



Community allied health mobile device project

Hospital Name: Waitemata DHB

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HRT 1616 Allied Health Improvement Group

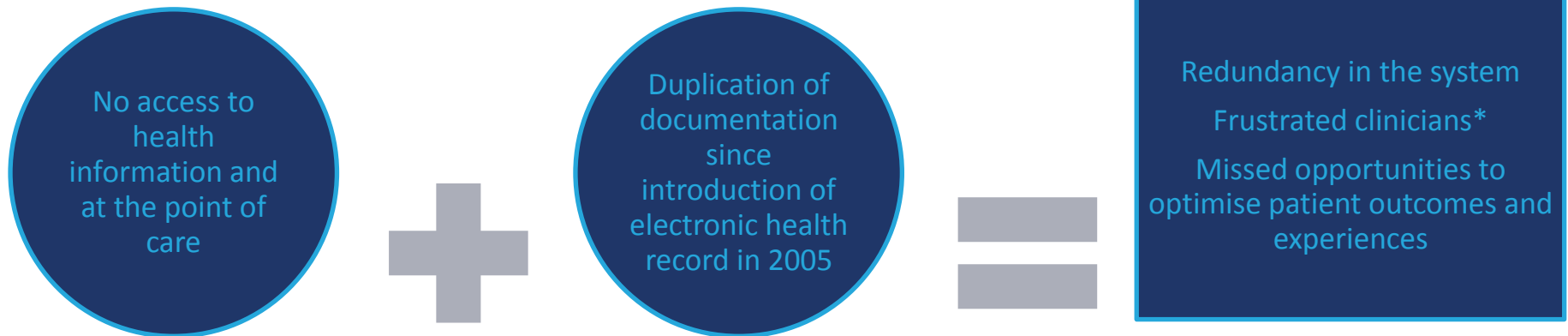
26 – 27 October

Brisbane



Key Problem

Our community allied health clinicians in physical health complete approximately 115,000 visits per year.



- *Clinicians spending on average 129.5 minutes per day (26.4% time) on patient related administration compared to 87.4 minutes (17.8% time) in face to face contact with patients
- *59.2% clinicians report frustration about duplication in current administrative processes
- *62.6% clinicians describe documentation requirements as preventing them from responding to patient needs

Aim of this innovation

- Our aim is to realise the potential demonstrated by our community allied health clinicians during our 2014/15 mobile device pilot across our community allied health teams in physical health (adults & paediatrics).



Workflow

- 47.59 hour (18.09%)
P<0.0001 reduction in admin time
- 22.5% increase in number of visits
- 16.5 hour (11.63%)
P<0.0001 increase in direct patient contact hours



Patient experience

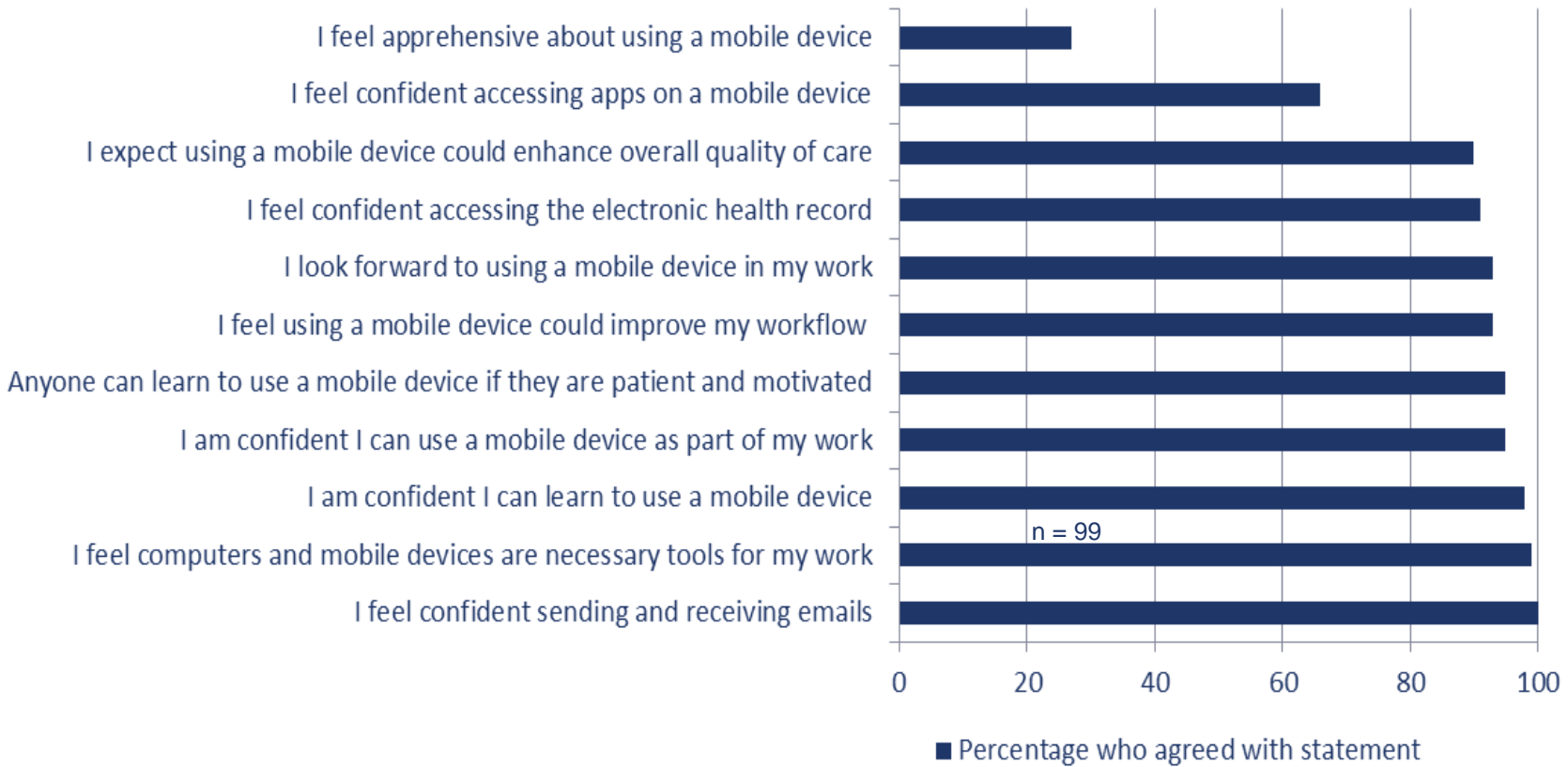
- 101 responses (82% adult, 18% child)
- 93% said mobile device improved visit
- Better education, instruction and information flow



Clinician experience

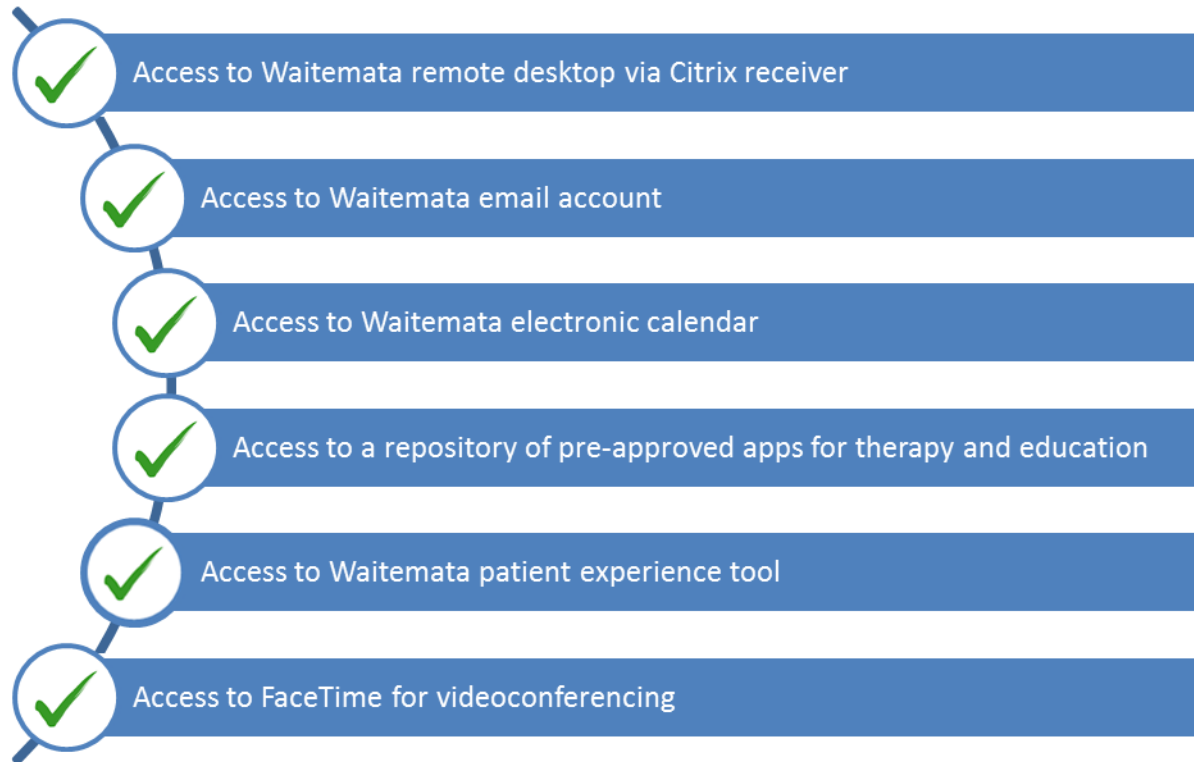
- Improved flexibility and workflow
- Better education, instruction and information flow
- Positive reports about impact on physical and emotional self

Baseline Data



Key Changes Implemented





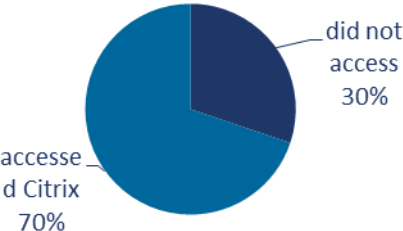
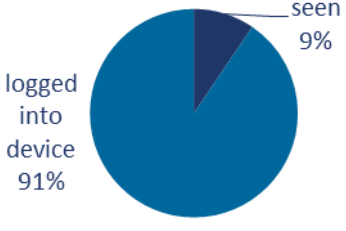
- All community allied health clinicians working with adults and children in physical health provided with a mobile device with:



- All clinicians (n=116) provided with 5 hours of implementation support and monthly 1 hour clinician led forums to support adoption for 6 months.

Outcomes so far

The iPad is worth its weight in gold in so many ways: writing notes, making contact with staff, google maps & GPS for home visits, booking appointments from patients homes, face-time IDT meetings. It's just great and very convenient, couldn't do without it now! (Allied Health Therapist, Older Adults & Home Health)

Patient Experience	Mobile device use
<p>119 patient responses: 68% patients have experienced the iPad as part of their visit</p> <p>Did pictures/information/resources help you understand your health and visits?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  76% </div> <div style="text-align: center;">  23% </div> <div style="text-align: center;">  0% </div> <div style="text-align: center;">  1% </div> </div>	<p>Majority of clinicians access device within working week</p> <p>Majority of clinicians access electronic health record remotely during working week</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Citrix access 5th-9th Sept</p>  <p>accessed Citrix 70% did not access 30%</p> </div> <div style="text-align: center;"> <p>Device access 12th-16th Sept</p>  <p>logged into device 91% not seen 9%</p> </div> </div>
Staff Experience	Workflow data
<p>Baseline data collected. Evaluation data will be collected between Sept – Dec 2016.</p>	<p>Baseline data collected. Evaluation data will be collected between Sept – Dec 2016</p>

Lessons Learnt

- Start small and demonstrate proof of concept.
- Tell your story with supporting evidence and be sure to align to broader organisation strategies and resources
- Allow clinicians some flexibility with the support they require. People will reach different parts of the system at different times.
- Essential to collaborate with colleagues beyond allied health to:
 - utilise broad skillset of colleagues
 - optimise privacy and safety
 - understand and realise potential of project
 - ensure strategic rather than ad hoc approach to technology use
- For more information Contact:
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