



Transmission restored – a Telehealth reset in Western Queensland

phn
WESTERN QUEENSLAND

An Australian Government Initiative

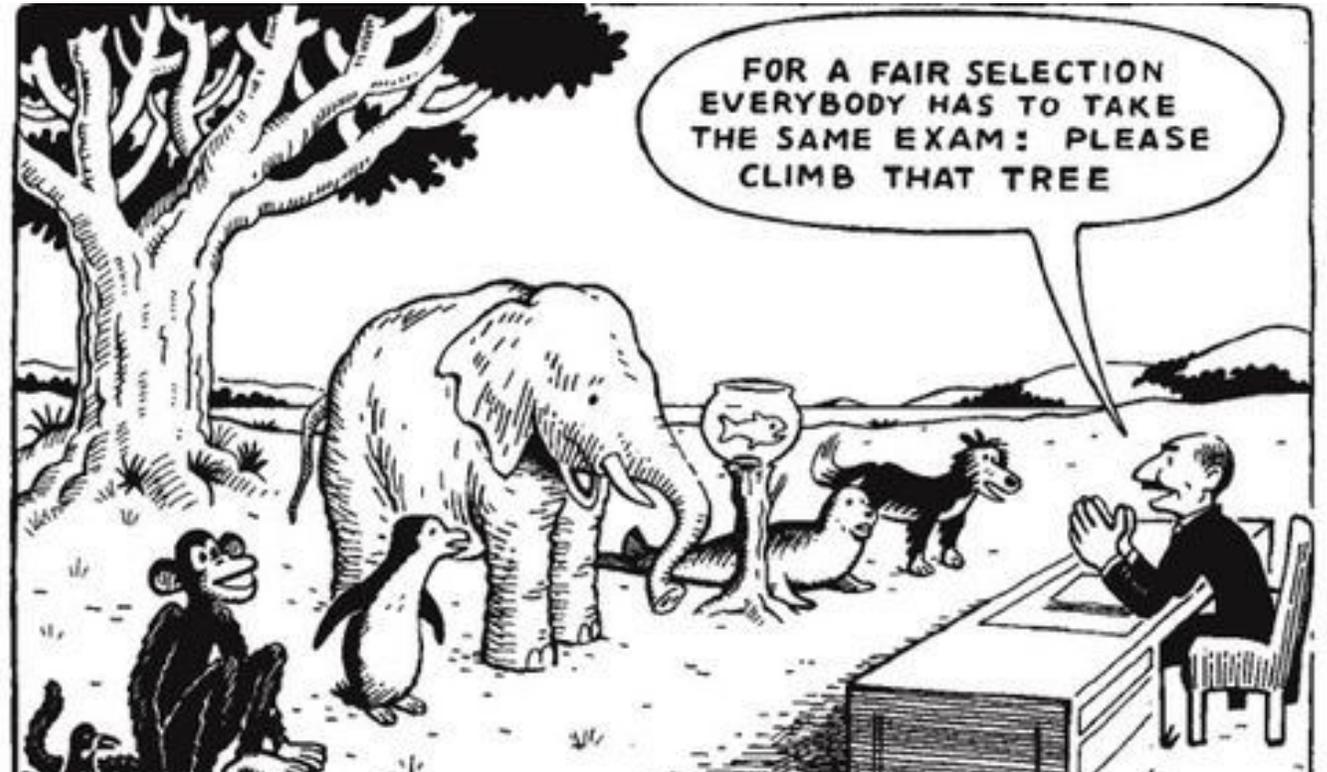
Stuart Gordon
Chief Executive Officer
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Acknowledgement

I acknowledge and pay respects to the Aboriginal and Torres Strait Islander people on whose lands we walk, work and live, and pay respect to their Elders and descendants both past and present. We acknowledge their continuing customs and their connection to land and waters of their country, and I extend that acknowledgment and respect to Aboriginal and Torres Strait Islander Health colleagues and people contributing to this discussion today



When it comes to uptake and adoption of digital technologies, we know we don't all come from the same starting position - proficiency, capacity and willingness are varied





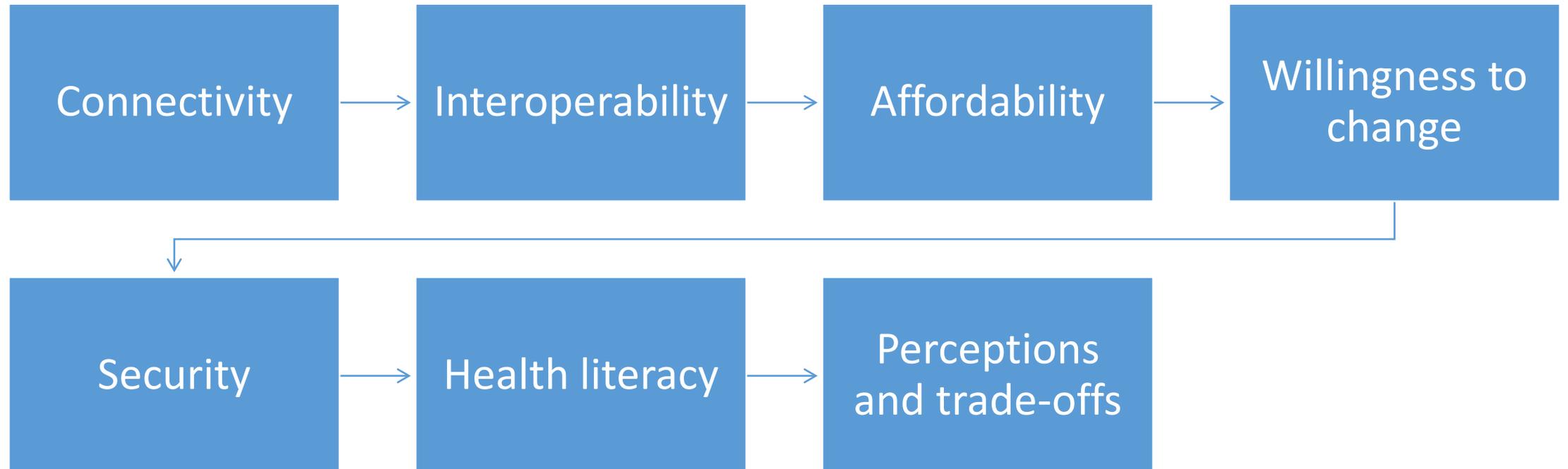
About General Practice

- It is essential for the uptake and adoption of new technologies and ways of doing things
- Sets the rhythm and model of care in local communities
- Provides Clinical Leadership and assurance
- Offers strong advocacy for patients
- Time poor, so change to current practice must be seamless and add value
- Professional bodies (ACCRM and RACGP) have been at the forefront of efforts to guide GPs and their practices into the virtual modalities

What lies behind
the low uptake of
Telehealth in
rural and remote



Barriers to change



Disruption

- High motivation
 - Significant clinical leadership and stewardship
 - Engaged and activated patients and consumers
 - Status quo not possible
 - Whole of government response
 - Do what comes naturally, pick up the phone
-



Self-Assessment Survey Outcomes

Purpose: Identify trends in business continuity, uptake and adoption of Telehealth-Care across WQPHN Commissioned Service Providers (CSP) following COVID-19 pandemic.



TELEHEALTH-CARE UPTAKE

Nearly half (48%) of respondents identified they had satisfactory and advanced telehealth uptake.

55%



36%



9%



CURRENT TELEHEALTH MODALITY USE

The preferred telehealth modality currently in use across CSPs includes phone (55%), followed by video (36%) and email (9%).



An overwhelming percentage of respondents are willing to change (88%) and build skills and capacity to embed telehealth into routine care (73%).



39%
ZOOM

28%
MIXED
METHOD

9%
NO
SOFTWARE

PREFERRED VIDEO PLATFORM

The preferred video platform in use by CSPs includes Zoom (39%), followed by a mix method (28%) based on client preference including Zoom, Microsoft Teams, CoviU, FaceTime, Skype. Nine percent (9%) of CSPs have no video software in place.

KEY BARRIERS

Majority of respondents identified that connectivity (84%) and patient literacy (75%) were the key barriers impacting telehealth uptake.



CONNECTIVITY 84%



LITERACY 75%



63%



37%



36%

RESOURCE SUPPORT

The highest demand for resource support is for training with 63%, followed by hardware (37%) and software (36%).

Enablers

- Leadership, direction and advocacy
- Affordability (MBS Telehealth items)
- Seamless technology
- Willingness of providers and consumers
- Clinical champions
- Acceptability to patients, affordable and secure
- Capacity of general practice to change, repurpose and innovate
- Value proposition

Western Queensland Primary Health Network Telehealth-Care Guide



Telehealth-Care Guide

Not how to do Telehealth but when to use Telehealth as part of routine care

- An Adjunct to face to face
- Incentives need to align with local model of care
- Will require a sustained investment to build confidence, literacy, capacity and effectively integrate virtual modalities
- Has the ability to activate and engage patients in a what that matters to them
- Considered within a quadruple aim construct
- Needs to part of routine care for vulnerable patients
- Recognise important role of Professional bodies
- Finding 'best of breed' Vendors important
- MBS items essential, must be linked to local Health care Home Model of Care
- Will require redesign and quality improvement approaches
- Integration of wearables and home monitoring





Thank you