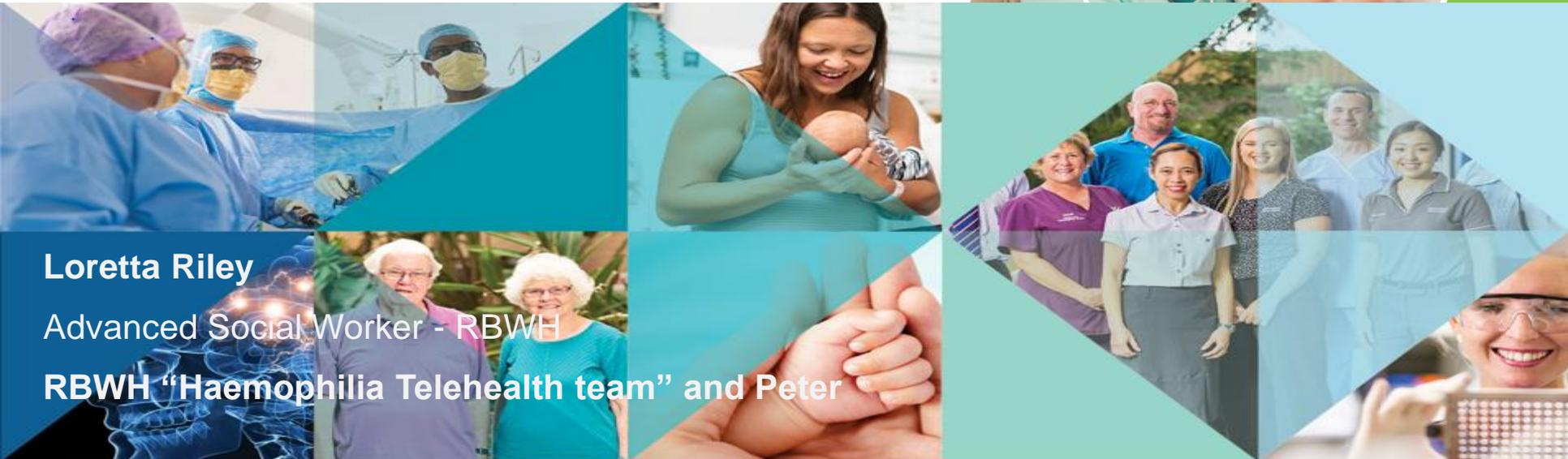


Telehealth at the Queensland Haemophilia Centre

Paediatric and Adult Perspective
Amy Finlayson

Haemophilia Clinical Nurse



Loretta Riley

Advanced Social Worker - RBWH

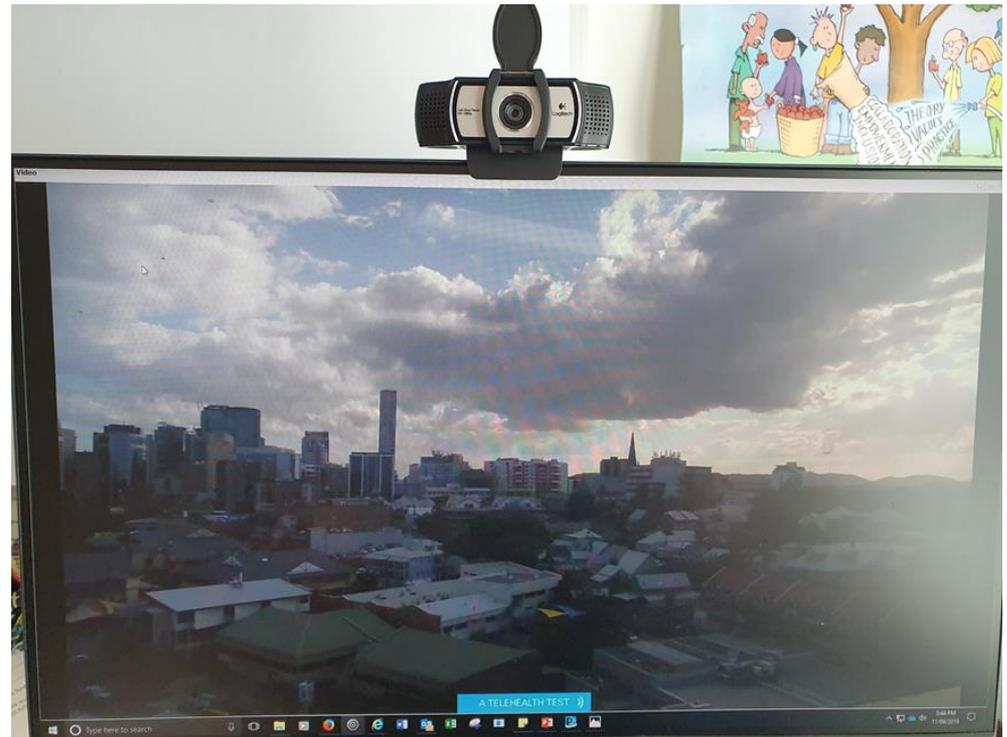
RBWH "Haemophilia Telehealth team" and Peter



Queensland Haemophilia Centres

Telehealth Definition

- Delivery of health services and information using telecommunication technology
- Live audio and/or video inter-active link for clinical consultations and educational purposes
- Services and equipment to monitor people's health in their home



The Australian Story



95% of Australia's land mass is rural and remote with widely dispersed populations



The Australian population is approximately 24 million



10% of people are living in these rural and remote which are isolated from healthcare services



Isolated populations have poorer health outcomes and shorter life expectancy compared to urban counterparts



Telehealth was first started in Australia in the early 1980's

State of Queensland

- Second largest state in Australia
- Population of 5 million
- Geographical challenges with health care
- Specialist services available at tertiary hospitals
- Transport requirements are significant
- Equity of access



Paediatric Telehealth



General
Paediatrics



Sub-specialist
referrals



Critical care



Indigenous
health screening



Home telehealth



Neonatal care

Haemophilia and Telehealth

Chronic patient group – International guidelines recommend twice yearly reviews for severe haemophilia patients

State-wide service – QCH is the only treatment centre in Queensland

Increases accessibility to healthcare services by connecting patients with healthcare professionals

Minimises inconvenience and travel costs for families

Provides education and support for healthcare professionals in rural and remote areas

At the Beginning

- Initially started in year 2000 as a pilot study
- Collaboration with University of Queensland
- New model of care to support patients at their local hospital
- Providing clinical expertise over video call
- Haemophilia initially started with seven sites in 2011 for telehealth



Present



Telehealth has been used to deliver care for 19 years – Haemophilia has been utilising this for 8 years



Now in 2019 we telehealth to large regional hospitals, small rural hospitals and GP surgeries across Queensland and northern New South-Wales



Greater than 15 sites

Paediatric Statistics

Children's Health Queensland Telehealth

- Year 2018/2019 saw 3,533 patients
- Year 2019 to date 1,052 patients

Haemophilia Telehealth

- Year 2018/2019 saw 36 patients
- Year 2019/2020 saw 9 patients

Haemophilia telehealth appointments are carried out once every fortnight and on average we see 3-4 patients each clinic

Future



New telehealth portal for ADHOC reviews



Virtual meeting room – individuals, groups and multiple participants



Link can be video, text and email



Possibly increase adherence



Limitations – older phones, poor internet connections, firewall to external organisations

Telehealth at The Queensland Haemophilia Centre

Royal Brisbane and Women's Hospital

Telehealth portal EOI advertised in September 2016 and we were advised of success in Oct 2016.

Uses Pexip app



Or QLD Health facility

Slow to start, not until 2018 did we fully embrace telehealth

Now have monthly clinic and ad hoc clinic appointments

Psycho-education

Meetings

How it works at QHC RBWH

patient identified as suitable for telehealth

SW contacts patient and discusses telehealth

telehealth agreed using telehealth portal

SW emails patient appointment time/dial in details using email template

SW completes Telehealth booking form and sends to CCS Telehealth coordinator

Telehealth AO books appointment into computerised appointment booking system

On day of appointment, patient dials in, team dials in

Telehealth appointment takes place

review appointment offered

SW liaises with patient to book next appointment

400766



Haemophilia SW 1

You are the only call in this conference

Telehealth Services
1800 066 888
Assistance - Bookings - Training



How does it work?



Future

- RBWH – tele- psychoeducation expansion
- Ad hoc appointment expansion
- Individual appointments outside telehealth clinic – ie with Physio, SW
- Linkages with GPs, regional/rural hospitals
- Virtual waiting room through telehealth portal
- Opportunities – possible exploration of the funding available to purchase technology

THANK
YOU

- *Special thank you to Peter*
- The Queensland Inherited Bleeding Disorders community who have embraced telehealth
- Scott for his creative genius
- Jane, Alex and Scott for coming on the telehealth journey at RBWH
- Linda Cuskelly and the RBWH Telehealth team!

References

- <https://clinicaexcellence.qld.gov.au/improvement-exchange/queensland-health-telehealth-program>
- https://www.health.qld.gov.au/telehealth/html/patients_carers