

Panel Discussion

Enabling Patient Centered Care

Guest panellists

Mary Potter, Board Member, Health Consumers NSW

Mr Michael Walsh, Chief Executive and Chief Information Officer, eHealth NSW

Katharine Duffy, Director of Nursing and Midwifery, Sydney Local Health District

Dr John Lambert, Chief Clinical Information Officer, eHealth NSW

Dr Mary McCaskill, Medical Director, Emergency Department, The Children's Hospital at Westmead,
The Sydney Children's Hospitals Network



Using your keypad

kp1 This session will allow you to answer some key questions and have your say.

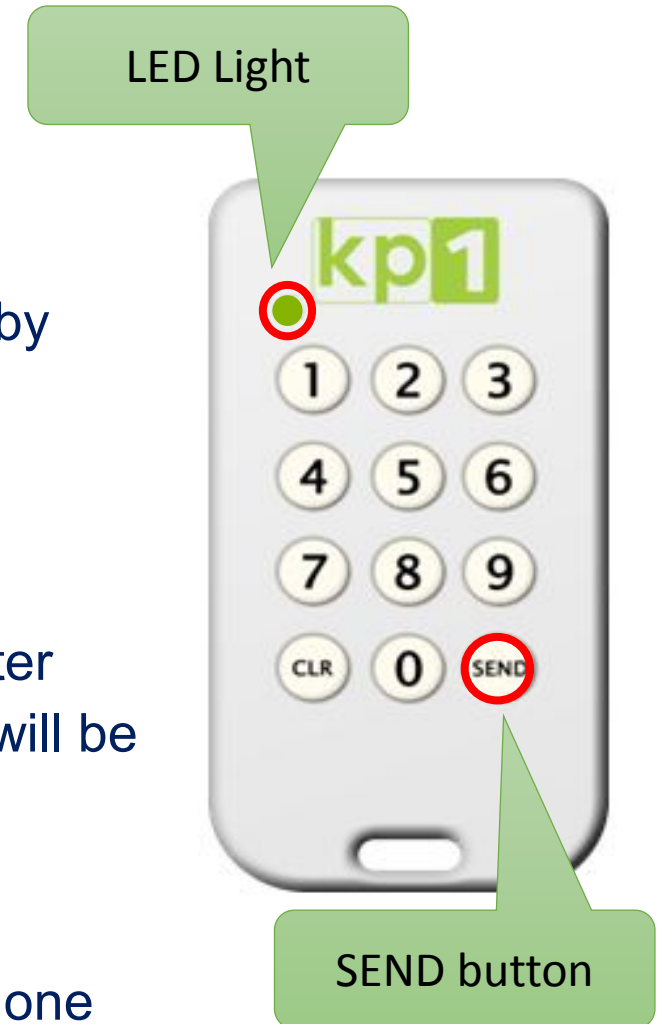
kp1 All questions will involve “Multiple Response Entries” allowing you to select 3 choices out of the options provided.

kp1 A quick ice-breaker question will be asked to familiarise yourself with the instructions prior to the formal questions



Using your keypad

- kp1** When selecting your 3 choices enter them in an order of preference then press the SEND button.
E.g. If a question has 5 option choices, select your 3 choices by pressing 5, 4, 1, then the SEND button.
- kp1** Once the SEND button is pressed the Green LED Light will strengthen and then go off.
- kp1** All questions and answers will be read out and once a greater majority of responses have been received a 20 second timer will be displayed.
- kp1** You must enter your response prior to this ending.
- kp1** At the end of this session please hand back your keypad to one of the support staff or place it into the buckets provided at all exists.



Ice-Breaker

Rank the following cities in order of priority from **most** likely to visit on a holiday to **least** likely to visit on a holiday.

Note: enter the number next to **three** cities in the order of your preference. When you have entered all the numbers, press send. You will have 20 seconds to respond.

1. Paris
2. New York
3. London
4. Rome
5. Tokyo
6. Canberra

Priority from **most** likely to visit on a holiday to **least** likely to visit on a holiday.

	Favourite City to Visit	
1	18%	Paris
2	17%	Tokyo
3	15%	New York
4	14%	Canberra
5	11%	London
6	10%	Rome

PLENARY SESSION

NSW HEALTH SYMPOSIUM

Question One

We have seen four examples of how eHealth/technology is helping patients.

Rank these in order from **most** beneficial to patients to **least** beneficial to patients (select 3 and press the SEND button).

1. Telehealth
2. Community Nursing use of mobile computers
3. Dialysis App
4. Electronic menu ordering

We have seen four examples of how eHealth/technology is helping patients.

	eHealth/technology	
1	24%	Telehealth
2	24%	Electronic menu ordering
3	16%	Dialysis App
4	10%	Community Nursing use of mobile computers

PLENARY SESSION

NSW HEALTH SYMPOSIUM

Question Two

The panel has talked about eHealth initiatives that are being considered to assist patients. Rank them in order from **most** beneficial to patients to **least** beneficial to patients (select 3 and press the SEND button).

1. Telehealth
2. Community Nursing use of mobile computers
3. Dialysis App
4. Electronic menu ordering
5. eReferrals from GPs to Outpatient clinics
6. On-line appointment scheduling for Outpatient clinics
7. Hospital information in personally controlled electronic health record (PCEHR)
8. Real-time electronic patient feedback at end of care episode

The panel has talked about eHealth initiatives that are being considered to assist patients.

- 19% Dialysis App
- 18% On-line appointment scheduling for Outpatient clinics
- 16% Community Nursing use of mobile computers
- 15% eReferrals from GPs to Outpatient clinics
- 11% Telehealth
- 11% Electronic menu ordering
- 10% Hospital information in personally controlled electronic health record (PCEHR)

PLENARY SESSION

NSW HEALTH SYMPOSIUM

Question Three

We have heard the panel speak about the following ways to engage patients. Rank them in order from **most** useful to **least** useful (select 3 and press the SEND button).

1. Feedback at the end of a care episode
2. Focus groups on specific initiatives – e.g. Outpatient appointment scheduling
3. Written surveys
4. Testing of applications prior to going live
5. Direct discussion with care team
6. Online forums
7. Social media – Facebook, twitter etc.

We have heard the panel speak about the following ways to engage patients.

- 22% Written surveys
- 22% Testing of applications prior to going live
- 21% Direct discussion with care team
- 19% Focus groups on specific initiatives – eg Outpatient appointment scheduling
- 16% Feedback at the end of a care episode