JAN 2018

METRO SOUTH TELEHEALTH

YOUR QUARTERLY METRO SOUTH TELEHEALTH DIGEST

Metro South Health

Queensland Government

TELEHEALTH BY THE NUMBERS

Non-admitted Telehealth Specialties TOP10 JUL - DEC 2017

MSHHS

GROWTH ON LAST FINANCIAL YEAR

27 %

MSHHS

NUMBER OF NEW SERVICES

12

QLD

TELEHEALTH NON-ADMITTED SERVICES

42 920

PARTNERSHIPS

Centre for Online Health

The PA Telehealth Centre is managed by The University of Queensland's Centre for Online Health (COH). The COH supports Metro South Health in its mission to increase the delivery of telehealth services across Queensland. This partnership provides a unique environment where digital health applications within a dynamic health service may be explored and better understood.

Globally renowned for its role in research, service delivery, and teaching in the fields of telehealth and eHealthcare, the COH also hosts the Centre of Research Excellence (CRE) in Telehealth, which is funded by the National Health and Medical Research Council (NHMRC).

Leading the COH effort is Professor Anthony Smith, a senior researcher with almost 20 years' experience with the development and evaluation of clinical telehealth services. Prof Smith is also the lead convenor of the Successes and Failures in Telehealth (SFT) Conference and Editor in Chief of the Journal of Telemedicine and Telecare.

Services interested in telehealth implementation projects and evaluations are encouraged to contact the COH by email: enquiries@ coh.uq.edu.au.

SFT-18 Conference – Abstracts close 14 May 2018
www.sftconference.com

Prof Anthony Smith

CENTRE OF ONLINE HEALTH DIRECTOR PROMOTED TO PROFESSOR

RESEARCH PROFILE

Participatory design methods in telemedicine research

Clemensen J[1,2,3], Rothmann MJ[3,4], Smith AC[1,2,3,5], Caffery LJ[5], Danbjorg DB[1,2,3].
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2 Odense University Hospital, Odense, Denmark.
3 Centre of Clinical Nursing Research, University of Southern Denmark, Odense, Denmark.
4 Department of Endocrinology, Odense University Hospital, Odense, Denmark.
5 Centre for Online Health, The University of Queensland, Queensland, Brisbane, Australia.

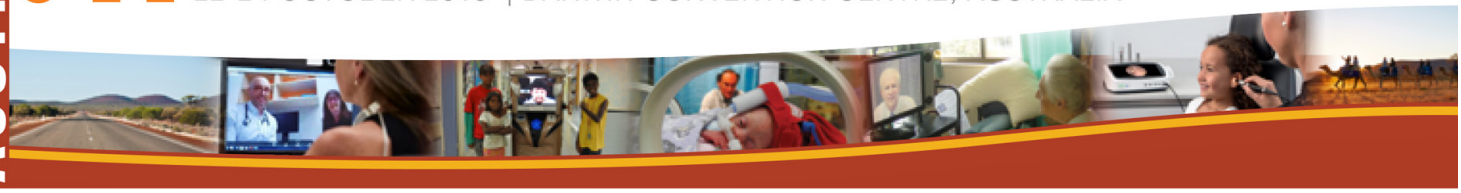
Abstract

Healthcare systems require a paradigm shift in the way healthcare services are delivered to counteract demographic changes in patient populations, expanding technological developments and the increasing complexity of healthcare. Participatory design (PD) is a methodology that promotes the participation of users in the design process of potential telehealth applications. A PD project can be divided into four phases including: the identification and analysis of participant needs; the generation of ideas and development of prototypes; testing and further development of prototypes; and evaluation.

PD is an iterative process where each phase is planned by reflecting on the results from the previous phase with respect to the participants' contribution. Key activities of a PD project include: fieldwork; literature reviewing; and development and testing. All activities must be applied with a participatory mindset that will ensure genuine participation throughout the project. Challenges associated with the use of PD include: the time required to properly engage with participants; language and culture barriers amongst participants; the selection of participants to ensure good representation of the user group; and empowerment. PD is an important process, which is complemented by other evaluation strategies that assess organisational requirements, clinical safety, and clinical and cost effectiveness.

PD is a methodology which encourages genuine involvement, where participants have an opportunity to identify practical problems and to design and test technology. The process engages participants in storytelling, future planning and design. PD is a multifaceted assessment tool that helps explore more accurately clinical requirements and patient perspectives in telehealth.

J Telemed Telecare. 2017 Oct;23(9):780-785. doi: 10.1177/1357633X16686747. Epub 2016 Dec 27.



SERVICE PROFILE

Princess Alexandra Hospital Tele-Dermatology

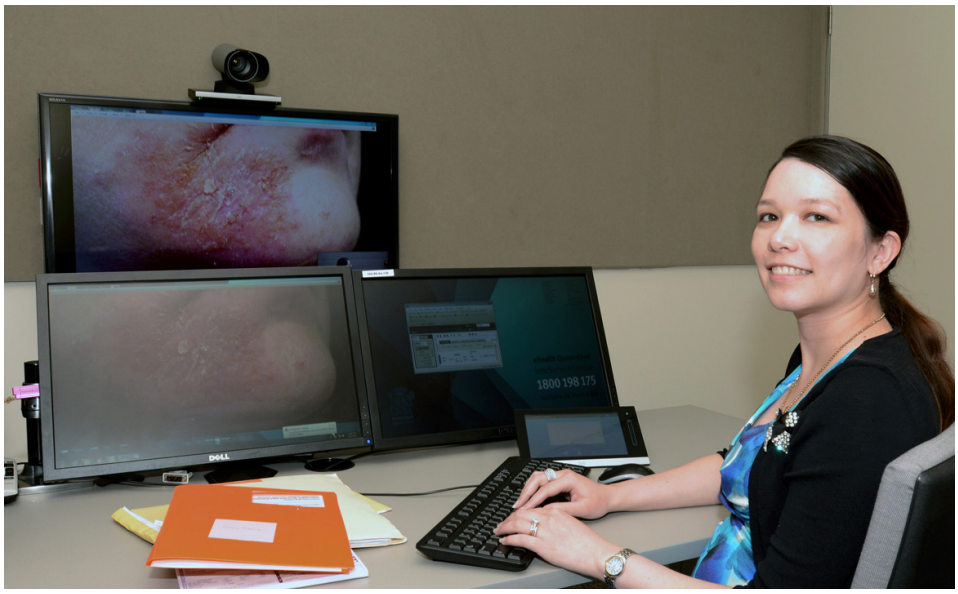
Since mid-2013, the PA Telehealth Centre has provided dermatology consultations via video to patients in rural and remote Queensland. The service predominantly sees patients in the Mt Isa area but receives referrals from GPs all across the state and a number of Aboriginal Medical Services.

The service has proven to be remarkably popular with patients and has grown considerably since its inception in 2013. From a handful of patients in the first year, the service now averages approximately 45 consultations per month and growing. With the addition of a dedicated consultant in August 2016, the service now provides chart and phone reviews in addition to the video consultations.

Patients are referred into the service via the patients GP. Once a referral is received and triaged by the PA consultant, the patient is directed to their closest telehealth equipped hospital or Aboriginal Medical Service.

Various locations, including the Mt Isa Hospital, the consultation is further enabled by the use of an external device such as a mobile phone or tablet which is attached to a video conference at the local hospital and serves as a high definition, movable camera for close up live images of the patient. If this isn't available digital images are used instead to supplement the image quality of the consultation. Once the consultation is complete, clinical notes are entered into the patient's record at PA and a letter is sent to their local GP.

For referrals and information about this service contact the PA Telehealth Centre at pah.telehealth@uq.edu.au



Team Member Profile

Karen Lucas
Senior Telehealth Coordinator
Metro South Health

Karen Lucas is the Senior Telehealth Coordinator for Metro South Health. She transitioned to this role following 18 months as the Service Manager for the Princess Alexandra Hospital's Telehealth Centre.

Her role is focused on supporting the promotion and expansion of telehealth services within Metro South Health and to rural and remote areas of Queensland. Karen has a background in project administration, ICT management and Telehealth services.

Previously she worked for the Centre for Online Health at the Royal Children's Hospital in the early days of the Telepaediatric service as well as in the areas of rural paediatric allied health services and rural medical education.

TECHNOLOGY PROFILE

Telehealth Peripherals

Telehealth video conferencing equipment offers great flexibility with 'add on' peripherals offering solutions to clinicians who require more than just a standard video consultation.

The use of peripherals in combination with a video conference provides clinicians with valuable information to make quality clinical decisions and provide patients in rural and remote locations with the best care possible.

Dermatoscope pictured above

There are many peripherals available on the open market

Spirometer pictured above

that are compatible with the Queensland Health Cisco video conferencing systems. Some of these include:

- stethoscope
- dermatoscope
- otoscope
- ECG
- spirometer
- intraoral camera
- digital slit lamp
- ultrasound
- ipod Touch (secondary camera)

A nurse or allied health professional are required to use the equipment on the patient side of the videoconference and may need some training prior to the commencement of the service. For example, a digital slit lamp is used for the PAH to Beaudesert ophthalmology clinic. This peripheral allows images to be streamed live to the Ophthalmologist, who can then see cataracts and other eye conditions clearly. Another example is the use of an iPod touch as a secondary camera to allow close up images of areas of a person's body not otherwise viewable by the standard camera.

Would you like to trail a unique or non-standard peripheral? The Telehealth Support Unit have an outstanding team of technicians who can tailor solutions to your specific needs. To arrange a peripheral set up with your clinics contact Karen Lucas at the Telehealth Centre.

Slit lamp pictured above

Contact: 3176 8181 mshhs.telehealth@health.qld.gov.au PA Hospital - Main building Ground Floor near library