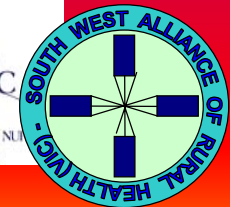


Better Access to Services

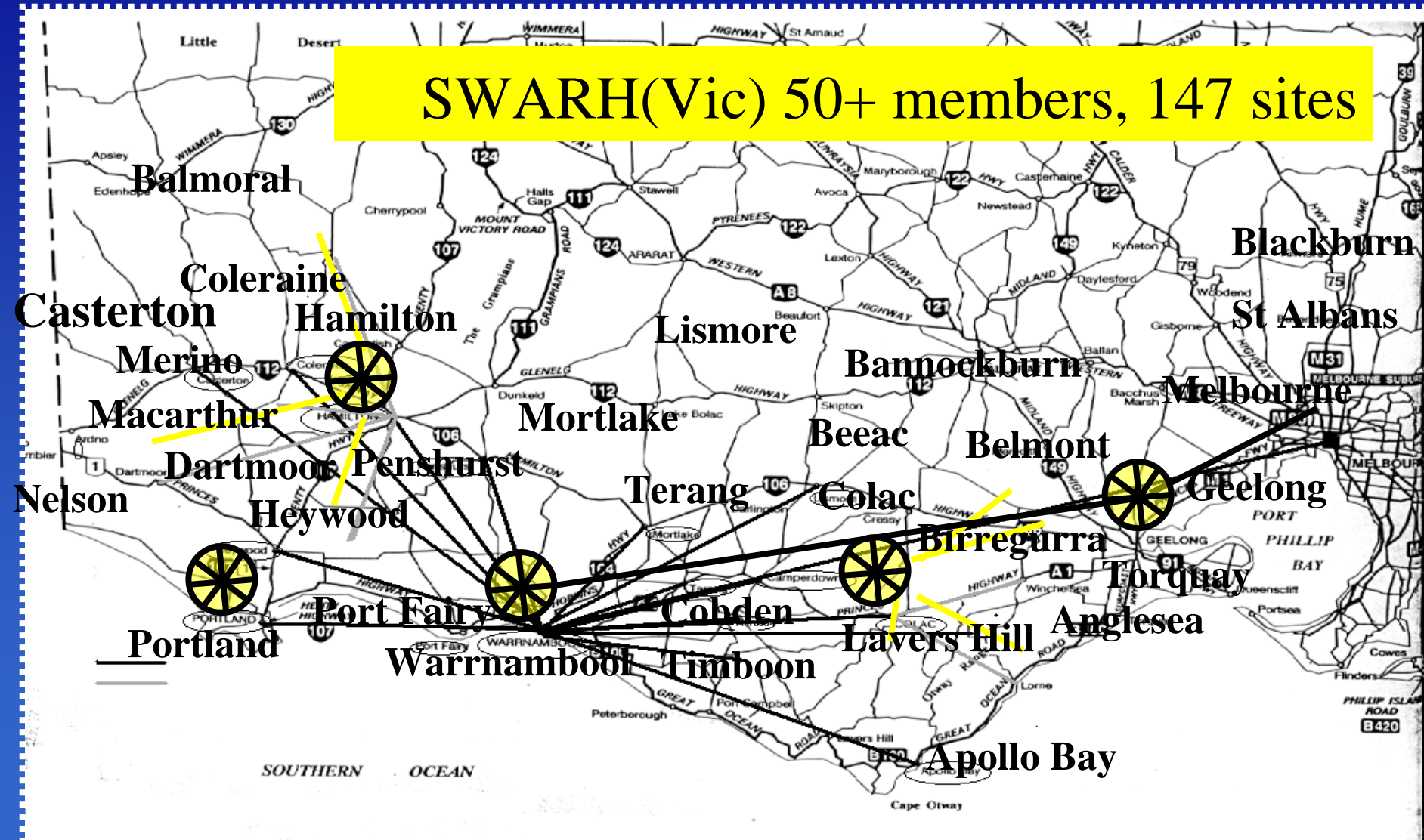
Virtual Service Provision in the South West

Lisa Hutchins Centre Manager
Balmoral Bush Nursing Centre



SWARH Regional Scope -2007

SWARH(Vic) 50+ members, 147 sites

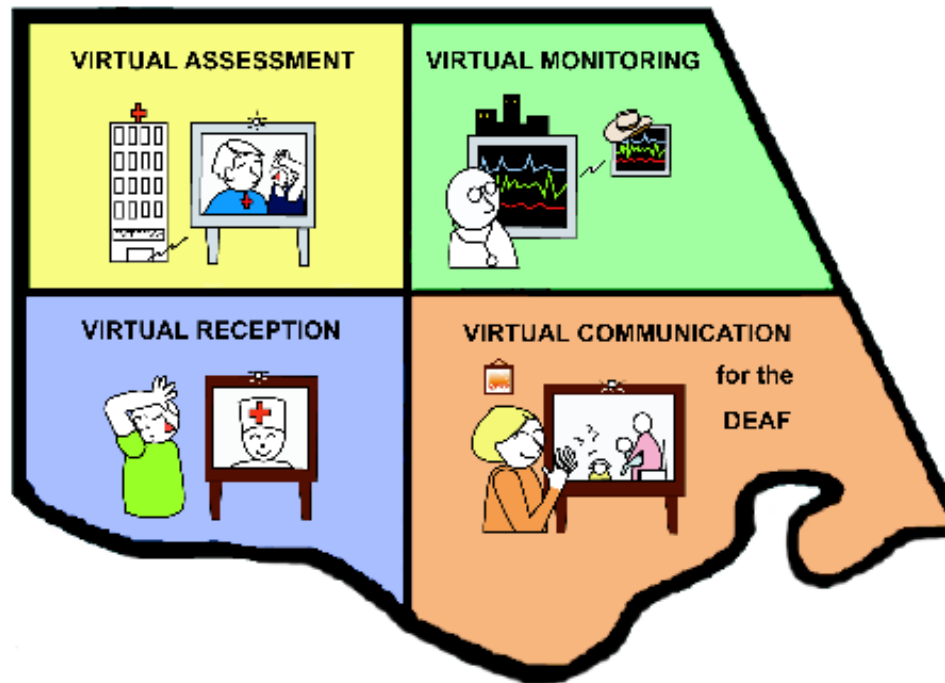


VISP Project



SWARH

Virtual Services Project



VISP

Virtual Reception
Virtual Assessment
Virtual Monitoring
Virtual Communication
for the Deaf



VISP

Four Components to the Project

- Virtual Reception
- Virtual Assessment
- Virtual Monitoring
- Communications for the Deaf

Virtual Reception

- Small rural centres where there is no health organisation or significant health agency presence
- A video unit is established in a specific location
E.G Port Campbell, tourist information centre
- Accessible by the general public during business hours and out of hours in an emergency
- Permanently connected to the reception of the nearest hospital which services the region.

Virtual Reception



Virtual Assessment

- Remote rural health services with limited community based facilities for specialist services.
- Aims to provide virtual specialist services (via video).
- Aims to reduce travel to a larger centres for clients with complex or specialist issues (eg. Incontinence, Diabetes, Asthma, Dietician etc).
- The specialist can guide staff, monitor patient conditions, view clinical monitors and can control these cameras to assess clients.

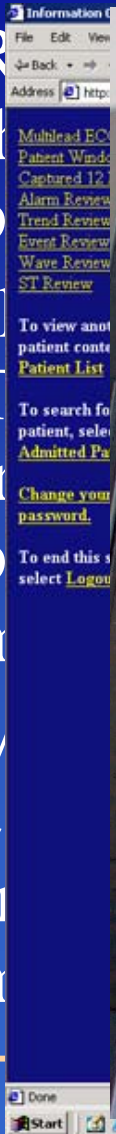
Virtual Assessment



Balmoral BNC April 2007 Dietetics consultation WDHS

Virtual Monitoring

- R
- t
- p
- s
- T
- t
- p
- n
- v
- e
- I
- n



SWARH Foetal Monitoring -
Clinical monitoring in real time
affords access to specialist local
and remote on-call services.

“An obstetrician might be in her rooms
or at home and she can dial up the
hospital network and look at those
traces on the monitor,”

Mr Logan Unit Manager, Midwifery,
South West Healthcare

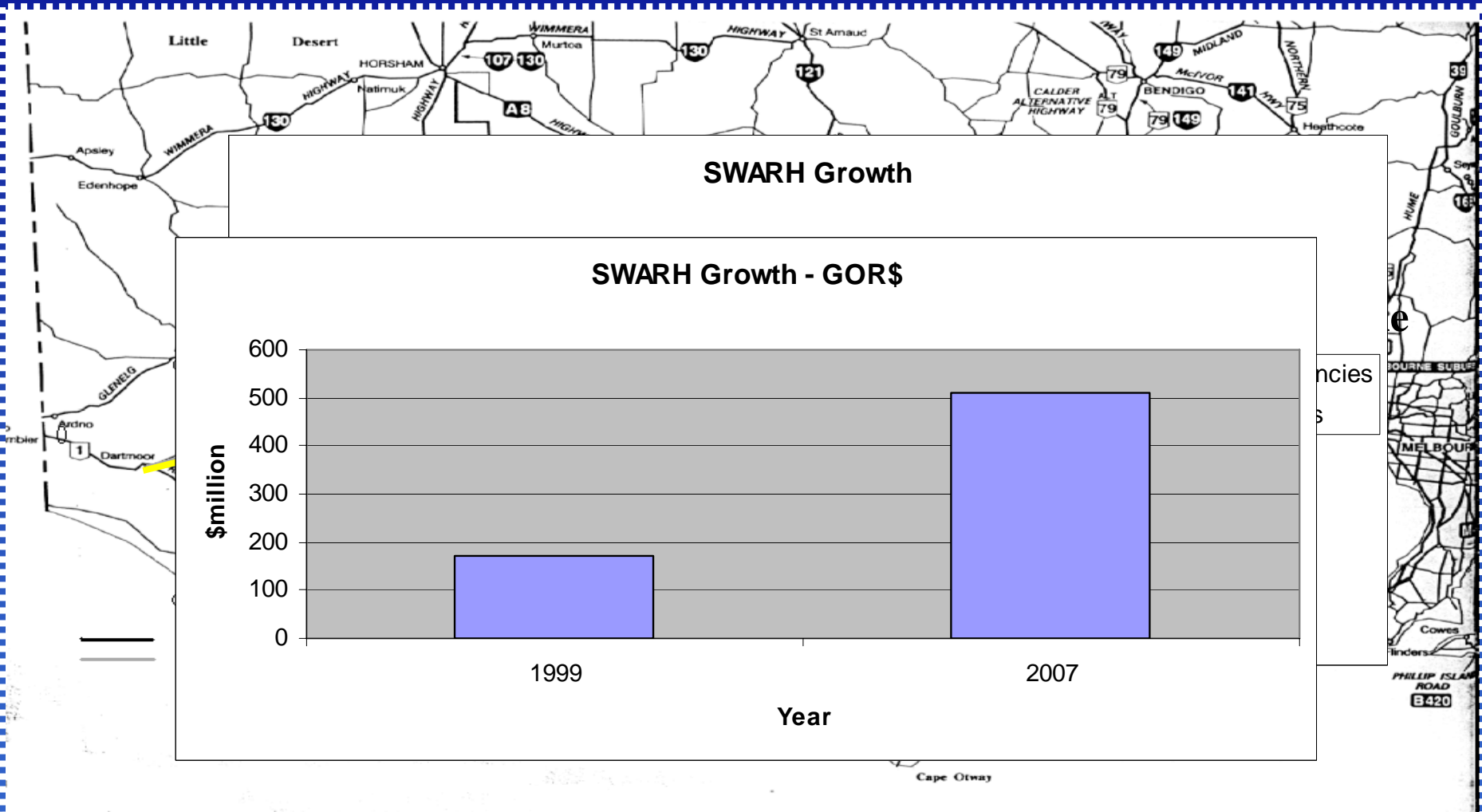
Communication for the Deaf

- Aims to assist families of hearing impaired and multi-disabled students their teachers, schools and the wider community.
- Facilitates regular access to early intervention services and increases access to information, communication, language development, parent support, parent communication and training in Auslan (sign language).
- Remoteness of location is a significant factor for many families and for their service providers

Communication for the Deaf



The SWARH Virtual Organization and Balmoral

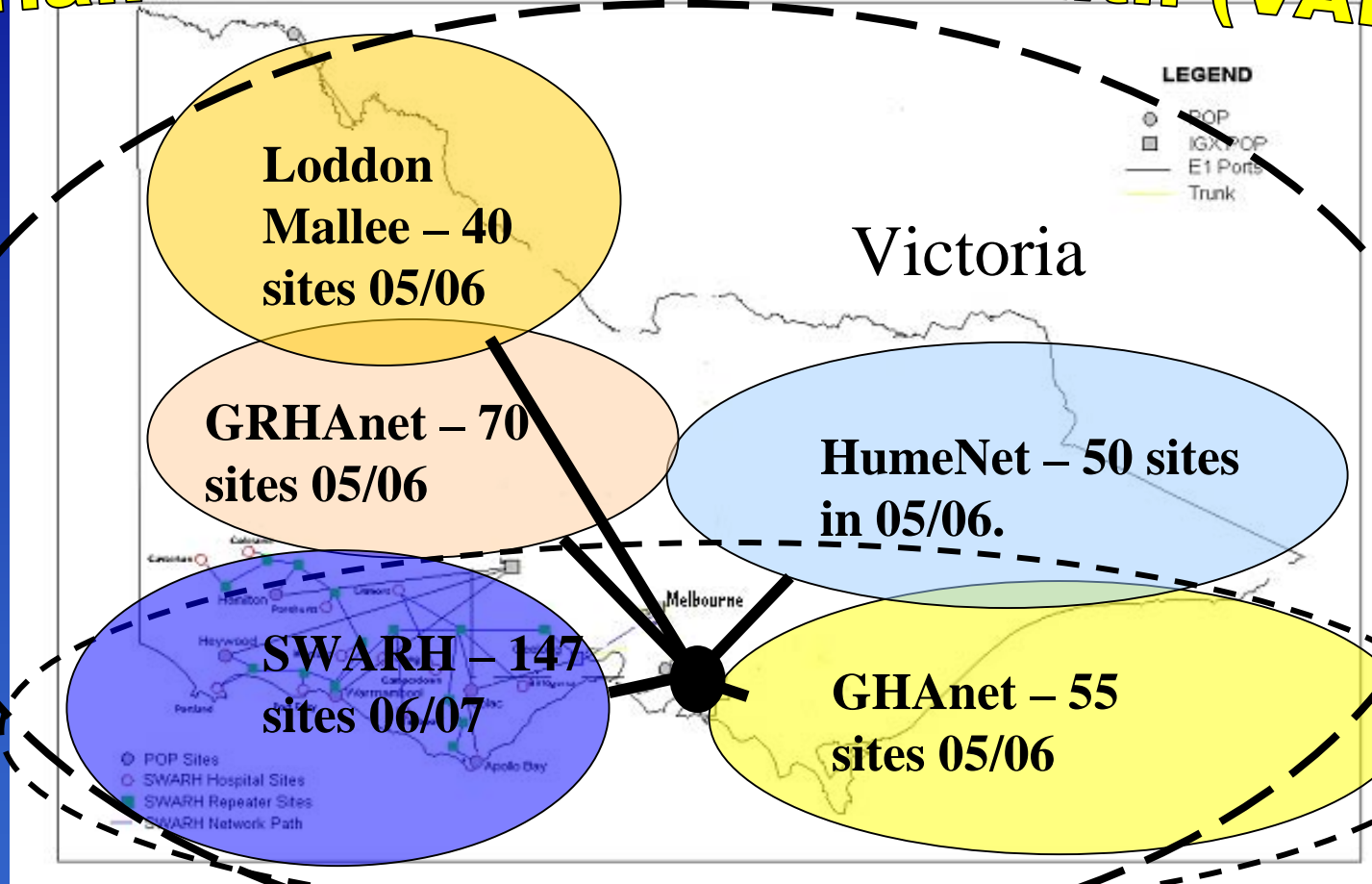


Cost Benefit Analysis

Cost Area	Current	SWARH
Telecommunications Costs (40% saving)		
Information Management (Intranet, Internet use)		
Training/travel – save 1 trip per month @ \$100 using video (10 months per year)		
SWARH membership (\$732 per EFT)		
Totals		

Victorian Context

Victorian Alliance of Rural Health (VARH)



Victorian Alliance of Rural Health

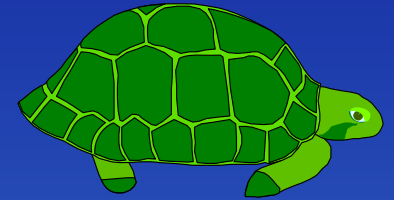
- Exists for the purpose of developing a shared services model.
- Over arching alliance that aims to maximize resources.e.g. Clinical, payroll, to prevent duplication.
- The alliances are all at different stages.
- SWARH (Balmoral, Dartmoor) and GHA net (BNCs in Gippsland that are connected) now share gatekeeper hierarchy and can communicate across the network.

Moving Forward with IT

- Continue to raise the profile of BNCs at a sub regional and state wide level.
- Access to quality health care for rural remote members of our communities.
- Continued access to range of required services post discharge from acute care.
- Supporting our staff, nurses, doctors , allied health, allow them to deliver best practice.
- Embrace technology to support sustainability.

Challenges of Change

- Recognition of the need to invest by Boards, engage and consult with your community.
- Clear vision of the future
- Moving from the status quo
- Coordination of the revenue streams and priorities. There is only so much of the health dollar to go around.
- Collaboration as a threat to Governance.



Better Access to Services!

