Use Case:
# Getting patients involved in their own care

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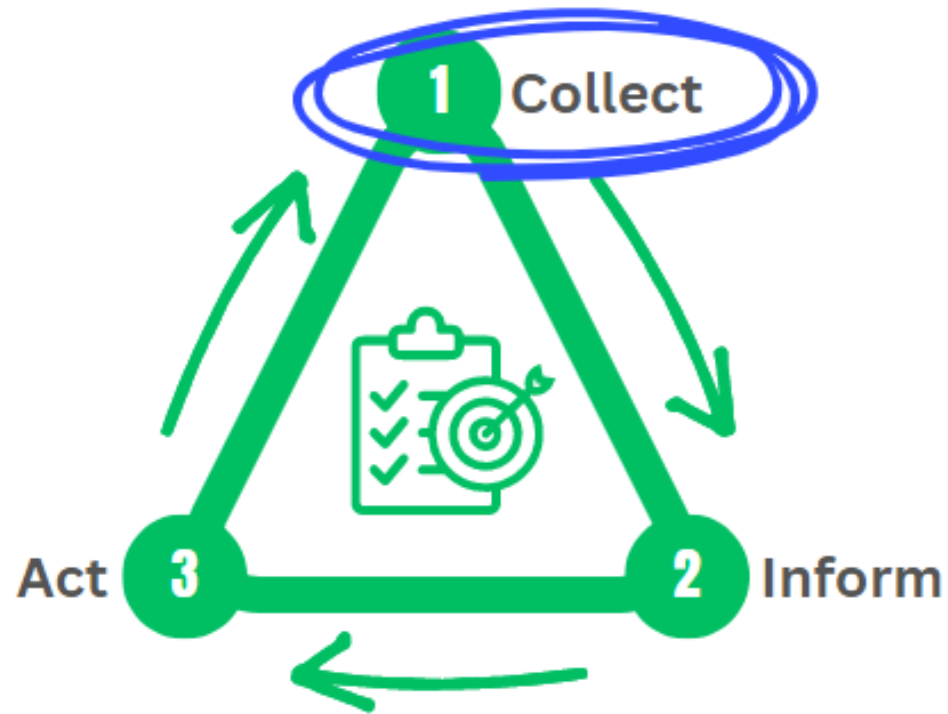*GradCert Artificial Intelligence for Business*

Regional ICT Strategy Program Manager
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Engaging customers in the digital transformation of their health journey

Confidentiality — Integrity — Availability

1 Collect — 2 Inform — 3 Act
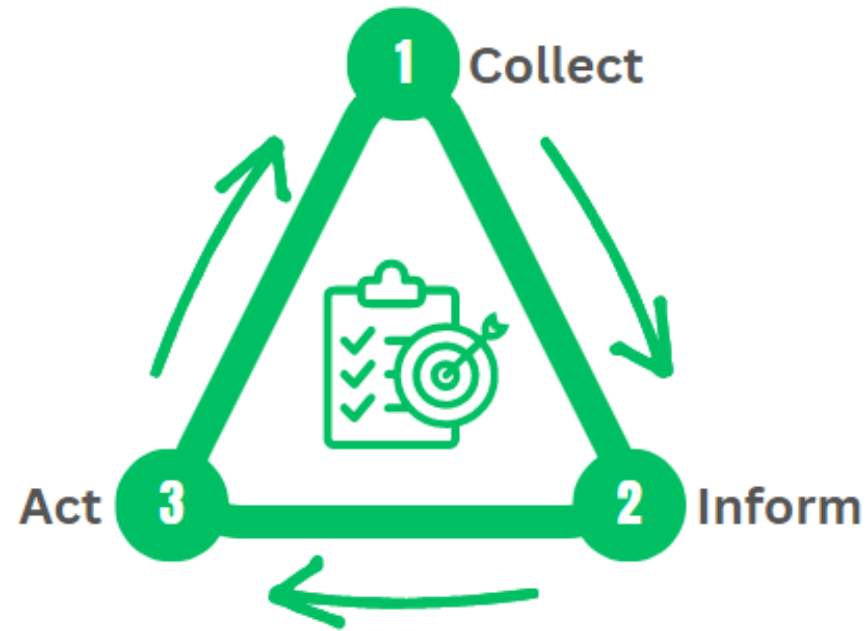
Oh no, it's interactive time...

KYA: Level of Digital Inclusion - SWARH

- The Australian Digital Inclusion Index (ADII) measures Access, Affordability and Digital Ability. In 2021:
    - National index = 70.1
    - Alliance LGA's range from 62.0 (Glenelg) to 70.0 (Surfcoast)
    - Digital Ability has the lowest performance both nationally, at 64.4, and within the Alliance at 52.0 (Colac Otway Shire)
- 32.8% of households do not have internet connected (2016 census)
- Mobile coverage black spots
- NBN rollout complete - significant proportion of households only have access via satellite (cost prohibitive)

Engaging customers in the digital transformation of their health journey

Telehealth Hubs:

- Provide access to devices and connectivity

- Engage the community in new models of care

- Safe and private setting

- ## 11 established in 2022

  Terang ,Mortlake, Lismore, Camperdown, Dartmoor, Balmoral, Birregurra, Colac(2), Lorne and Apollo Bay

- ## 19 more to go

  Target of 30 in total –Heywood, Nelson, Hamilton (4), Coleraine, Merino, Penshurst, Koroit, Port Fairy, Geelong (3), Winchelsea, Casterton, Warrnambool (2) and Portland.

Case examples

|	Pain Management	Neurology-Genetics Testing
Consumer location:	Colac Area Health Hub	Dartmoor Bush Nursing Centre
Clinician Location:	Barwon Health *University Hospital Geelong*	Barwon Health *University Hospital Geelong*
Specialty:	Pain Management Group Program	Neurology-Genetics Testing
Other attendees:	Consumer's mother	Consumer's spouse, Community Support Coordinator
Benefits	Participated in Group Program Access to technology in private space Reduced travel related costs~160 km trip Administrative trouble shooting support Time saved	Diagnosis received, Plan implemented Access to technology with support Reduced travel related costs ~600 km Time saved

Engaging customers in the digital transformation of their health journey

Are we building gyms and giving away free memberships?

Our data journey
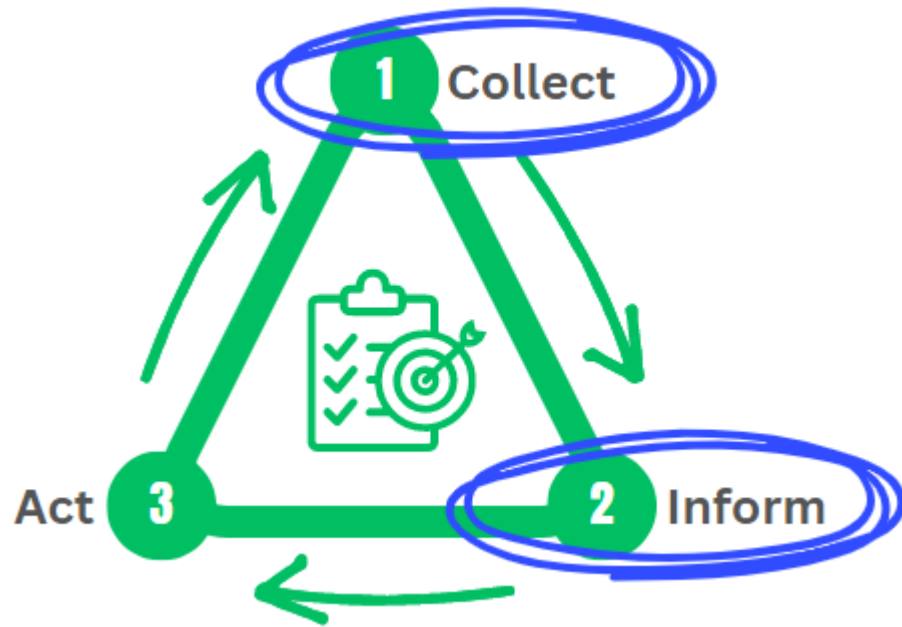
Oh no, it's interactive time...*again*
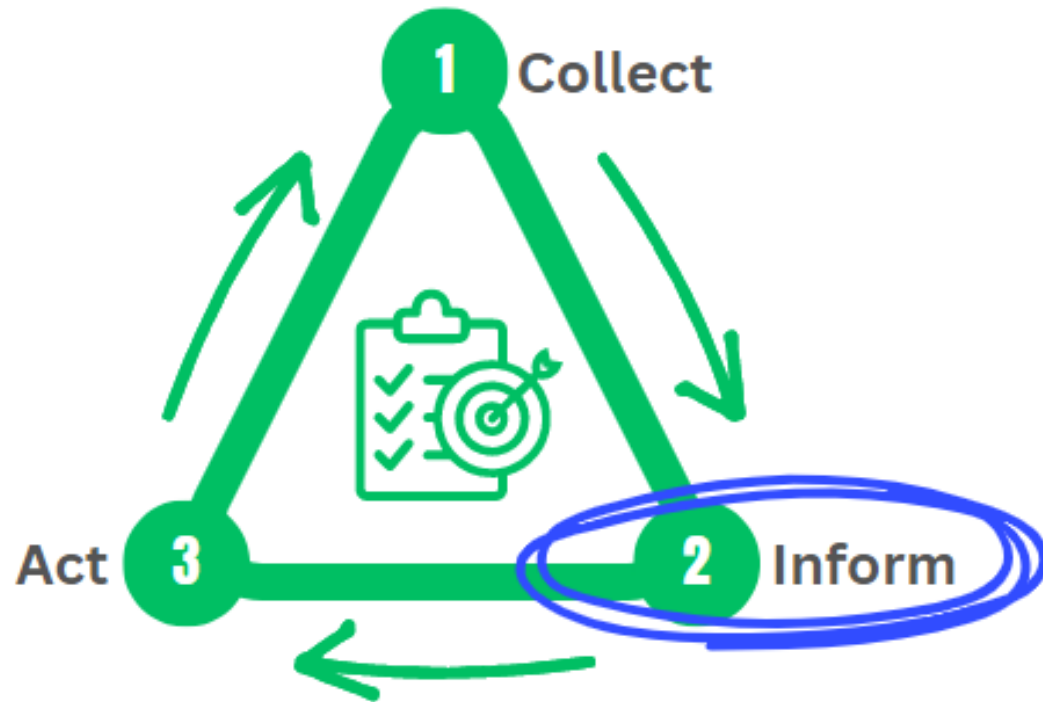
What will the future of the patient journey look like?

A continued shift in the point-of-care (POC) from hospital to home:

- patients can be monitored from home (real-time)

- receive healthcare alerts and recommendations

- procedures and therapies performed by visiting clinician

What will the future of the patient journey look like?

Better @ Home in the Barwon South West Region

- Regional collaboration on Remote Patient Monitoring (RPM) framework

- Hospital admission risk program (HARP) commencing March 2023

- Planning commencement for Chronic and Complex Care

- Collection of post code data for current service provision

- Development of regional education and training plan

- Establishment of success metrics and consumer feedback

- Investigation of use in Geriatric Evaluation and Management (GEM@Home) and Rehabilitation (Rehab@Home).

Audit point:
Two triangles for digital transformation
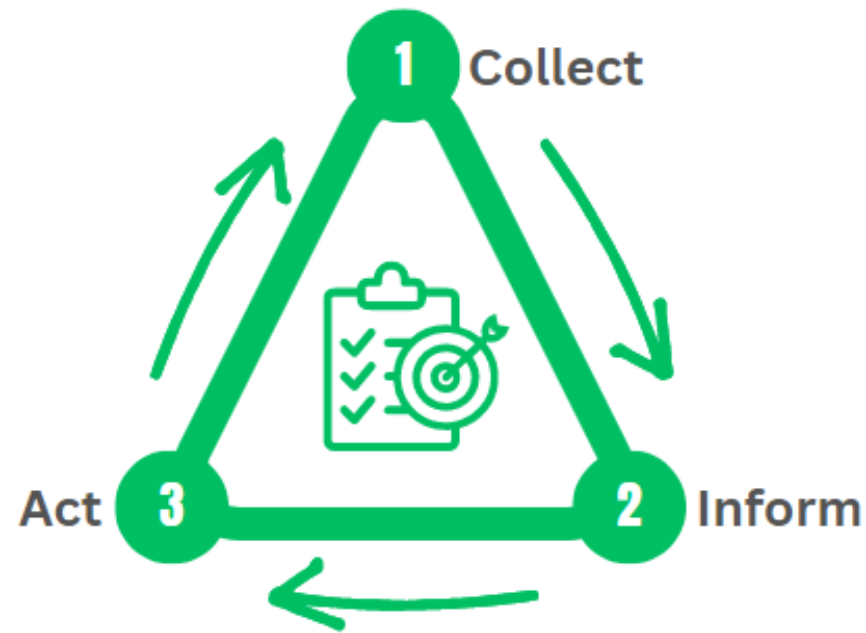
Imagining the role of technology in future patient interactions

Will ↑ access to health data = ↑ consumer health decision making?

- Preventative healthcare

- Wearable technology

- Health data: only as valuable as its application

- Locus of Control
  - Internal vs External
  - Can technology support a shift from external to internal?
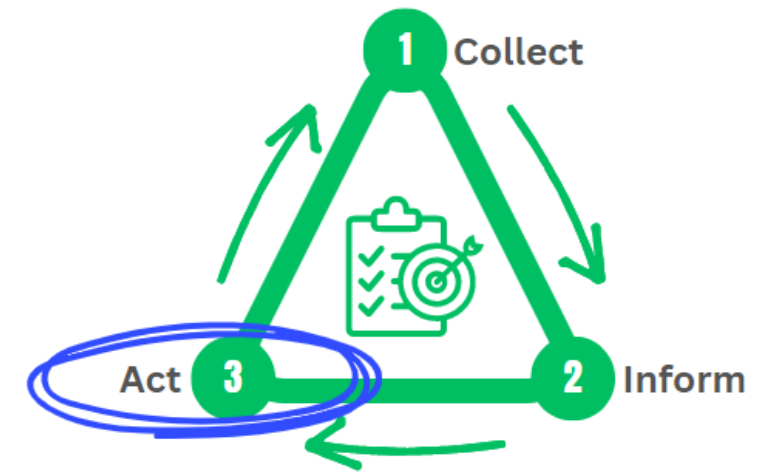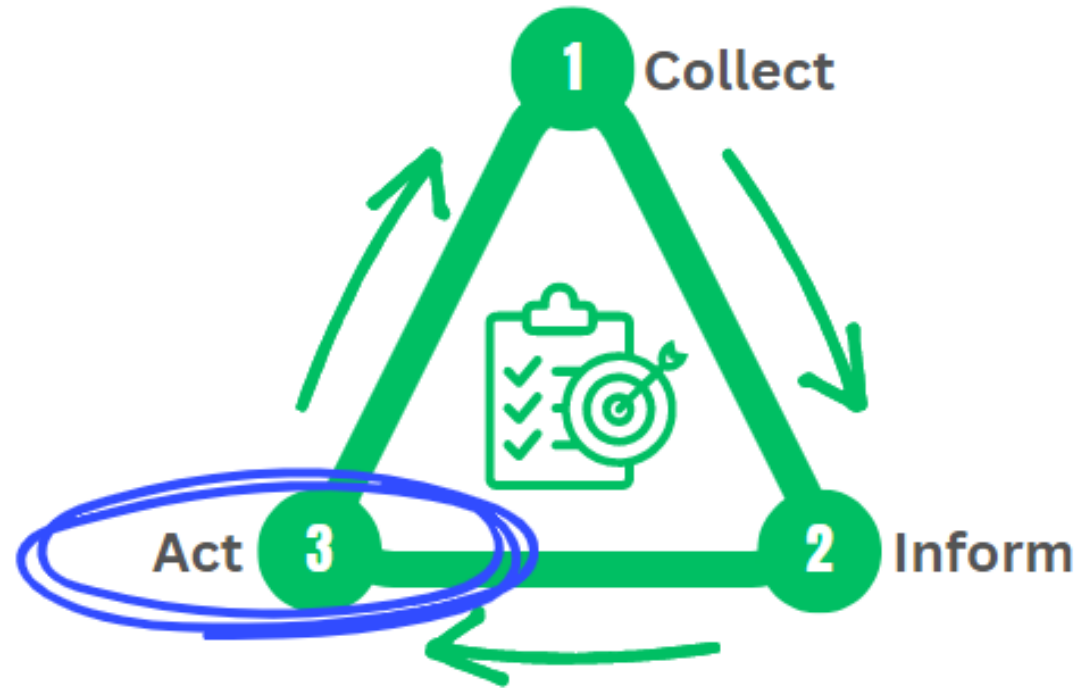
Consider

Would Locus of Control be a useful measure in understanding:

- access to;

- engagement with; and

- adoption of

digital health services within our communities?

5:40pm networking time… Aha!

THANK YOU!

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- Sophie Wathen, Regional Project Coordinator, Better@Home

- Olivia Darby, Regional Project Coordinator, Better@Home

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