



Health

Hunter New England
Local Health District

FACE TO FACE WITH AGED CARE

**ACE Telehealth Project between Anglican Care Aged
Care Homes and Belmont Hospital**

Wendy Murdoch – CNC 1

Belmont Hospital August 2018



AIMS OF PROJECT

AIM: To improve outcomes for RACF residents through the implementation of -

1. Telehealth assisted ED assessment aimed at **reducing avoidable transfer** of RACF residents to ED
2. Reverse Telehealth to enhance clinical handovers between Anglican Care Facilities and Belmont Hospital and to decrease 28-day readmission, and 48 hr ED presentations

OUTCOMES

Presentations to ED = 30%

48 hr ED representation rate = 0

28 day representation rate = 4%



Collaboration and respect between hospital & RACF staff greatly increased = early discharges for complex & for end of their life patients

"SCOPIA" APP - TELEHEALTH LINK FOR HNELHD

Scopia Telehealth Emergency



This is a brief process for telehealth via Scopia from an HNE computer to an offsite clinician, family member or carer.

Scopia provides live, secure, video conferencing to any device type, provided there is quality internet connection at the far site.

Decide time for connection with family / ward / aged care / outpatients
Family install Scopia as per instructions over leaf (if linking to family)
1FNB staff and family enter 1FNB Scopia Meeting ID 666341 at designated time

- Open the Scopia icon from the computer desktop
- Enter your name or the patient's name in the Your Name field
- Enter the **666890** into the Meeting ID field
- Click Participate Now


You will then be in a virtual meeting room connection.

The call is set up to have 4 separate participants, ie Ward and 3 others.

We recommend checking your connection prior to connecting with family. There is a test site Meeting ID of 6659000. Enter this number into the Meeting ID field, and ensure you can see and hear the video.

Information can be provided to family members of how to connect from the HNE Health website at - <http://www.hnehealth.nsw.gov.au/telehealth>

Telehealth support can be contacted on 498 55400

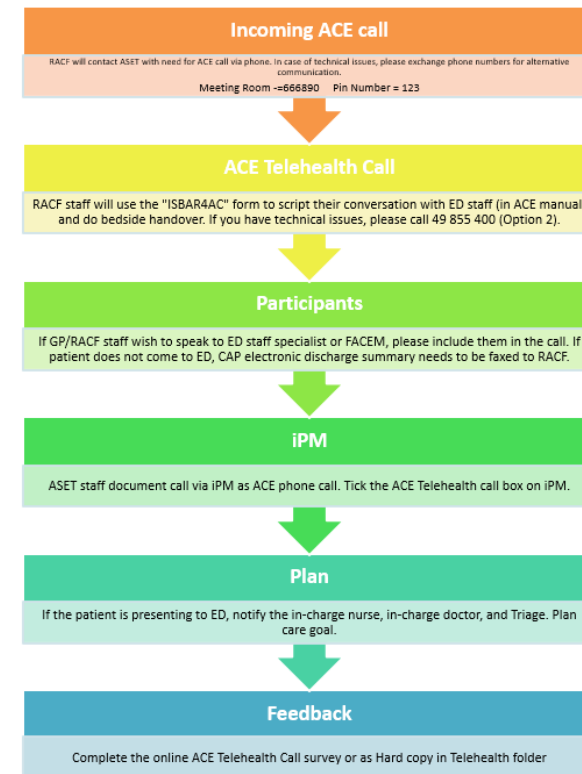


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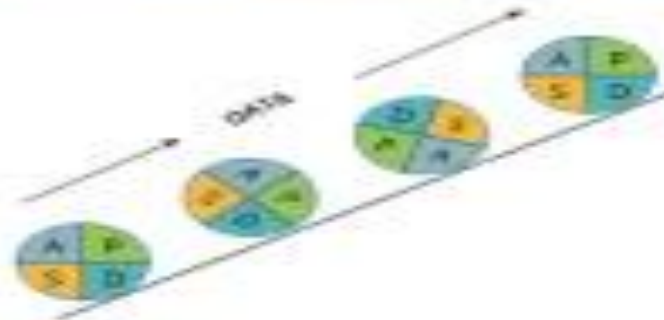




A QUICK GUIDE TO ACE TELEHEALTH CALLS IN THE EMERGENCY DEPARTMENT



CHANGE / PROCESSES / PEOPLE



LEARNINGS = what worked & what did not – WORKSHOP POWERFUL!

DID NOT WORK	SUCCESS
Laptop – both for acute and aged care	iPad (aged care)
Laptop speakers	External speakers / camera on mobile “WOW” (acute care)
RNs setting up Scopia for handover	RNs setting up handover time – admin staff linking for meeting
No written handover for Telehealth calls	Telehealth ISBAR handover form
EMBEDDING NEW PROCESS IN 12 MTHS to rest of hospital (started in 2 wards only)	Hospital paid for 3 month extra (CNC 1 day/week) to embed process in wards
Hardcopy telehealth records to track calls	Inpatient Telehealth clinics for data record – new for HNEH – data entry by ward admin staff
PIN numbers for Scopia linkup	Scopia Meeting room ID only – simple process

ANGLICAN CARE – EDUCATOR, RNs, PATIENT and iPad



PATIENT AND STAFF WITH IPAD in Aged Care Home



PATIENT VIEW FROM IPAD



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ASET DESKTOP = EXTERNAL CAMERA + SPEAKERS



STRAS = HOSPITAL “WOW” + EXTERNAL SPEAKERS



Resident and family feedback

the ability to participate in this telehealth video conferencing was greatly appreciated and helpful to Gordon. It decreased his sense of isolation and he finally felt fully informed.



directly involved in decisions regarding transfer to the ED



it eased the move to aged care placement and eased distress.

ANGLICANCARE NP, EDUCATOR + AMBULANCE



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Where to from here?

- Inpatients using Telehealth for their Outpatient appointments
- Belmont Outpatient Dept. Telehealth enabled (Polycom Real app)
- Anglican Care (Taree) using Telehealth for GP enabled specialist consultations for acute issues to enable care in aged home without transfer to hospital, and outpatient appointments.
- STRAS and Rehab ward NUMs using Telehealth for handover from JHH hospital for complex inpatients.
- JHH ED - Telehealth for all their ACE aged care homes within 2 years

Questions? Wendy.Murdoch@hnehealth.nsw.gov.au



LAKE MACQUARIE

