minutes

Contact:

Please contact Penelope Watson, Manager Telehealth Strategy & Development DHHS at penelope.watson@dhhs.vic.gov.au or 9096 1405 for any enquiries.