

# Virtual Care – Observations, Quality and Integration

Andrew Slater  
Chief Executive Officer  
Homecare Medical / National Telehealth Service  
[andrew.slater@homecaremedical.co.nz](mailto:andrew.slater@homecaremedical.co.nz)



# Virtual Care – Observations, Quality and Integration

Telehealth = ehealth, mhealth, virtual health etc  
Homecare Medical = not a Home care organisation

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# 2017 This Is What Happens In An Internet Minute



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Canada BC

# VGH hopes iPads with messages from family will help dementia patients

Air Date: Jan 23, 2017 9:00 PM PT



On The Coast

VGH hopes iPads with messages from family will help dementia patients

▶ LISTEN

00:00 / 07:15

Vancouver General Hospital is testing out the use of iPads and pre-recorded videos of family members as a way to comfort dementia patients and gently remind them of where they are and why.



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# Hospital hopes iPads with messages from family will help dementia patients

**Trial only involves 2 patients, and so far, results are mixed**

By Liam ... CBC News ... Posted: Jan 25, 2017 6:00 AM PT ... Last updated: Jan 25, 2017 6:26 AM PT



Vancouver General Hospital is using the trial to help find how tablets can best be used to help patients with dementia.

(iStock)

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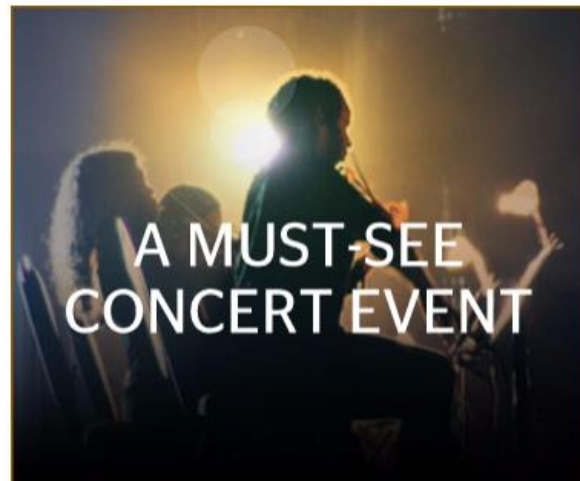


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# Where, what and how?

## Ambition

To virtually support kiwis to stay well  
and connect them seamlessly with care when they need it

**FY2016/17 Strategic  
Focus**

Deliver New  
Services that Solve  
Problems

Get Innovating

Strengthen Our  
Operational  
Foundation

**Values**

Motivated by  
Quality

Do the Right Thing

Pokohiwi ki  
Pokohiwi

Passion for Better

**Teams Delivering  
Services Virtually  
24/7**

**Health  
Advisors**

**MH&A  
Specialists**

**Nurses**

**Poisons  
Officers**

**Emergency  
Triage  
nurses**

**Mental  
Health  
Nurses**

# Our Services

Free health advice  
when you need it  
**Healthline**  
0800 611 116  
[www.healthline.govt.nz](http://www.healthline.govt.nz)



**Gambling  
Helpline**  
NEW ZEALAND



**Primary Options**  
*for*  
**Acute Care**



**Depression  
Helpline**



**THE  
LOW  
DOWN  
.CO.NZ**



alcohol  drug  
**HELPLINE**  
0800 787 797



By the numbers

From 1 Nov 2015 to 7.47pm 19 July 2017

1m

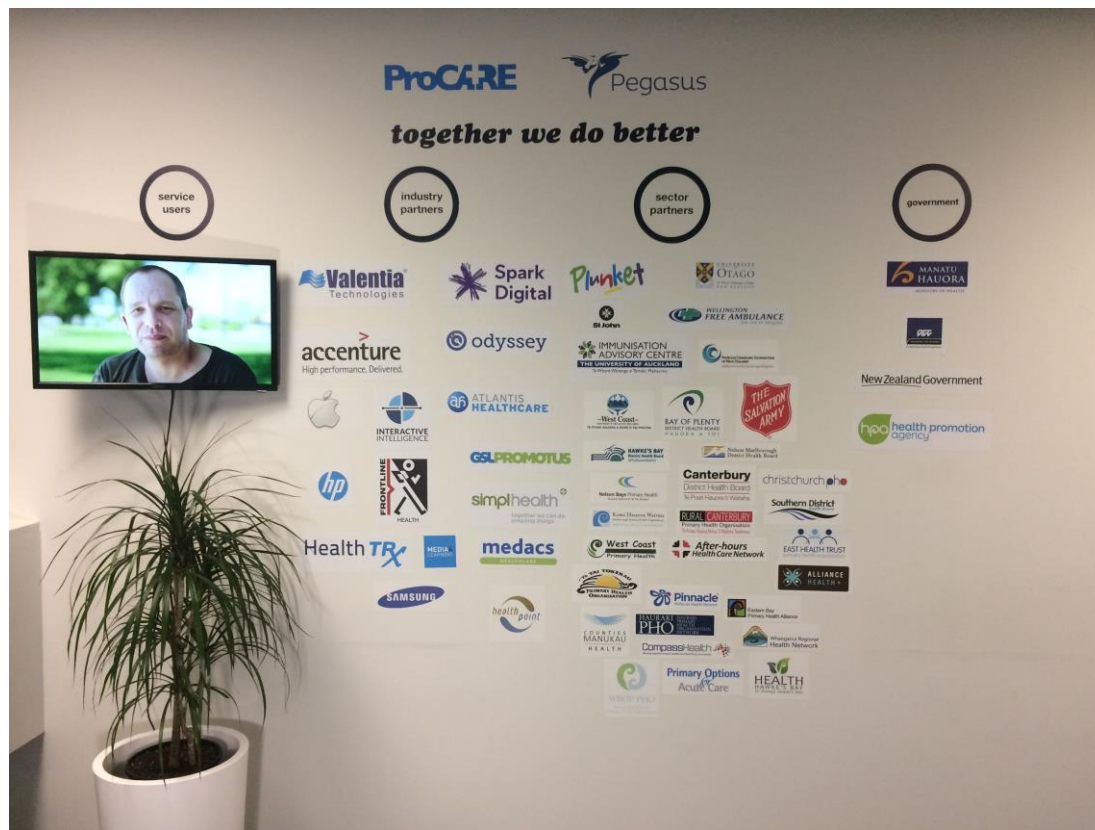
Virtual contacts with New Zealanders

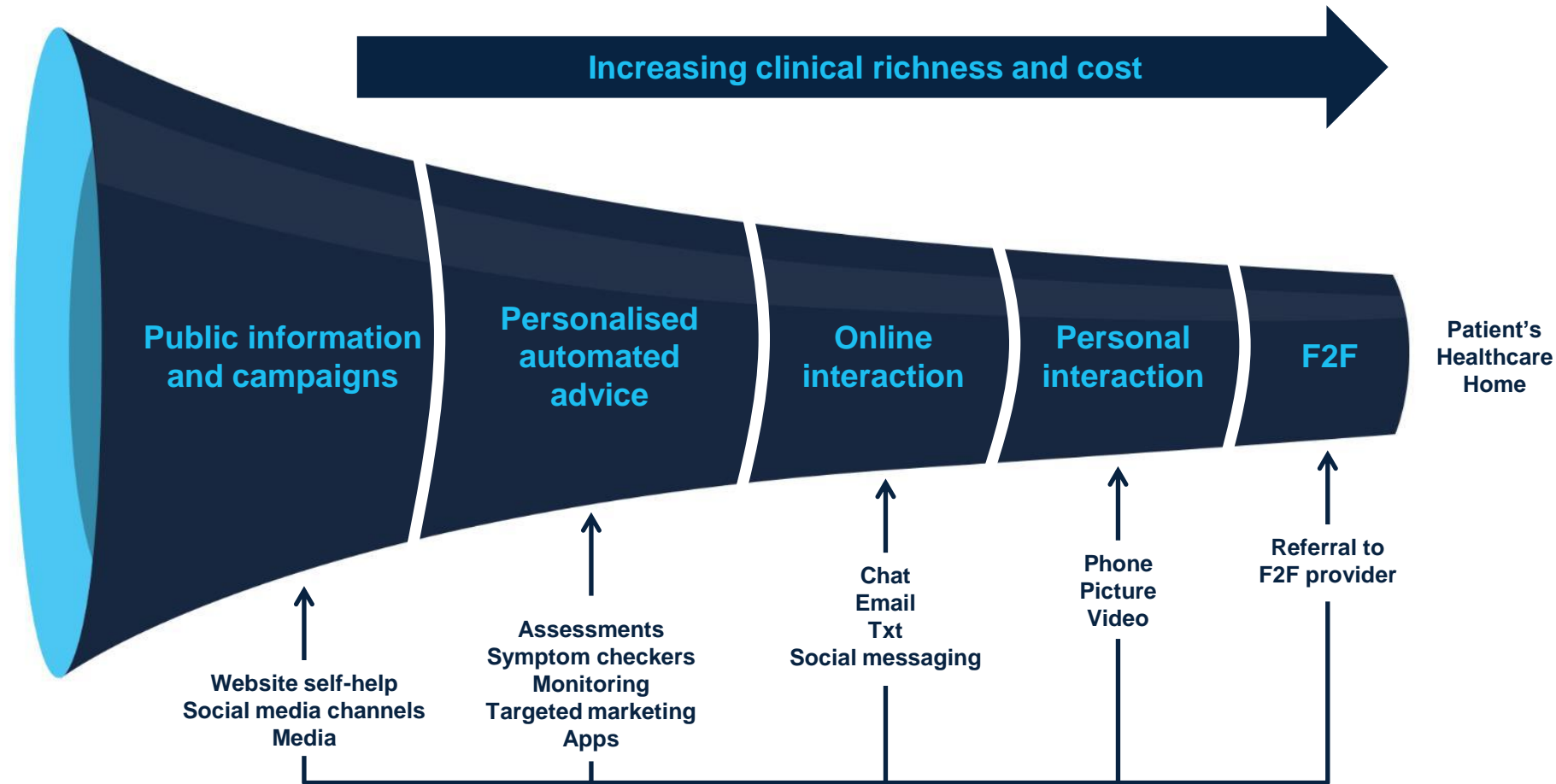


Homecare **Medical**  
partners in connected care



# Virtual Care – has to be a partnership





# Developing a high performing workforce

**All staff receive  
quality  
indicators &  
case reviews**

**High performing  
clinicians using  
depth  
of experience**

**Evidence based  
tools and  
guides**

**On the spot  
coaching**

**Monthly group  
supervision  
sessions**

**Policies &  
Procedures**

**Training  
and  
e-learning**

**Professional  
Development &  
Registration**

**Investigation  
& Root Cause  
Analysis**

**Trend  
Analysis**

**Joined up  
mgmt  
plans**

**Call  
review**

**External  
Clinical  
Governance  
Committee**

**Clinical  
Governance**



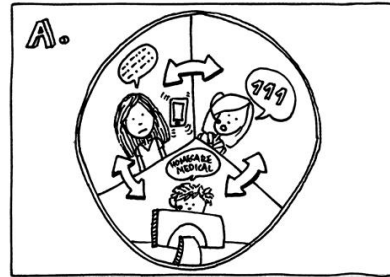




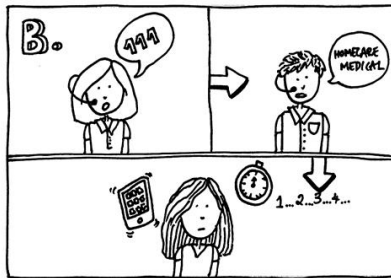
Aroha is worried about her cousin Junior.



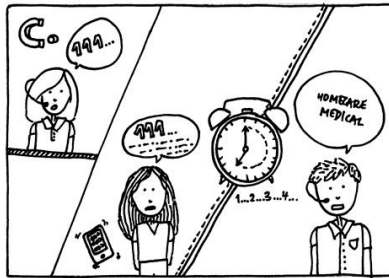
She is very concerned, and calls 111.



In Option A, 111 operator transfers Aroha to Homecare Medical through a three-way conference call.



Option B: 111 operator transfers Aroha to Homecare Medical while Aroha waits on hold.



Option C: 111 operator arranges a callback from Homecare Medical within a set time period.



Homecare Medical contacts Junior with Aroha's consent to assess his needs and jointly devise a safety plan. With Junior's permission, this is shared with his GP.



Homecare Medical  
partners in connected care

Storyboard of the 111 triage experience used in user testing and research sessions

# Virtualisation in General Practice

- Integrated
- Consumer and clinician developed for New Zealand
- Uber or the Co-Op taxi app?
- Need scale to do this
- What we are doing:
  - International review (Ontario Experience)
  - Trialling virtual consults in practices across Auckland and Christchurch
  - Consumer co-design underway
  - Then looking for solutions.....

# Some final thoughts.....



- Digital deprivation / no boundaries
- Privacy – sort it
- Different channels different populations
- Integration
- Scale
- Need for expertise
- System level approach
- Virtual care improves access

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