



ACI NSW Agency
for Clinical
Innovation

Paediatric Healthdirect Video Call

May 2017

**Ruth Skinner-Smith Digital Health
Project Officer ACI**

**Danielle Bos
Paediatric CNC SNSWLHD**

**Collaboration.
Innovation.
Better Healthcare.**

SNSWLHD

12 hospitals.

2 Paediatric Hubs-
level 4

- Goulburn
- Bega

3 level 2 hospitals

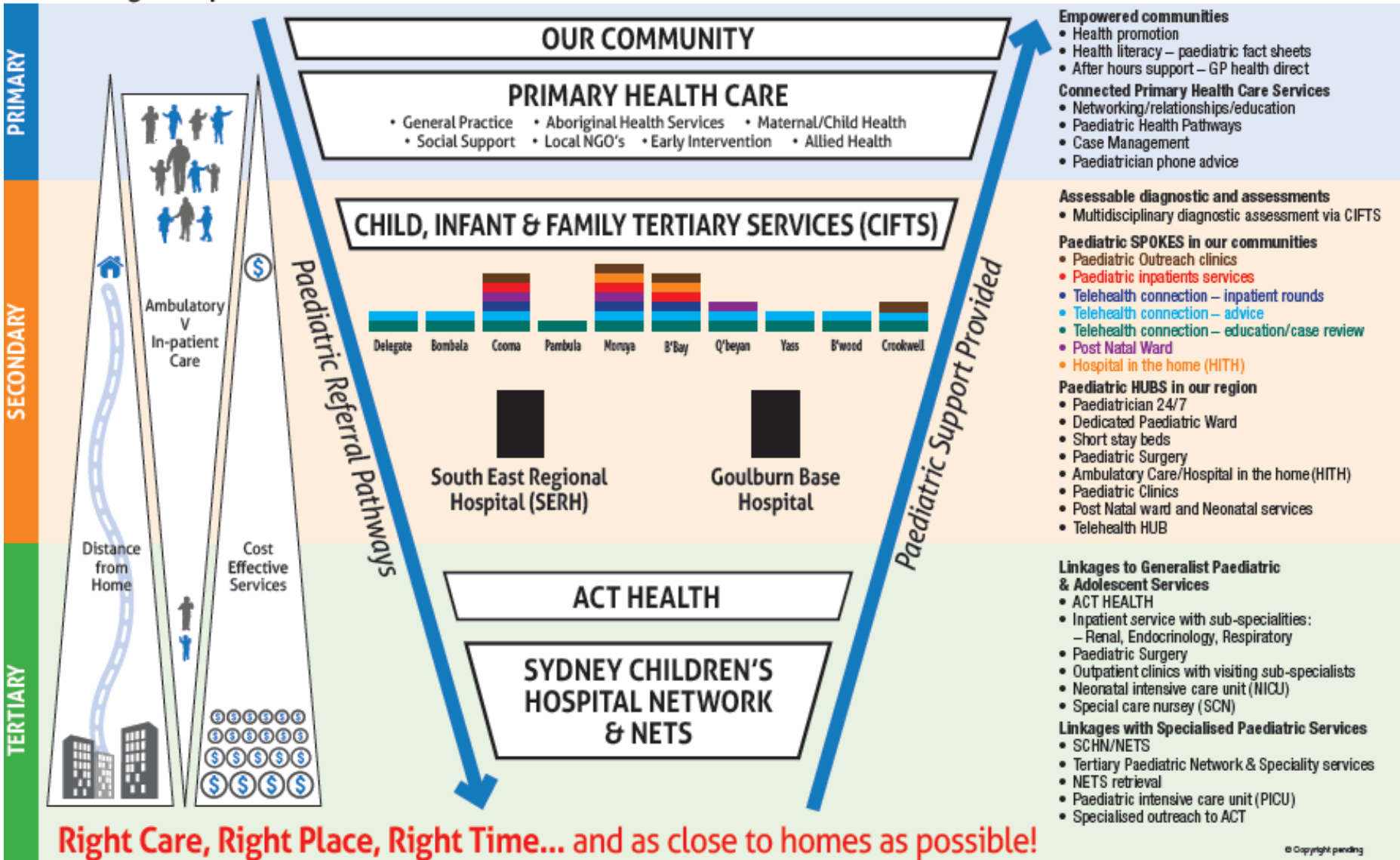
- Batemans Bay
- Moruya
- Cooma



Guiding Principles

Model of Care

Outcomes



Right Care, Right Place, Right Time... and as close to homes as possible!

NSW Paediatric Service capability Companion Toolkit- page 24

Tool 5: Involvement of Paediatricians in the care of Children in NSW Hospitals

- All children who are in a NSW Health facility for longer than 24hours
OR Any child who is
- Clinically unstable
- Has no definitive diagnosis
- Subject to a degree of concern for safe patient outcome
- Has no clear clinical improvement after initial treatment
- Child protection issues
- Signs & symptoms of deterioration / CERS
- Warrants transfer to a higher level service
- Concerns voiced by parent/ carer regarding deterioration etc

Who are Healthdirect?



- Healthdirect Australia is a national, government-owned, not-for-profit organisation
- Jointly funded by the Australian Federal Government and the governments of the Australian Capital Territory, New South Wales, Northern Territory, South Australia, Tasmania, and Western Australia
- Their work is underpinned by a shared vision across jurisdictions to provide accessible and quality healthcare for all Australians, which is delivered efficiently and effectively, using the latest technology



What is Video Call?



- Designed to help health care providers offer patients video calling (consulting) access to their services as part of their day-to-day operations
- Specifically focused on supporting patients' access to health care via a video call from a person's home, the workplace, or wherever they happen to be
- **We are the first to use this technology for inpatient consultation.**

Why should we use it?

- Video consultation enables effective human communication
- Does not require additional software or plugins
- Can be used on devices in a person's home, pocket or purse without the need for special equipment, licenses or user accounts
- **We are using existing technology - COWS**



Why should we use it?

- Conforms to NSW Health privacy and security
- Anyone can be sent a text or email request to join the consultation (e.g. a medical colleague or patient's family member)



Why should we use it?

- Technology aligns to the way services are delivered, rather than the other way around
- No patient identity information retained in video system after call ends



Why are we doing this?

- **To ensure that all paediatric patients receive equitable and quality care regardless of geographical location.** (Office of kids & families/ Healthy , Safe & Well)
- To ensure access to timely and appropriate paediatric care, telehealth will provide linkages between a Paediatrician and the ED and wards as necessary.
- This activity will assist in the standardisation of paediatric care at our smaller sites and also assist with decisions regarding admissions/discharge and transfers.

SNSWLHD Paediatric ED

Presentations (0-<16 years)

	2012/2013	2013/2014	2014/2015
SNSWLHD Facilities	16,904	18,988	17,547
Queanbeyan	3,685	3,757	3,592
Goulburn	3,390	3,228	2,990
Bega	2,068	2,184	2,215
Batemans Bay	2,747	2,673	2,091
Moruya	1,736	1,751	1,544
Cooma	1,295	1,532	1,477
Yass	971	1,284	1,207
Pambula	-	1,201	1,026
Crookwell	579	719	740
Bombala	147	331	327
Braidwood	257	300	315
Delegate	29	28	23
Other NSW LHDs	746	787	738

Source: NSW Health ED Activity Analysis Tool 2015 V1

SNSW paediatric inpatients flow to ACT (49%) and Sydney Children's Network (12%)

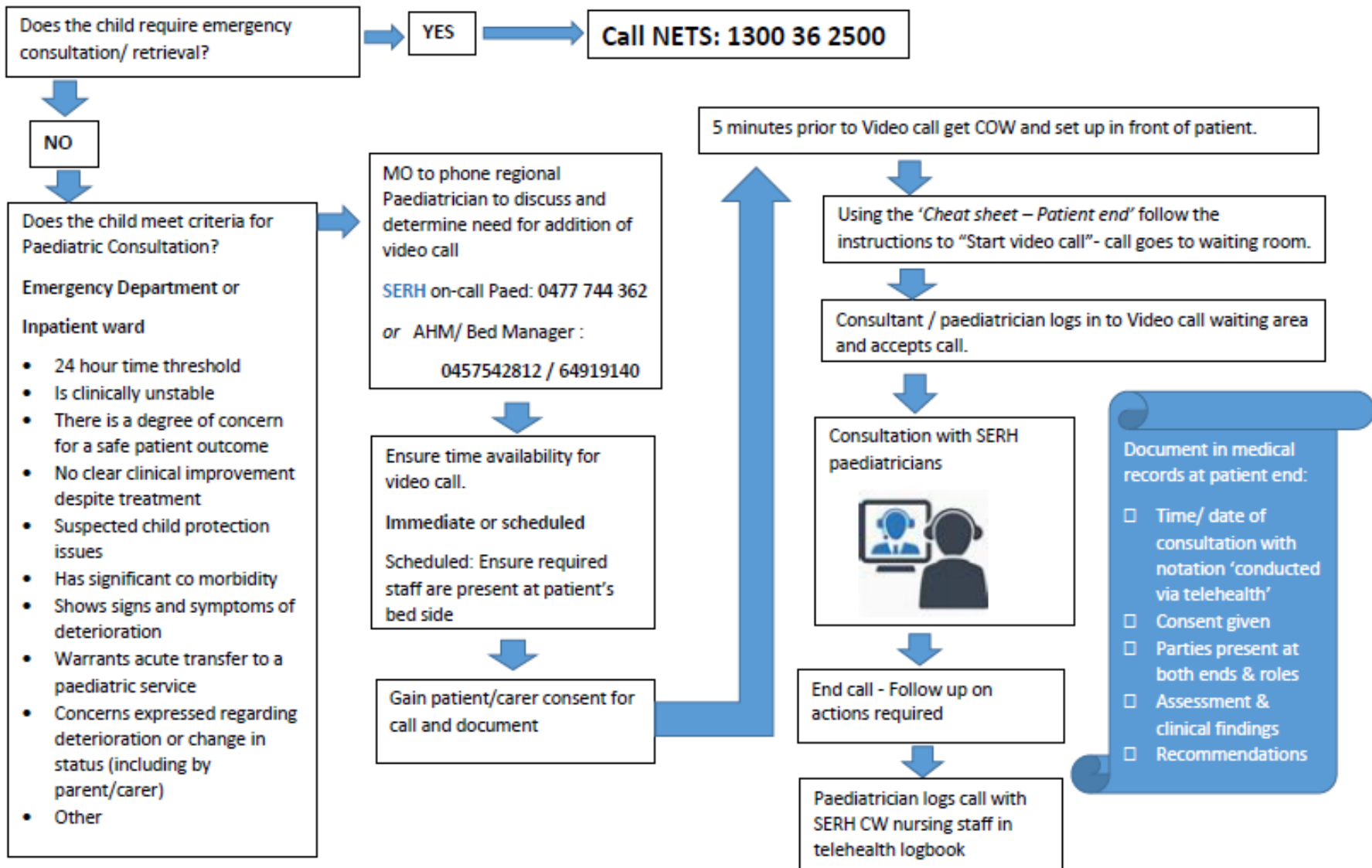
Resident separations by LHD and hospital, 2014/15 (ACT 2013/14), age <16 years

LHD / Hospital	No. Seps	No. Bed days	% Seps
Goulburn	595	1,532	14.4%
Bega	368	751	8.9%
Moruya	67	159	1.6%
Cooma	63	120	1.5%
Batemans Bay	59	117	1.4%
SNSWLHD total	1,159	2,688	22.1%
Canberra	1,837	5,324	44.3%
Calvary Canberra (Public)	191	597	4.6%
ACT public	2,028	5,921	48.9%
Children's Hospital Westmead	260	1,271	6.3%
Sydney Children's	240	778	5.8%
Sydney Children's Hospital Network	500	2,049	12.1%
NSW private	141	212	3.4%
Illawarra Shoalhaven LHD	82	335	2.0%
Total	4,146	12,161	100%

Training Clinicians



Process Map



Our first patient



Parents, MO and Paediatrician involved in decisions around care

Visual assessment of the child.



One click of a button

Paediatrics - Internet Explorer
http://staffnet.snswhld.gsahs.net/nursing/nursenet/default.asp?page=5619

Directorate

Menu

- Acute Paediatric Clinical Practice Guidelines
- Development
- Eating Disorders
- Education - DETECT Junior
- Education - Resus4kids
- Education Calendar
- Education - Power points
- EZ-10
- Falls
- FLECC/PACN
- Flow charts - CPGs
- Gastrostomy Tubes
- healthy kids-weight resources
- Humidified High Flow Nasal Prong Oxygen therapy
- Neonatal & Paediatric Blood Management Guidelines
- Observations
- Paediatric Palliative care
- Paediatric Sepsis Pathway
- Paediatric Watch - Lessons learned
- Paediatrician advice
- Parent Help lines
- Photo Gallery
- PIVC
- Policies, Procedures & Guidelines
- Practical Paediatrics
- Private car transfer
- Resources - Asthma
- Resources - Burns


Paediatrics



NETS
Drug Calculator link

NSWKIDS + FAMILIES
healthy, safe and well
Click here for website.

PAEDIATRICIANS AT GOULBURN AND SERH WILL PROVIDE SUPPORT THE SMALLER HOSPITALS IN SNSWLHD VIA TELEHEALTH. EARLY INVOLVEMENT OF A PAEDIATRICIAN IN CARE ! REDUCES THE NEED FOR UNNECESSARY TRANSFERS. DETAILED CHEAT SHEETS OF 'HOW', 'WHEN' AND 'WHY' AVAILABLE HERE.

Goulburn Paediatric consultation	SERH (Bega) Paediatric consultation
 Start video call 	 Start video call 

Parent Information

Level 4, Sage Building
67 Albert Avenue, Chatswood NSW 2067

PO Box 699
Chatswood NSW 2057

T + 61 2 9464 4666
F + 61 2 9464 4728

info@aci.health.nsw.gov.au
www.aci.health.nsw.gov.au

Ruth Skinner-Smith

Digital Health Project Officer

Tel: 02 9464 4654

Mob: 0409 382 268

Email: ruth.skinner-smith@health.nsw.gov.au



ACI NSW Agency
for Clinical
Innovation

**Collaboration.
Innovation.
Better Healthcare.**