



Tele Health in HITH

QEI Jubilee & Princess Alexandra Hospitals

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HRT 1703 Optimising Readmissions Roundtable

1st / 2nd March 2017, Brisbane QLD



Key Problem

- In April 2015, the full time Hospital in the Home (HITH) Medical Consultant resigned and was replaced with the temporary recruitment of a 0.5 FTE Medical Consultant.
- The Nurse Unit Manager (NUM) also identified that readmission rates had increased in April by 2% and it was anticipated that this could worsen over time.
- The NUM also recognised that there needed to be an increase in service efficiency which offered an opportunity to examine innovative models of care that could assist. One of these models of care was Tele Health.

Aim of this innovation

- Reduce patient re-admission rates, including those that received an iPad review
- Continue to monitor adverse events
- Demonstrate this is an effective and safe model of care
- Ensure all patients who required a medical review received this promptly without affecting their LOS
- Continue to deliver the service with reduced medical hours

Baseline Data

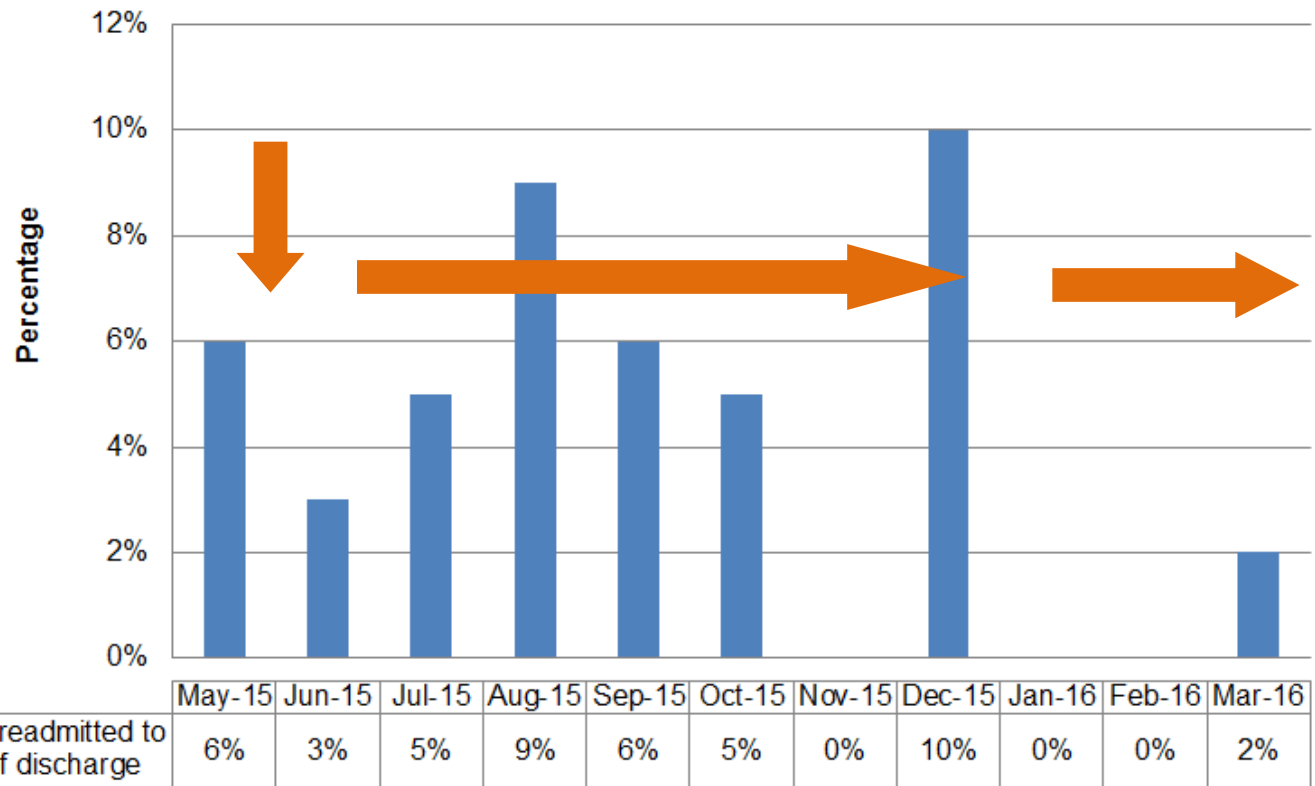
- Following discussions with the Clinical Informatics Department at PAH, the Tele Health Support Unit were engaged to commence an innovative change in the HITH model of care which included the use of iPADS during the patient home visit.
- The use of iPADS aimed to increase efficiency by enabling the HITH medical staff member to review patient's 'virtually' rather than having to visit each patient at home. Therefore, increasing service efficiency by providing timely access to medical reviews for HITH patient's, whilst eliminating unnecessary travel for the HITH Medical Consultant.

Key Changes Implemented

- On 1st July, a 6 month trial commenced to introduce iPad for home visits to HITH patients
- The HITH clinical nurses utilised the iPads when they conducted the home visit. The nurse would facilitate the entire process including contacting the HITH consultant to conduct the virtual appointment and utilising the device.
- The nurse facilitated the use of the iPad during the virtual appointment to:
 - consult with the Dr in collaboration with the patient
 - allow the patient and Dr to see each other
 - show the Dr the patients IVC/PICC sites, wounds and discuss progress, ongoing treatment or concerns
 - The iPads were also utilised for handover with the HITH consultant when he was unable to attend in person.

Outcomes so far

**Princess Alexandra Hospital
Percentage of patient readmission within 28 days of discharge
from Hospital in the Home**



Lessons Learnt

- Ensure clinicians receive appropriate training
- Ensure local procedures are developed
- Engage your local Tele Health support unit
- Ensure adequate data collection for reporting, funding and safety & quality purposes

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