Hub & Spoke Cardiac Rehab
Telehealth Model: Improving Access For Rural People

Kellie McMaster & Geoff Witmitz
Wimmera Primary Care Partnership
Wimmera PCP
- ~28,000 sq km
- Population ~38,500
Project Background

• Cardiac Rehab – 8 week program
• Attendance at cardiac rehab = better outcomes with cardiac health & rates of heart attacks
• Support from DHHS Victorian Cardiac Clinical Network
Project Aims

• Improve cardiac rehabilitation options and uptake

• Support the staff to provide innovative community focused cardiac rehabilitation via telehealth
Barriers to attending Cardiac Rehab
The Partners

This MoU recommends that staff delivering Cardiac Rehabilitation programs in the Wimmera be given the opportunity to attend this training.

Evaluation and Review of this MoU

An evaluation report on the model and its effectiveness will be completed in March 2015. This MoU will then be scheduled for review after the evaluation is completed and no later than May 2015.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Name &amp; Title</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edenhope &amp; District Memorial Hospital</td>
<td>Anne Bates, A/CEO</td>
<td></td>
<td>9/12/14</td>
</tr>
<tr>
<td>Dumbrunke Health Services</td>
<td>Tracey Chencoweth, General Manager</td>
<td></td>
<td>8/12/14</td>
</tr>
<tr>
<td>Rural Northwest Health</td>
<td>Catherine Marley, CEO</td>
<td></td>
<td>2/1/15</td>
</tr>
<tr>
<td>West Wimmera Health Service</td>
<td>John Smith, CEO</td>
<td></td>
<td>2/2/15</td>
</tr>
<tr>
<td>Wimmera Health Care Group</td>
<td>Chris Scott, CEO</td>
<td></td>
<td>12/14</td>
</tr>
</tbody>
</table>
• Wimmera Health Care Group
  • Strong commitment to deliver sub-acute support to the sub-region
  • Support smaller health services to be able to deliver a high quality, best practice program
  • Share resources

Rural Northwest Health & West Wimmera Health Service
• Staff trained: commitment for staff to undertake 5 Day Heart Research Centre Cardiac Rehabilitation program
• Visit WHCG and observe program
• Develop their Cardiac Rehab program processes
• Bring staff up to speed with VC usage
• Trialling
• Evaluating & continuously improving
Resources

Process Flow Chart

CARDIOVASCULAR DIAGNOSIS, EXACERBATION OR RISK FACTORS

Hospital Presentation in Wimmera

Community Health / Outpatients in Wimmera
- Wimmera Health Care Group
- Rural Northwest Health
- West Wimmera Health Service
- Edenhope & District Memorial Hospital

Hospital Presentation elsewhere e.g., Geelong, Melbourne ED, outpatients

Patient discharged back to the Wimmera

Automatic pathway to Cardiac Rehabilitation

GP/ Cardiologist refers patient to Cardiac Rehabilitation

Intake to Cardiac Rehabilitation
- Identify patient postcode; or ask where patient is from
- Question to consumer where is the most acceptable service for Cardiac rehabilitation? No wrong door.
- Provide Cardiac Rehabilitation telehealth brochure

Referral to Cardiac Rehab Centre of consumer’s choice
Referral includes:
- E-referral (ConnectingCare / RIMS) preferred
- Consumer information
- Consent to share information
- Any applicable correspondence

Acknowledgement of Referral

Patient Assessment
- Wimmera Health Care Group
- Rural Northwest Health
- West Wimmera Health Service
- Edenhope & District Memorial Hospital

Cardiac Rehabilitation Program
8 week program:
- Wimmera Health Care Group
- Rural Northwest Health
- West Wimmera Health Service
- Edenhope & District Memorial Hospital

E-referral for Cardiac Rehab Education at WHCG via VC
Please include:
- Consumer Information
- Consent to share info
- Assessment Information

Acknowledgement of Referral

GP Medical Consent

GP/ Communication
Each Session:

• First hour: Individual exercise component held at each site (hub and spokes)

• Second hour: Link with VC for afternoon - Ice breaker/Introduction - Education Session
### Resources

#### Client Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Age</th>
<th>Gender</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>30</td>
<td>Male</td>
<td>123-456-7890</td>
</tr>
<tr>
<td>Jane Smith</td>
<td>25</td>
<td>Female</td>
<td><a href="mailto:jane@gmail.com">jane@gmail.com</a></td>
</tr>
</tbody>
</table>

#### Cardiac Rehabilitation Using Telehealth

- Available at: [Wimmera Health Care Group](#) and [Regional Health](#)
- Video: [Watch Video](#)
- Webinar: [Join Webinar](#)
- Book: [Download Book](#)

<table>
<thead>
<tr>
<th>Exercise Plan</th>
<th>Meal Plan</th>
<th>Medication Management</th>
<th>Social Support Network</th>
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<tbody>
<tr>
<td>Aerobic Exercise</td>
<td>Healthy Eating</td>
<td>Reduce Dose</td>
<td>Meet Friends</td>
</tr>
<tr>
<td>Stretching</td>
<td>Portion Control</td>
<td>Monitor Side Effects</td>
<td>Call Family</td>
</tr>
</tbody>
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#### Healthy Hearts

- Accessible at: [Primary Care Partnership](#)
- Website: [Visit Website](#)
- App: [Download App](#)

<table>
<thead>
<tr>
<th>Health Tips</th>
<th>Activity Ideas</th>
<th>Nutrition Advice</th>
<th>Stress Management</th>
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<tbody>
<tr>
<td>Regular Check-ups</td>
<td>Cardiovascular Exercise</td>
<td>Whole Grains</td>
<td>Deep Breathing</td>
</tr>
<tr>
<td>Avoid Smoking</td>
<td>Strength Training</td>
<td>Fruits</td>
<td>Mindfulness</td>
</tr>
<tr>
<td>Stay Hydrated</td>
<td>Flexibility Exercises</td>
<td>Vegetables</td>
<td>Yoga</td>
</tr>
<tr>
<td>Wear Sunscreen</td>
<td>Agility Activities</td>
<td>Low-Sodium</td>
<td>Exercise Logs</td>
</tr>
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*Note: The table and diagram are placeholders and do not reflect real content.*
Evaluation

Final Report: Wimmera Hub & Spoke Cardiac Rehabilitation Model of Care

RMIT University Rural and Regional Futures Research Group
Integrated Analysis
key measurement parameters

- Consumer Satisfaction
- Clinician Satisfaction
- Appropriate Technical Functioning
- Improved Health Outcomes
Consumer Satisfaction

- better supported and informed
- safe and comfortable
- equitable care
- satisfaction

‘Without this (video unit), I just wouldn’t be doing this course.’
• professional

• supported to deliver specialised care

• appropriate knowledge and skills

‘I feel like I am using my education more fully because of this project. It’s great for job satisfaction. I like living in a rural place, but miss stretching myself to do more.’
• right messages

• improved physical and mental health and well being

• saved travel and expense and/or accessed

‘...there is no doubt that virtually all remote participants were provided with enhanced tools and understanding to better manage their own health and well-being.’
• equipment available
• support
• quality
• availability of physical aids and equipment
Numbers of patients 2015-16

- 30 remote patients have completed the 8 week program via videoconference from July 2015 – July 2016

- 30 x 8 via videoconference for remote patients = 240 patient contacts
Telehealth Savings for Clients

• 1 Client in Warracknabeal
• Attends 8 sessions in Horsham
• Travel Time: 13 hours
• Travel Cost: $790

Not included any carer/driver time
Key learnings

• Process
• Technology
• People
Conclusion

Cardiac Rehab now more accessible in the Wimmera
‘The Wimmera Hub & Spoke Cardiac Rehabilitation Model of Care is efficient, applicable and replicable, with potential to address consumer needs in an ever increasing variety of rural and remote settings and clinical modalities.’
Other Telehealth Projects

- ED Telehealth Project
- Wimmera Oncology Telehealth Project
- Telehealth for Supportive Survivorship Care Project
- Urology Telehealth
Questions?

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