

# South Island Telehealth Update

## Spring 2021



### Kia ora koutou katoa,

Welcome to the first quarterly South Island Telehealth Update, designed to share achievements and success stories from across the region, as well as plans from the South Island Telehealth Steering Committee and working groups. It's about highlighting the great work happening in the telehealth space and the positive impact this is having on our Kaimahi Hauora/clinicians, tūroro/patients and their whānau/families.



Wendy Laurie,  
South Island  
Telehealth Facilitator

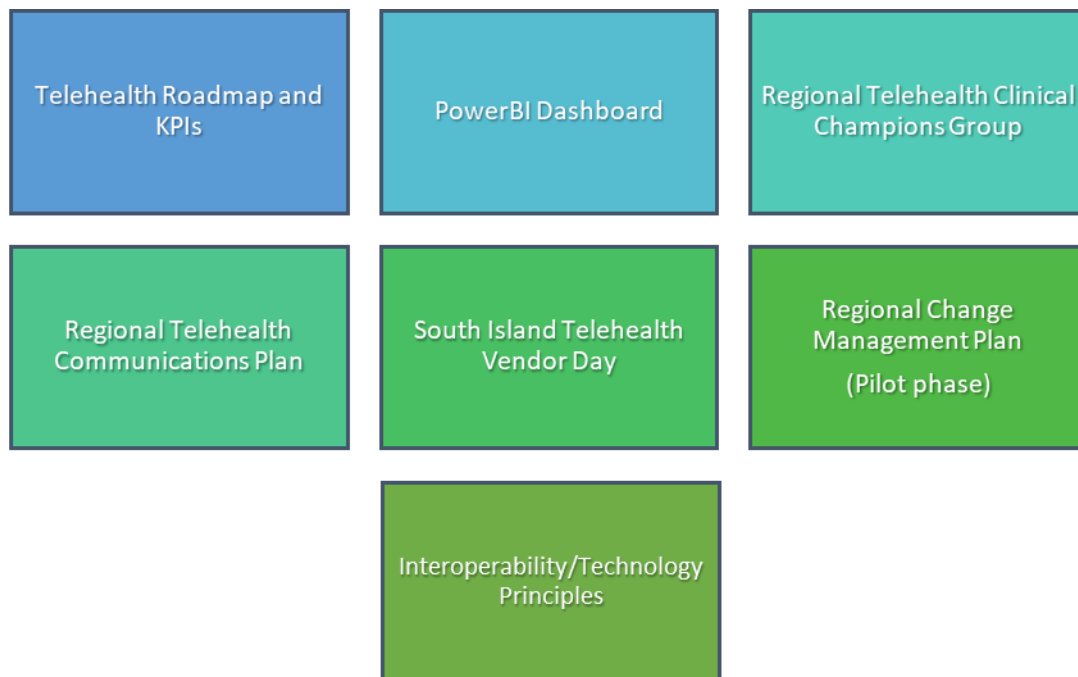
The health system has certainly faced significant pressures due to COVID-19 in the last 12 months. It has needed to quickly adapt and become agile in the use and delivery of telehealth, which has been particularly important in rural and remote areas, where the benefits include reduced travel time, and improved access to specialists and health advice.

The South Island Telehealth Steering Committee was established in February 2021. It is responsible for delivering on the recommendations that were proposed in the Telehealth Strategy (2019), for the South Island to achieve its vision of increasing the availability and use of telehealth for all.

The Steering Committee has identified the below key areas to be explored within the South Island:

- Dashboard and Reporting.
- Capability and Workflow.
- Patient Administration System (PAS) Data Capture.
- Interoperability.
- Change Management.

### The Steering Committee and Working Group achievements to date...



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### The South Island Telehealth Steering Committee members:

Miles Roper, Co-Chair (WCDHB)  
 Christine Kerr (SCDHB)  
 Tao Zhang (CDHB)  
 Dr Bev Nicolls (NMH)  
 Lisa Livingstone (NMH)

Claire Pennington, Co-Chair (CDHB)  
 Riana Chemaly (CDHB)  
 Tanith Peterson (He Waka Tapu)  
 Joe Hallmark (NMH)  
 Dr Ben Wheeler (SDHB)

### South Island Telehealth roadmap

In collaboration with the South Island DHBs, a detailed telehealth roadmap has been developed to clearly define the focus areas to best support our people and our patients, as well as enhance and improve telehealth as a delivery method. The below infographic details those pieces of work and the estimated timelines:



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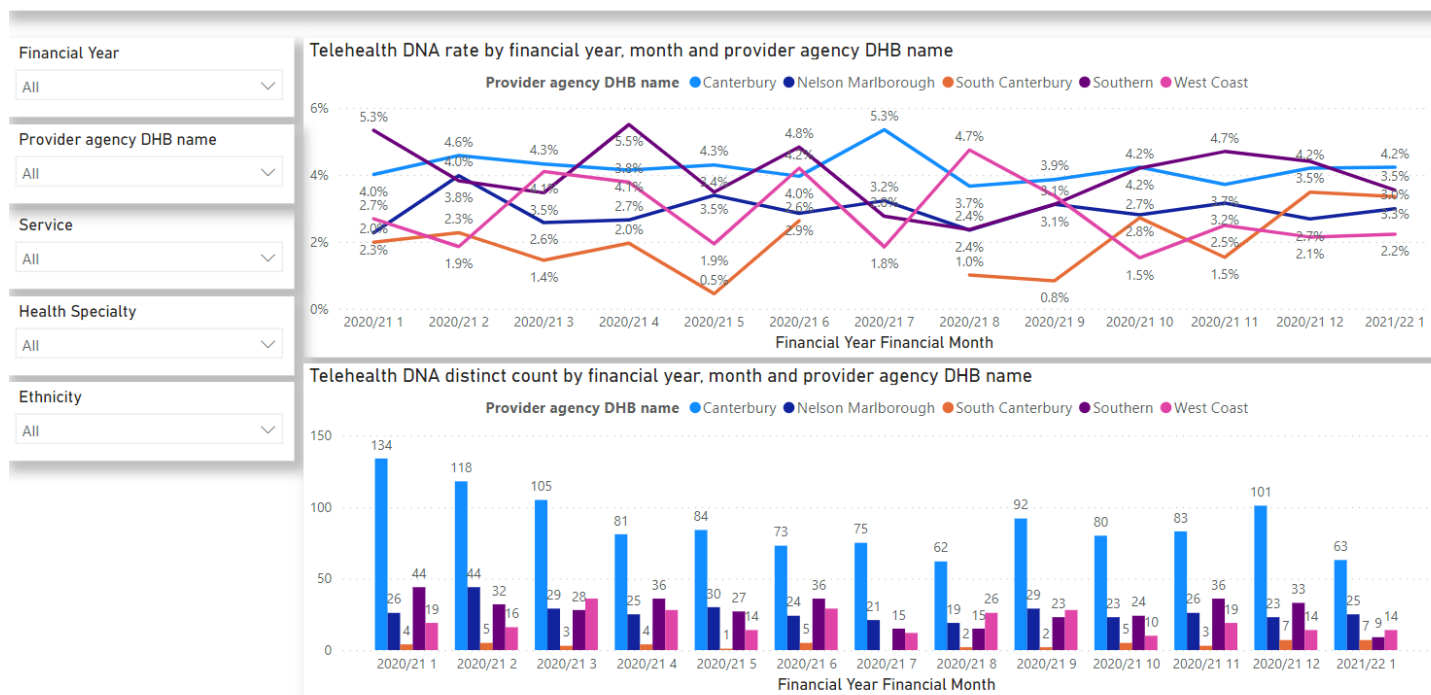
### Dashboard and Reporting

The Dashboard and Reporting Working Group, in collaboration with South Island DHBs, have worked together to deliver an interactive South Island dashboard. The group is in the process of working through the final enhancements, as well as reviewing the access rights, prior to release at the end of November.

The dashboard has been created in PowerBI and reflects the below:

- End User Satisfaction Surveys (Clinician and Patient) – under construction.
- Patient km's saved.
- Patient time saved.
- % of DNA to total outpatient appointments.
- % of DNA to total telehealth appointments.
- Volume of telehealth delivered – video.
- Volume of telehealth delivered – telephone.

### Telehealth appointment DNA rate and volume by provider Agency DHB Jul 2020 - Jul 2021

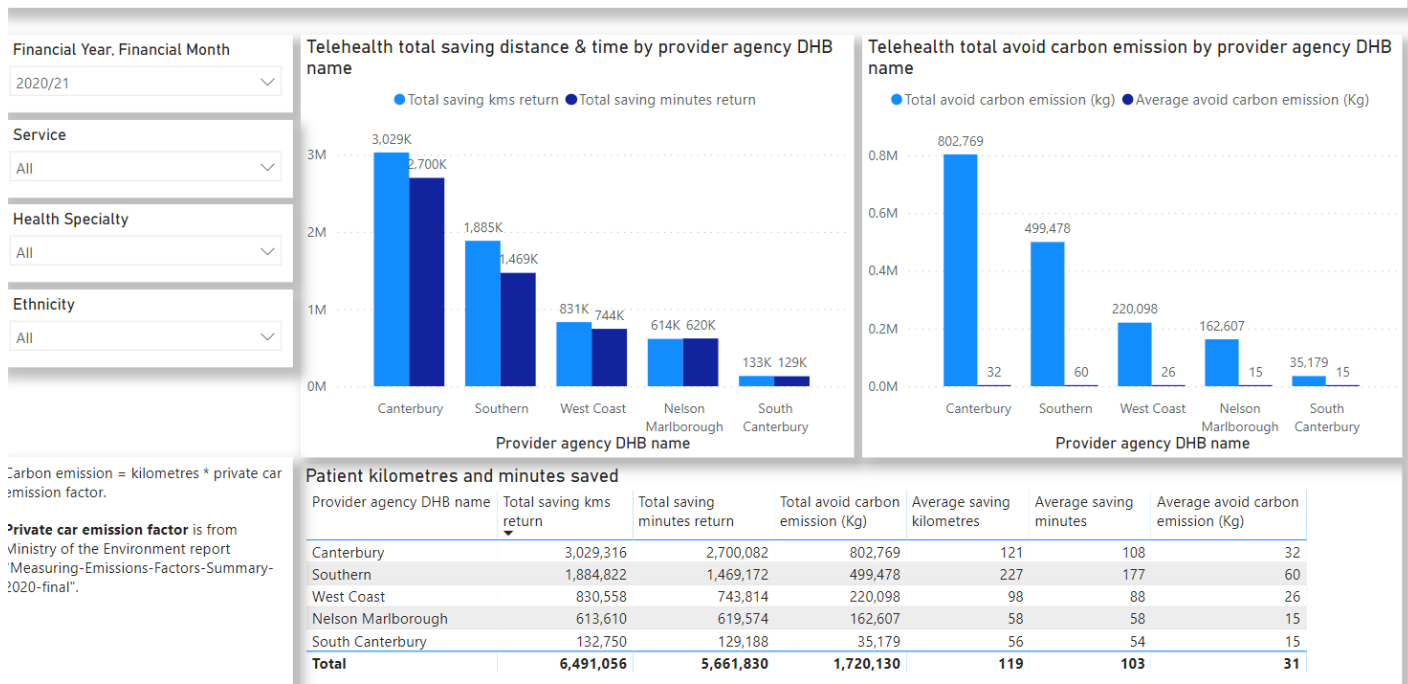


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## Spring 2021



### Telehealth saving distance & time and average distance & time Jul 2020 - Jul 2021



## Patient Administration System and Data Capture

The Telehealth Patient Administration System (PAS)/Data Capture Working Group's purpose is to deliver on a program of work to seamlessly integrate between PAS/HCS/eReferrals and utilised platforms. This is to ensure DHBs are correctly capturing relevant telehealth data and to provide a suite of training options for end users, that clearly defines how to input telehealth data. The working group is in the early stages of putting together a PAS matrix, detailing what each DHB's PMS is capturing. Our next goal is to look at a patient preference indicator (a simple point and click) that allows referrers and administrators to easily indicate when a patient has the capability and tech to undertake a telehealth consultation.

## Interoperability and Reliability

The Interoperability Working Group is responsible for delivering a program of work to resolve interoperability and reliability issues. The group are tabling the Telehealth Interoperability Principles with the CIO group. Once agreed upon, it will be circulated to each DHB to provide a decision-making framework, to support the selection and deployment of IS applications, services, resources and assets. A pre-market engagement Vendor Open Day is being scheduled, allowing vendors to show the South Island technology options and platforms, to enable and improve the delivery of telehealth for patients, clinicians and administrator's next part of the South Island telehealth journey.

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### Capability and Workflow

The Capability and Workflow Working Group has been tasked with investigating the booking process for telehealth appointments and how this can be enhanced to improve the end users experience. The group is currently contributing to a list of booking process 'pain points' – with a view to building a more simplified booking process and workflow – from referral to consultation.

### User Story: Bill Vercoe, Nelson Marlborough Health

This quarter, we're sharing [Bill Vercoe's story](#) from Nelson Marlborough Health. Bill is an oncology patient with Nelson Hospital. During his treatment, the oncology team offered Bill telehealth appointments so that his son could attend the appointment remotely and be part of important conversations. Thanks to Shelley Shea (Cancer Care Co-ordinator) from NMH and Bill for sharing!

[Watch Bill's story](#)



*If you've got a telehealth story that you would like to share, let us know and we would love to include it in our next update.*

Thanks everyone, until next time. Heoi anō tāku mō nāianeī.  
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