Statewide Telehealth Services are a business unit comprised of the Telehealth Program Area (Clinical and Statewide Services; CaSS) and InfoOperations (Information Division).

Based in Brisbane, the InfoOperations team provide infrastructure, purchasing and help desk services. The CaSS Program Area team are dispersed across the Northern, Central and Southern Zones, providing clinical telehealth applications, services and projects.

We aim to provide quality, cost effective patient care by using available technology to connect clinicians, without the need for them to physically travel to each other.
Sustainable Integration of Telehealth

Supporting Users, Assets and Infrastructure

Business Improvement and Integration

New Developments, Strategic Alliances and Evaluation

Competence & Confidence

Internal Business Processes

External Environment
Infrastructure

- 1996 – 2 endpoints
- 2001 – 90 endpoints
- 2008 – over 500 endpoints
Area of Service
350,000kms²
217,480 miles²
Occasions of Service - Preadmission Telehealth
Risks and Limitations
Key Performance Indicator 1

Decrease in Patient Travel Subsidy Scheme expenditure for patients accessing preadmission services.
Key Performance Indicator 2

Decrease of 70% in patients, eligible for the Telehealth consults, travelling from rural sites to Toowoomba for their pre-anaesthetics assessment.
80% patient satisfaction with the service
80% clinician satisfaction with the outcomes of the Telehealth consultations

<table>
<thead>
<tr>
<th>Question</th>
<th>Poor-Inadequate</th>
<th>Adequate-VeryGood</th>
<th>NR</th>
<th>% of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please rate the quality of digital images transmitted for consultation</td>
<td>0.6%</td>
<td>51.2%</td>
<td>48.2%</td>
<td>48.2%</td>
</tr>
<tr>
<td>Please rate the audio quality during this consultation</td>
<td>6.5%</td>
<td>90.0%</td>
<td>3.5%</td>
<td>3.5%</td>
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<tr>
<td>Please rate the video quality during this consultation</td>
<td>2.9%</td>
<td>95.3%</td>
<td>1.8%</td>
<td>1.8%</td>
</tr>
<tr>
<td>To what degree did this consultation meet its purpose?</td>
<td>2.4%</td>
<td>95.3%</td>
<td>2.4%</td>
<td>2.4%</td>
</tr>
</tbody>
</table>
Benefits for Queensland Health

- Access
- Decisions
- Communication
- Isolation
- Training
Resources for Consumers and Clinicians ...

- Consumer Booklet
- Consumer Information Video
- Staff Education Video
- Telehealth Training modules
- Telehealth Help Desk
- Telehealth Resource Development Officer
- Monthly training via Video Conference
Contacting Telehealth

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Thanks for your time!