

Telehealth update

May 2018

Victorian Telehealth Specialist Clinic Project Outcomes (Round 1)

2016/17 Telehealth Specialist Clinic Project Outcomes

9 metro & 6 regional and rural health service's telehealth specialist clinic projects resulted in:



2,500 video consultations



96% increase in telehealth enabled clinics from 118 to 232



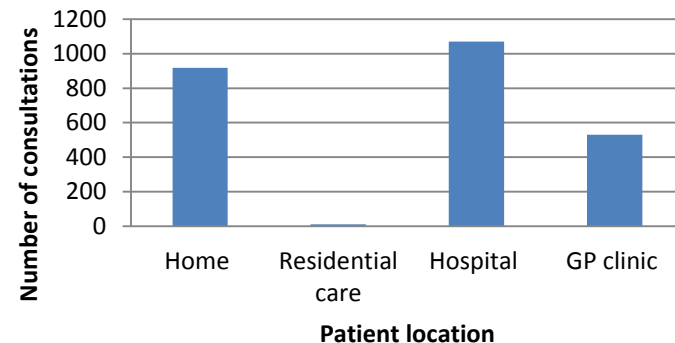
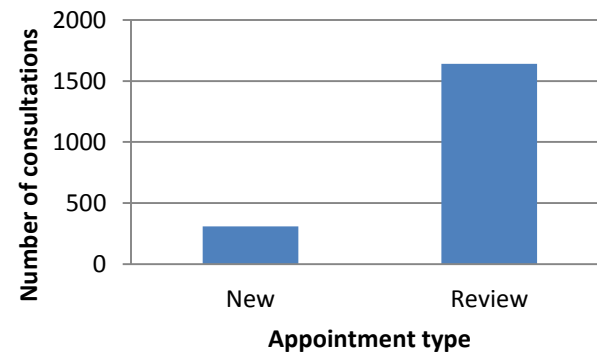
85% consultations to rural patients



Average 256 km saved per patient, \$168 saved in petrol



Over 900 clinicians trained in telehealth



Statewide design, service and infrastructure plan 2017 - 2037

Five priority areas

1. **Building a proactive system that promotes health and anticipates demand**
2. **Creating a safety and quality-led system**
3. **Integrating care across the health and social service system**
4. **Strengthening regional and rural health services**
5. **Investing in the future – the next generation of healthcare**

<https://www2.health.vic.gov.au/hospitals-and-health-services/health-system-design-planning/statewide-plan>



Statewide design, service and infrastructure plan – Telehealth items

Priority area 1: Building a proactive system that promotes health and anticipates demand

Accelerate alternatives to hospital based care

We will do this by: ...changing the way we provide specialist clinic services such as through greater use of telehealth...

Accelerate alternatives to hospital based care

Action 5: Redesigning specialist clinics... this will involve:

- Setting targets for using telehealth to :
 - support primary care providers in early and ongoing management of patient's needs
 - increase regional access to specialist services to address service gaps
 - minimise the need for people to travel
- Expanding access to services that can be provided in people's homes, including Hospital in the Home, chemotherapy and renal dialysis, facilitated by telehealth and other mobile or remote technologies.

Priority area 4: Strengthening regional and rural health services

We will continue to develop the rural health workforce

We will do this by:using digital technologies (including telehealth) to reduce isolation and support remote practice

Workforce Design

Action 22: Strengthening our rural workforce through collaboration and innovation

...This includes more widespread use of:

- advanced nursing roles in rural urgent care centres, supported by local general practice and visiting or remote specialists and telehealth
- outreach clinics delivered in the community by visiting specialist or via telehealth

Strengthening access to core services in rural Victoria

Action 26: Strengthening rural urgent care centres

- Support to isolated staff will also be boosted through better use of telehealth and better access to telehealth services



Healthdirect Video Call Advisory Group

- **Membership:** health services, DHHS, clinician, consumer representative, Healthdirect
 - Primary objective to assess and prioritise enhancement requests
 - Provide feedback from a Victorian perspective into the prioritisation of Video Call roadmap activities for Video Call platform components the resource centre, video call management console and the technology
- **Direct to patient Video Consulting using Video Call – Handbook for Health Service Organisations** being developed by Healthdirect
- **All issues and enhancements requests must be emailed to:**
Videocallsupport@healthdirect.org.au