

Statewide Telehealth Services and Pre Admissions Clinics

Presented by
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Queensland Government

Queensland Health

Statewide Telehealth Services

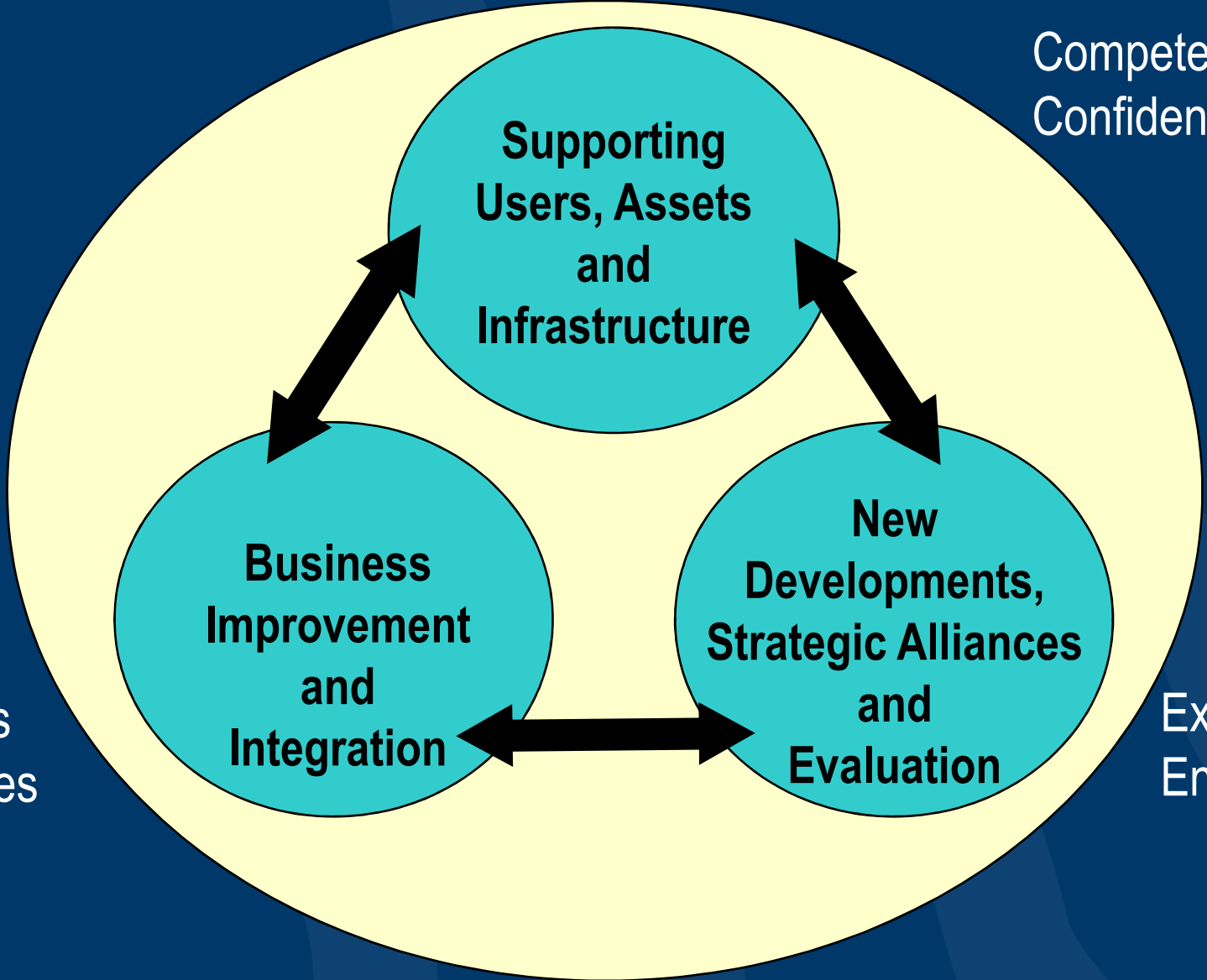
Statewide Telehealth Services are a business unit comprised of the **Telehealth Program Area** (Clinical and Statewide Services; CaSS) and **InfoOperations** (Information Division).

Based in Brisbane, the InfoOperations team provide infrastructure, purchasing and help desk services. The CaSS Program Area team are dispersed across the Northern, Central and Southern Zones, providing clinical telehealth applications, services and projects.

We aim to provide quality, cost effective patient care by using available technology to connect clinicians, without the need for them to physically travel to each other.

Sustainable Integration of Telehealth

Competence & Confidence

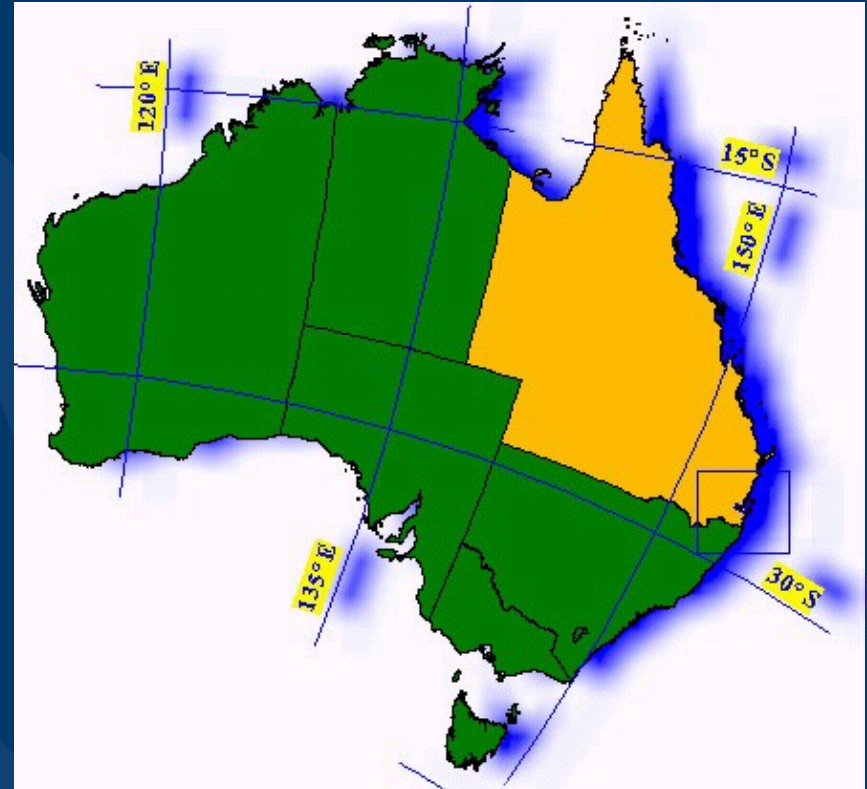


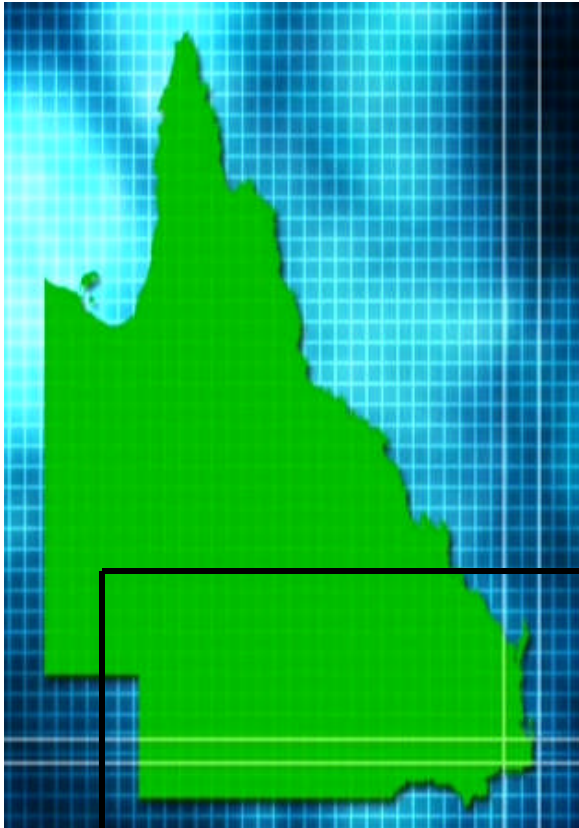
Internal Business Processes

External Environment

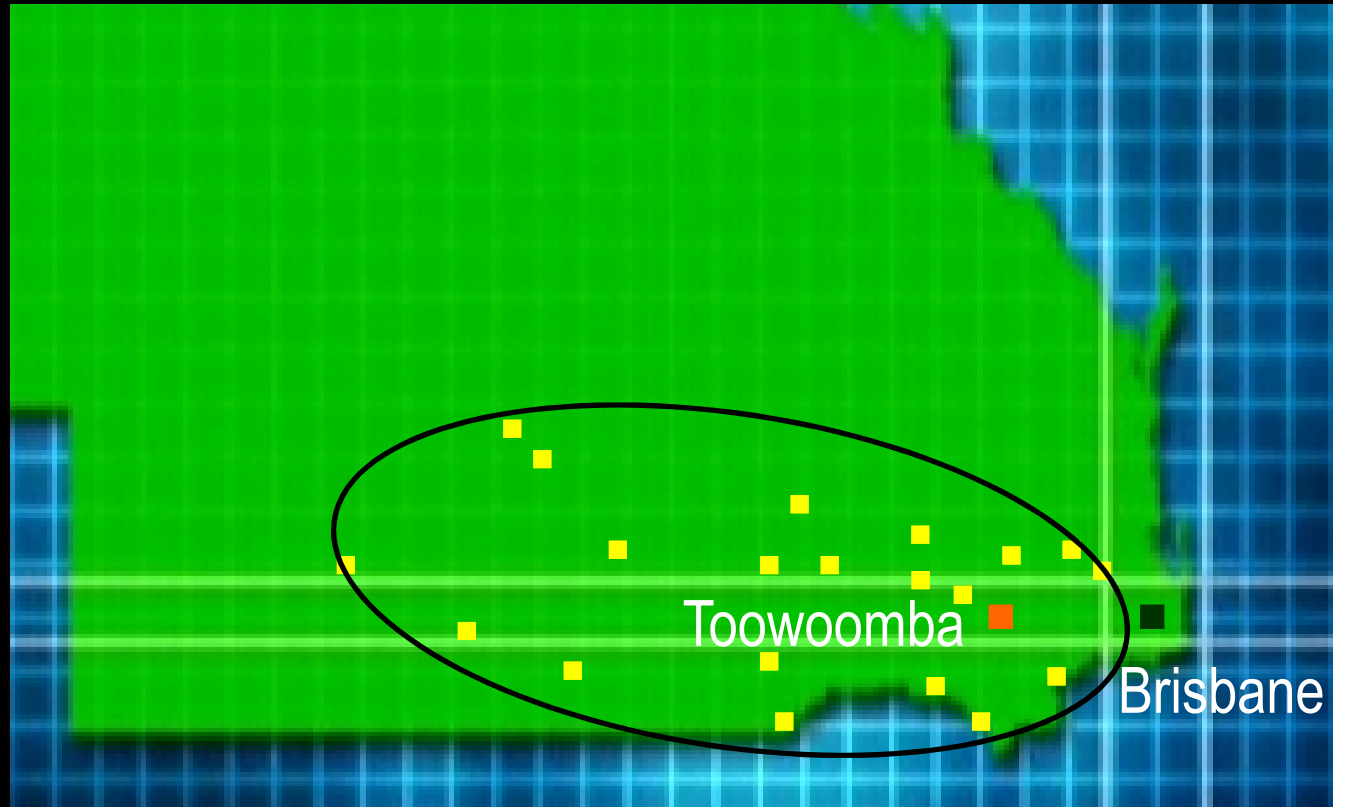
Infrastructure

- 1996 – 2 end endpoints
- 2001 – 90 endpoints
- 2008 – over 500 endpoints





Area of Service
350,000kms²
217,480 miles²



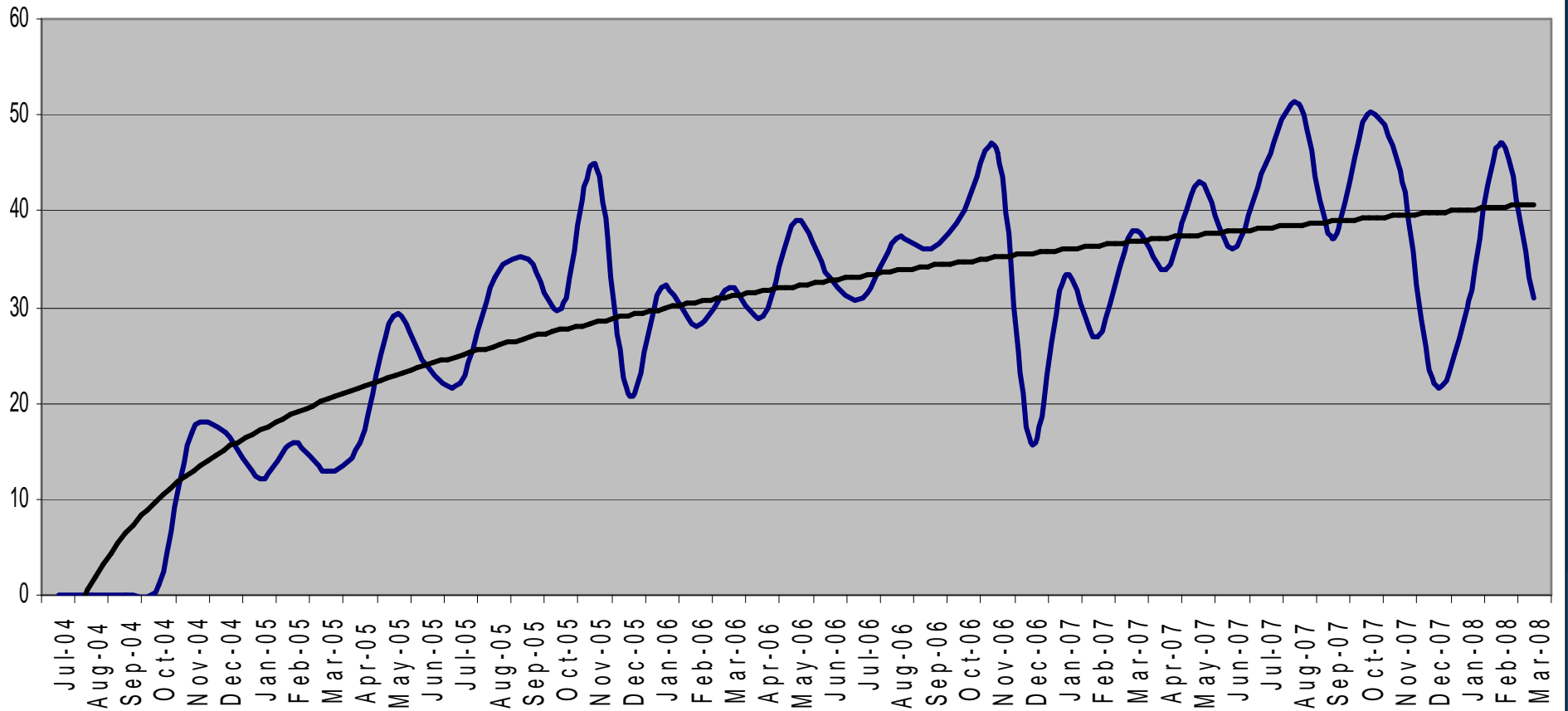




Standard Trolley Kit

Occasions of Service

Occasions of Service - Preadmission Telehealth



Risks and Limitations



Key Performance Indicator 1

Decrease in Patient Travel Subsidy Scheme expenditure for patients accessing preadmission services.

Key Performance Indicator 2

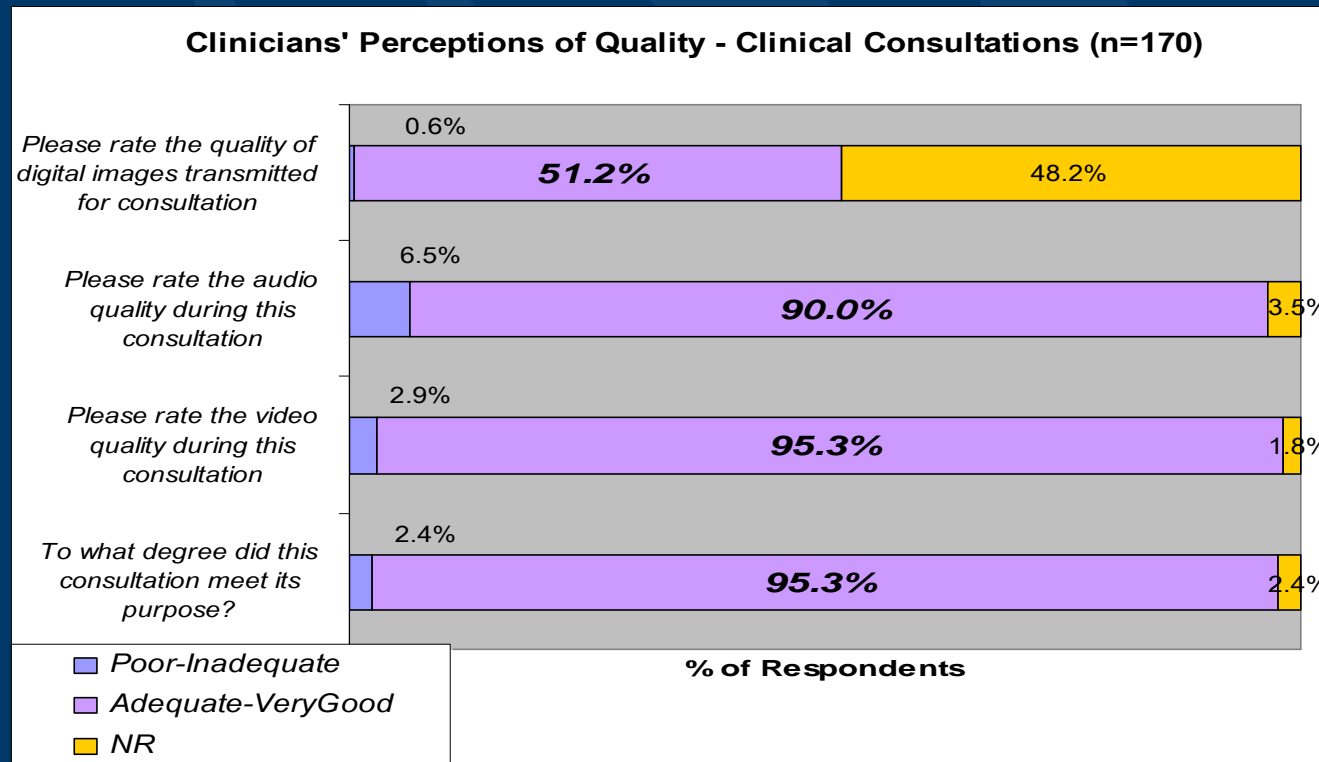
Decrease of 70% in patients, eligible for the Telehealth consults, travelling from rural sites to Toowoomba for their pre-anaesthetics assessment.

Key Performance Indicator 3

80% patient satisfaction with the service

Key Performance Indicator 4

80% clinician satisfaction with the outcomes of the Telehealth consultations



Benefits for Queensland Health

- Access
- Decisions
- Communication
- Isolation
- Training

Resources for Consumers and Clinicians ...

- Consumer Booklet
- Consumer Information Video
- Staff Education Video
- Telehealth Training modules
- Telehealth Help Desk
- Telehealth Resource Development Officer
- Monthly training via Video Conference

Contacting Telehealth

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Thanks for your time!

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