

## Telehealth to the home

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Hunter New England Local Health District has developed, implemented and evaluated two telehealth models designed to improve the health outcomes of people isolated from health services. Both telehealth models developed presented innovative approaches to delivering a health care service. The models placed the consumer at the centre and have elements that are scalable across other service disciplines and disease processes.

The chronic disease *Telehealth to the Home* model and the *Working Together: Life Beyond Cancer* telehealth models were trialled in the New England region of NSW and achieved the following:

- multidisciplinary chronic disease and post-cancer care interventions delivered via telehealth that improved self-management skills and health behaviours
- in-home monitoring of biometric data combined with a coordinated care approach to managing changes in disease that demonstrated improved health outcomes
- in-home high definition videoconferencing for consultation, multiparty support group with guest speaker and individualised health behaviour change coaching
- application of a range of in-home and mobile technology devices over a variety of internet options
- embedded telehealth models into routine care and redesign of current services to accommodate the technology
- overall improvements in quality of life, health behaviours and achievement of health goals
- establishment of telehealth infrastructure including workforce, technology and clinical models
- scalable models with consumer and workforce engagement in the development.

The chronic disease and cancer care telehealth models demonstrated the essential key implementation domains necessary to conduct a successful telehealth service in rural communities. Domains include; technology, workforce skills, community participation, culturally appropriate care and governance.