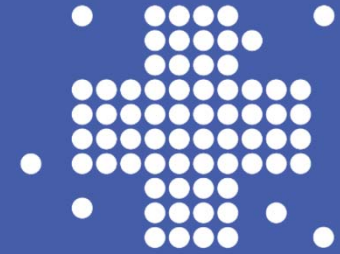




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telehealth

Saving precious time

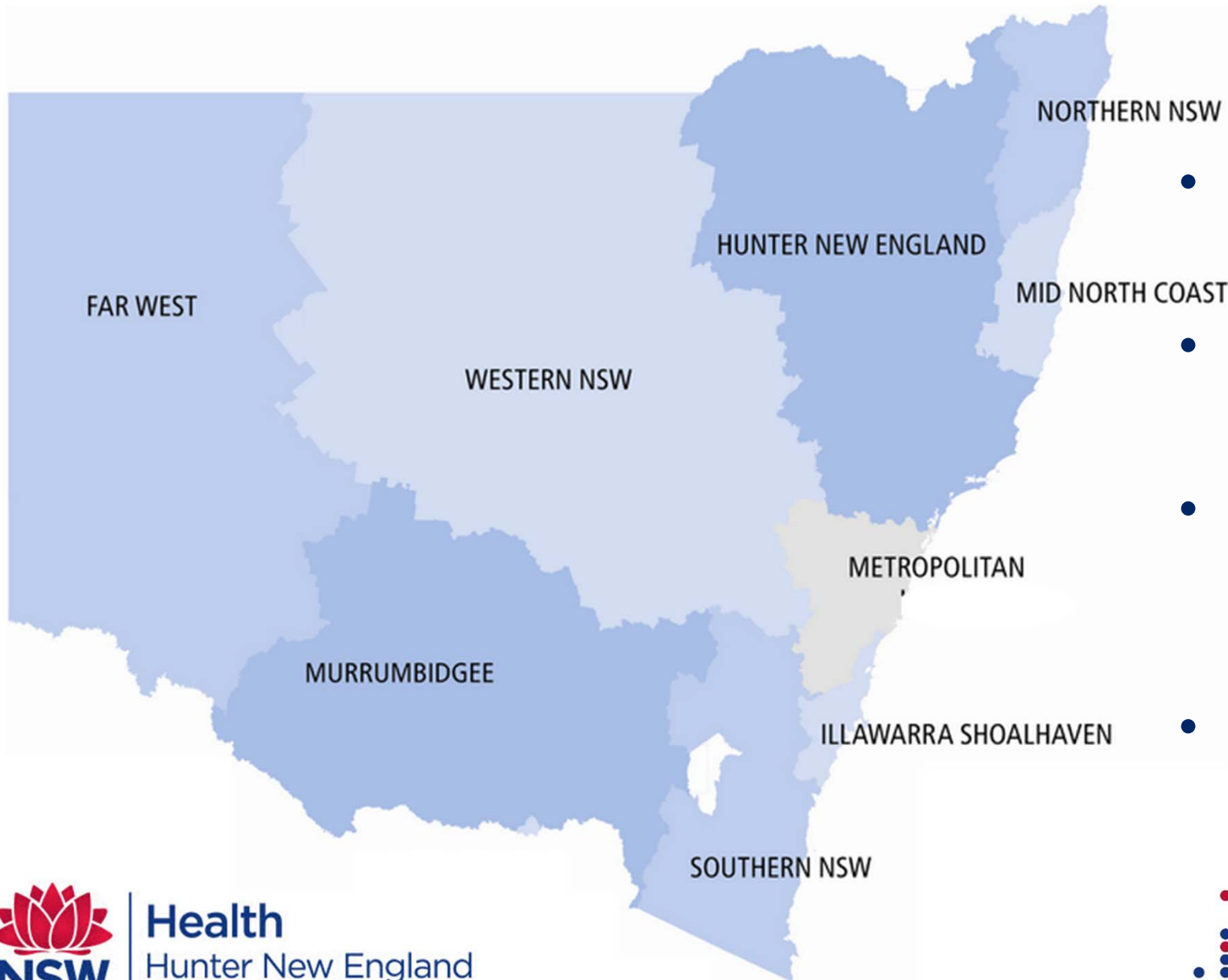
Outpatient Clinical Telehealth

Ashley Young

Senior Clinical Business Analyst,
Hunter New England Health



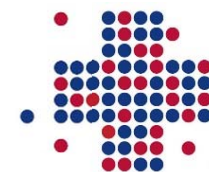
Hunter New England Health LHD



- Covers 131,785 square kilometres
- Estimated population of 870,000
- 20% of the NSW Aboriginal Population
- Over 15,500 staff including 1,500 medical officers



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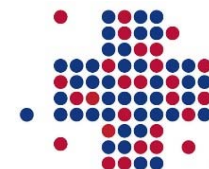


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Saving precious time

Hunter New England Health LHD



- 3 Tertiary Referral Hospitals
- 4 Rural Referral Hospitals
- 12 District Hospitals
- 10 Community Hospitals
- 10 Multipurpose Facilities
- Over 60 Community Health Services



Clinical Telehealth in HNELHD (2014)



**2,315 Telehealth
Appointments**



**537,100 km of Travel
Saved using Telehealth**



**863 Nights Away From
Home Saved**

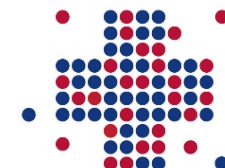


**\$911,113 Patient &
Carer Costs Saved using
Telehealth**

Mental health	738	Paediatric Palliative Care	81
Orthopaedic	291	Respiratory	80
Cardiology	172	Physiotherapy - general	57
General practice/primary health care	130	Rehabilitation	53
Drug and alcohol service	120	Wound management	51
Gynaecology Oncology	113	Paediatrics	46
Neurology	101	Infectious diseases	46
Diabetes	96	Pain Medicine	32



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We know it works ...

Patient satisfaction with telehealth service – 92%

Collaboration with GPs, Allied Health, Community Nursing, Aged Care Facility staff and Aboriginal Medical Practices

Public awareness increasing

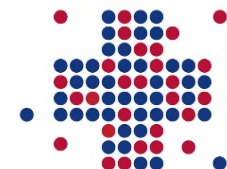
Great multidisciplinary and innovative models

- Increasing access
- Streamlining services
- Patient focussed
- Flexible
- Specialist identified clinical appropriateness of service
- Acceptable mode of clinical communication



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But this isn't good enough ...



551,073 Outpatient
Appointments



28,344,058 km of Travel
in Accessing Service



23,944 Nights Away
From Home in Accessing
Service



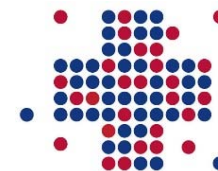
\$42,462,890 Patient &
Carer Costs in Accessing
Service

So what is our biggest barrier to wide scale uptake of clinical telehealth?



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Medicare Benefits Schedule ...

150% payment for specialist to perform telehealth consultations - with restrictions

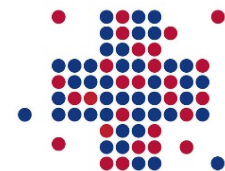
These restrictions mean that over 65% of our population are ineligible

MBS will pay nothing for a clinically appropriate telehealth consultation to a 'metro' patient



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Potential Solution ...

Telehealth is an acceptable mode of clinical communication

Cost Neutral - MBS could pay specialists (and GPs) at the standard rate

remove incentive payments

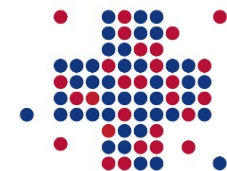
remove all restrictions

Change definition to *“at consulting rooms, hospital or via secure telehealth connection”*



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40 hours of travel 4 days off work



That's how much precious time Jessie saved by seeing her diabetes specialist using telehealth.

Jessie lives on a rural property outside Narrabri. She works at the local Woolworths store. Jessie has type 1 diabetes and needed to see her specialist, Dr Sham Acharya, fortnightly during her pregnancy. Using telehealth, Jessie was able to attend 4 consultations via secure video-link from the local health clinic in Narrabri with Dr Acharya in Newcastle.

Thanks to telehealth, Jessie avoided 3200km in unnecessary travel. Best of all, Annaleise was born safely and is now enjoying life on the farm.

What can the time saved by telehealth do for you?

www.hnehealth.nsw.gov.au/telehealth

telehealth - the delivery of health-related services and information via telecommunications technologies

