

Telehealth Expansion Project

- Ministerial project
- Decrease patient travel
- Increase access to care
- Changing approaches
- Current state
- Future state

To be or not to be – telehealth coordinators

- Different models BAU Vs Coordinators
- QLD - funds telehealth coordinators

NSW - NSW health encourages health services to employ telehealth coordinators as per their Strategy but does not fund them.

WA - Metro area health services fund telehealth coordinators (4), whereas WACS funds the 7 regionals coordinators and 1 manager

Vic - Not funded, some health services employing as telehealth becomes embedded.

TAS – planning to introduce

- NT & SA don't know

PROVIDER**Organisational
Boundaries****RECEIVER**

Who	Where (Location)		Who	Where (Location)
Doctor	Clinic	Type of Service	Patient	Clinic
Nurse Practitioner	Desktop		Doctor	Desktop
Nurse	Input Unit		Nurse Practitioner	Input
Allied Health	Hospital	Modality		Hospital
Ambulance Officer	At Home	- Video - Voice monitoring	Ambulance Officer	At Home
	Ambulance	Medico/ Legal, Financial environments	General Practitioner	Ambulance
			Community Worker	General Practitioner Surgery
			Parents	Facility
			Facility Staff	Community Health Centre

TASMANIA



Case 1

- **30 year old female with Crohns Disease**
- **Require 6 monthly appointment for prescription of humira**
- **Currently Jillaroo in Kununurra, WA**
- **Requires bloods before appointments**

Case 2

- **63 year old male with neuromyelitis optica (Devics)** – simultaneous inflammation and demyelination of the optic nerve and spinal cord
- **Significant disability and resides in ACF** – neurogenic bladder and bowel and spasticity of lower limbs
- **Requires X2 weekly plasmapheresis at the LGH (200 Km round trip and needs to lie flat!)**
- **Requires 6/12 neurology review in Hobart (560km round trip)**
- **Request from specialist and ACF to do telehealth for neurology review**

Case 3

- **63 year old male suffered a stroke leaving significant speech difficulties**
- **Lives in Scottsdale**
- **Require X3 weekly speech pathology sessions based at LGH (130 Km round trip)**
- **Request from local facility and allied health to provide therapy via telehealth**

- 1. Does the lack of a telehealth coordinator reduce access to service?**
- 2. Should telehealth coordinators be clinical or non-clinical?**
- 3. Who actually owns the appointment?**
- 4. Who identifies appropriate patients?**
- 5. Without a coordinator who takes on the business development role?**
- 6. Any other questions?**