An introduction to telehealth & Telehealth at Peter Mac

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Telehealth intro v1: January 2017

A brief introduction to telehealth

- What is telehealth?
  - Video, email, phone, etc.
  - Clinical education, mentoring, upskilling etc
  - 'tele-' = at a distance...
  - mhealth, telemedicine, etc....
  - In Australia – typically telehealth and typically video (Medicare funding)

Telehealth in Victoria – current status

DHHS states:
"The objectives of using telehealth are to:
- Improve patient outcomes
- Drive greater efficiency in the way health care is delivered
- Support the delivery of the quality health care across the state and
- Make telehealth a viable alternate to the way some health care is traditionally delivered."

DHHS has made a commitment to build telehealth provision - $25m over 5 years (Specialist clinics, ED, inpatients etc) – including Peter Mac / VCCC


Telehealth supports Peter Mac Strategic directions...


1: Provide the world’s best cancer care
   ...focus on innovation in delivering care to achieve demonstrably better outcomes for patients, empowering those affected by cancer...

2: Accelerate discovery and translational research
   ...further integrate and translate our scientific breakthroughs into clinical care through an expanded and strengthened clinical trials program...

3: Focus on cancer prevention and wellbeing
   ...incorporate cancer prevention and wellbeing interventions to help reduce health and social inequities in the Victorian and Australian communities...

4: Develop new business models and commercial ventures
   ...explore and develop new and innovative business models, including commercial ventures and collaborative partnerships, to accelerate advancements; broaden access to novel treatments...

Telehealth supports Peter Mac Strategic enablers... (2015 – 2019)

1: Collaborative partnerships and networks
   - evolve and expand our partnerships and networks to improve the quality of cancer services in Victoria and increase the access, reach, impact, community awareness and sustainability...

2: Specialised cancer education and training
   - enhance the expertise of our workforce... build capability in cancer prevention, treatment and care amongst patients and carers, health professionals, other health services and the wider community...

3: The best cancer workforce
   - We will attract and retain the best talent and continuously develop the professional skills and capabilities of all our people.

4: Advanced technology and infrastructure
   - We will make strategic investments in advanced technology and infrastructure to enable access to new models of care, new treatment options and to improve patient outcomes.

Service models using telehealth

- To patient with local clinician (‘supported’)
  - ‘Partnership’
  - ‘Mentoring’
  - To aged care facilities
- To patient at home (‘unsupported’)
  - Review consults
  - Family meetings
- Multi-disciplinary discussions
  - Case conferencing
- Education & upskilling
  - Consumers
  - Healthcare professionals
  - Using infrastructure
- MBS billable where eligible - 100% donation model

When can you bill Medicare for telehealth?

Patient location for Medicare billing eligibility

Medicare billing eligibility – other criteria

- Only certain Item numbers
- Need a valid referral
- Specialist with the patient can bill GP Item numbers
- The patient must be present
- Not Registrars, Fellows, AH, nurses etc

See MBS online: (Google ‘Medicare telehealth’)

...a small breather.....
Underlying principles for telehealth at Peter MacCallum Cancer Centre

**TECH**
- Web based
- One technology for all
- Access via Peter Mac website (for clinicians and patients)
- Can use any device – as long as have internet, webcam, speakers, mic
  - Desk top or laptop computer
  - iPad/tablet
  - Smart phone
- Can be integrated in to Peter Mac usual ways of delivering services

Enable telehealth to patients almost anywhere...

Underlying principles for telehealth at Peter MacCallum Cancer Centre

- **Models**
  - Including local doctor / clinician
  - Patient at home
  - Multi-disciplinary
  - Family meetings
- **An ‘Integration’ approach**
  - Build in to usual processes for requesting, scheduling, running and billing
  - Build in to existing roles and responsibilities
  - Telehealth is just another way to deliver (or access) services
    - Clinically and clinician driven
- **Technology platform/s**
  - Web-based, one solution, any device, anywhere with internet

Telehealth at Peter Mac

- 81,611 non-admitted patients (Peter Mac 2015-2016)
- 37% (30,145) travelled a significant distance to get here – eg were rural or regional (26% from 5 regions)

<table>
<thead>
<tr>
<th>Location</th>
<th>Number of Patients</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Berwick South West</td>
<td>2,583</td>
<td>2.7%</td>
</tr>
<tr>
<td>Geelong</td>
<td>6,276</td>
<td>7.3%</td>
</tr>
<tr>
<td>Geelong suburbs</td>
<td>1,098</td>
<td>2.6%</td>
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<tr>
<td>Yarrell</td>
<td>6,333</td>
<td>7.6%</td>
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<tr>
<td>Loddon-Mallee</td>
<td>5,016</td>
<td>5.7%</td>
</tr>
<tr>
<td>Regional</td>
<td>11,648</td>
<td>13.7%</td>
</tr>
</tbody>
</table>

- A 2015 audit indicated that 13% of review appointments were clinically suitable for telehealth
- = 52 review appointments per day
- = 12,480 per year

Building blocks for Peter Mac telehealth

2017:

1. **Basic structures in place** to support delivery of services by telehealth - built in to usual roles and processes for requesting, scheduling, running, and billing
2. **Develop models of care** utilising telehealth that help keep care in the community and reduce avoidable demand on 3rd services
3. **Deliver telehealth in identified clinical areas**
4. **Telehealth upskilling & raised awareness of telehealth**
5. **Where able / 2018**: Support telehealth delivery in any Peter Mac Clinical service where requested

Find out more

- A general guide for tech and infrastructure specs [https://vccresources.com.au/display/public/VCV/Video+Call%27s+equipment+and+web+browser+requirements#expand](https://vccresources.com.au/display/public/VCV/Video+Call%27s+equipment+and+web+browser+requirements#expand)

Peter Mac telehealth:
- Contact Susan Jury / susan.jury@petermac.org / Mob 0407245377
- Website coming soon [www.petermac.org/telehealth](http://www.petermac.org/telehealth)
   (Introductory presentation v1 - prepared Jan 27th 2017)