Implementation of a telehealth outpatient review clinic - lessons learned -

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Population: 869  ↓ Qld average
Highest level of education: ↓ Qld average
Population age: ↑ Qld average
Weekly income: ↓ Qld average
**USUAL MODEL OF SERVICE**

- Dietitian outreach clinic: 4-6 hours / month
- Total travel time: 6 hours
- Accommodation: 1 night
Taroom Dietetic Outpatient Clinic

Waiting list
Active list
Total

Darling Downs Health
ROADWORK AHEAD

- CONTINUE CURRENT SERVICE
- ADDITIONAL OUTREACH SERVICE
- EXTENDED OUTREACH SERVICE
- TELEHEALTH SERVICE

Taroom DON
Taroom MedSuper
Taroom AO
WCAH TL
NEW MODEL OF SERVICE

Dietitian outreach clinic 4-6 hours / month

Dietitian telehealth clinic 3 hours / month

Total travel time 6 hours

Accommodation 1 night
EVALUATION

Uptake, attendance and occasions of service

Satisfaction – patients, dietitian, Taroom Hospital

Impact on other clinics
BARRIERS

Logistics
- Timing of the clinic
- Documentation and communication
- Computer / video configurations

Engagement
- Timing of the trial
- Familiarity with telehealth
- Benefits to the patient
- Perception of losing the service
ENABLERS

Organisational support
• Support of Taroom Hospital staff
• Darling Downs Health Strategic Plan

Logistics
• Dedicated telehealth room
• Desktop telehealth equipment

Engagement
• Relationships with Taroom Hospital staff
• Initial appointments in-person
LESSONS LEARNED

Logistics
Timing
Relationships
Perceptions
Evaluation
Integration
Continual development
THE FUTURE

Expansion  2019
Home telehealth  ???
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