



# The national deployment of video enable care: From sprint to marathon

#TeamMissionImpossible #BringUsToYou

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Building a  
Better Health  
Service



# National Virtual Health Team

AKA – TEAM MISSION IMPOSSIBLE



## MISSION:

“Provide, implement and support the use of video enabled care nationally, where appropriate”

Building a Better Health Service  
CARE | COMPASSION | TRUST | LEARNING





# Finding its place for apts...

.....where does Video Enabled Care fit?



Telephone  
First

When phone call is adequate eg. Routine follow up/check up on meds, post op



Attend  
Anywhere  
Second

When you need visibility eg. rash, wound review, assess anxiety etc.



In-Person  
Third

When you need a physical interaction eg. physical exam, bloods, x-rays

Other Uses: Virtual Ward Rounds, Multi Discipline Clinical Team Meetings



# Rapid Deployment



What	How	Who
Equal access across Community (CHOs) and Hospitals.	Pilot team nominated from each CHO and Hospital Group to start simultaneously	<b>Telehealth leads</b> from each area assisted by the Virtual Health Team
Offering a 'Starter Package' Procurement, Governance, GDPR Compliance, Support	Online Training, support documentation published on eHealth, Patient info on HSE site, Engagement with National IPMS	<b>OoCIO Comms Team</b> lead in creating web presence for Virtual Health information and document sharing. <b>mPower Project</b> provided Training
Hardware and Peripherals supplied (€2.5 million approved)	Applications from Telehealth leads to Virtual Health team	Virtual Health Team rolling out with assistance from the <b>Tech Office</b>
Supportive, collaborative ecosystem for users.	Engagement with National Offices to assist eg Nurses and Midwives, Health and Social Care Professionals. Programme of Webinars created to share learning	Collaboration between <b>NMPDU Digital Deployment Team, HSCP Office, mPower Project, Attend Anywhere Users</b> and the Virtual Health Team



# Clinician Experiences...

## Hearing Aid Clinic

“I could show a patient how to adjust their new hearing aid – this would have had to wait for a face to face otherwise”

## Neonatal ICU

“Using attend anywhere for virtual rounds giving updates and visits to family members who can't come in to see new baby. Priceless 😊”

## Psychology Clinic

“It allows me to do a complete assessment, including cognitive testing and a reliable mental state examination on my patients.”



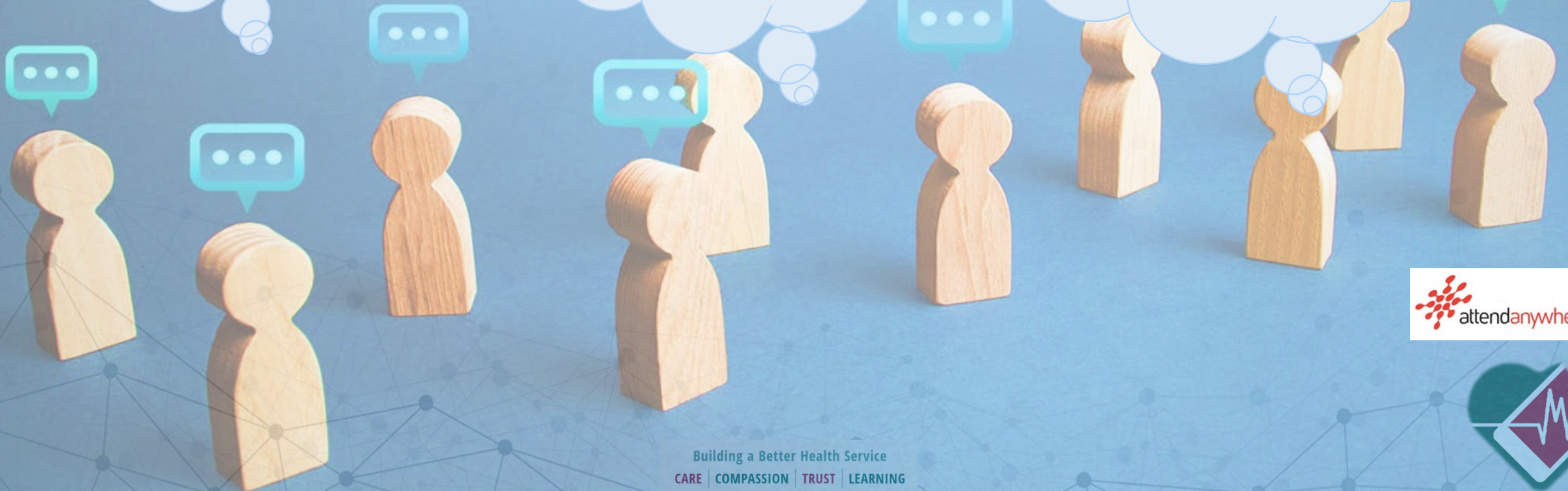


# Patient Experiences...

"It is so easy to use. Was great to see the Consultant without the long journey into the hospital and the cost of car parking fees"

"My sons speech & language progress had regressed during COVID, I can already see an improvement since the video apts started."

"Very beneficial. The OT could see my mother in her home and was able to identify issues such as a step between two rooms, a chair causing an obstruction and mats on the floor that might be a trip hazard"



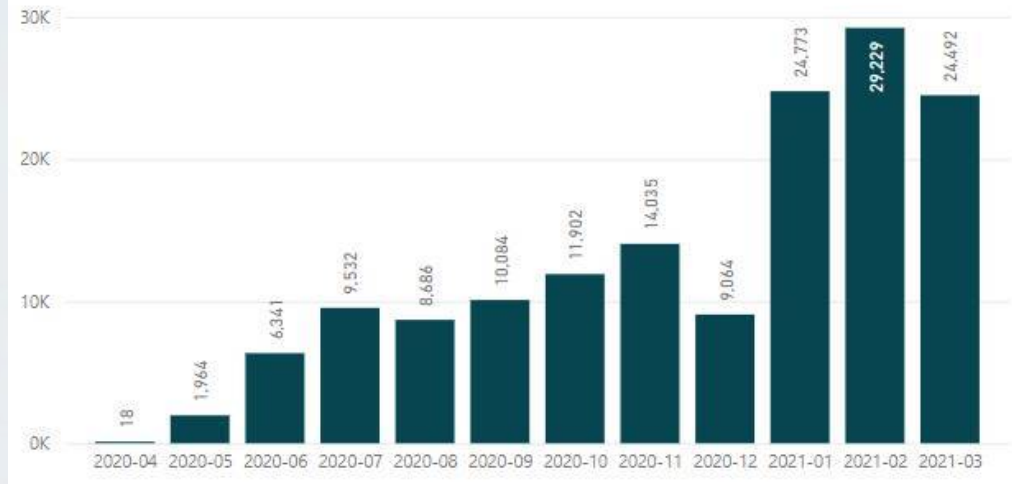


# BI info 150,120 Video Consultations in 11 months

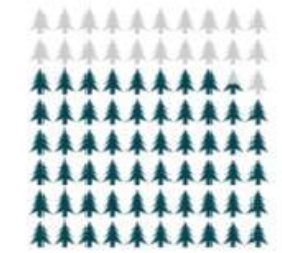


## National Overview

Number of consultations by month

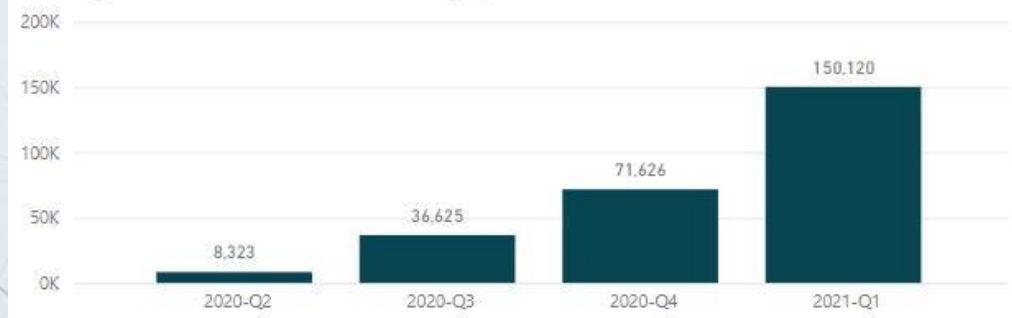


Percentage of consultations by type



36,490  
Number of trees saved

Running total number of consultations by quarter



23/04/2020 31/03/2021

150,120

Number of consultations

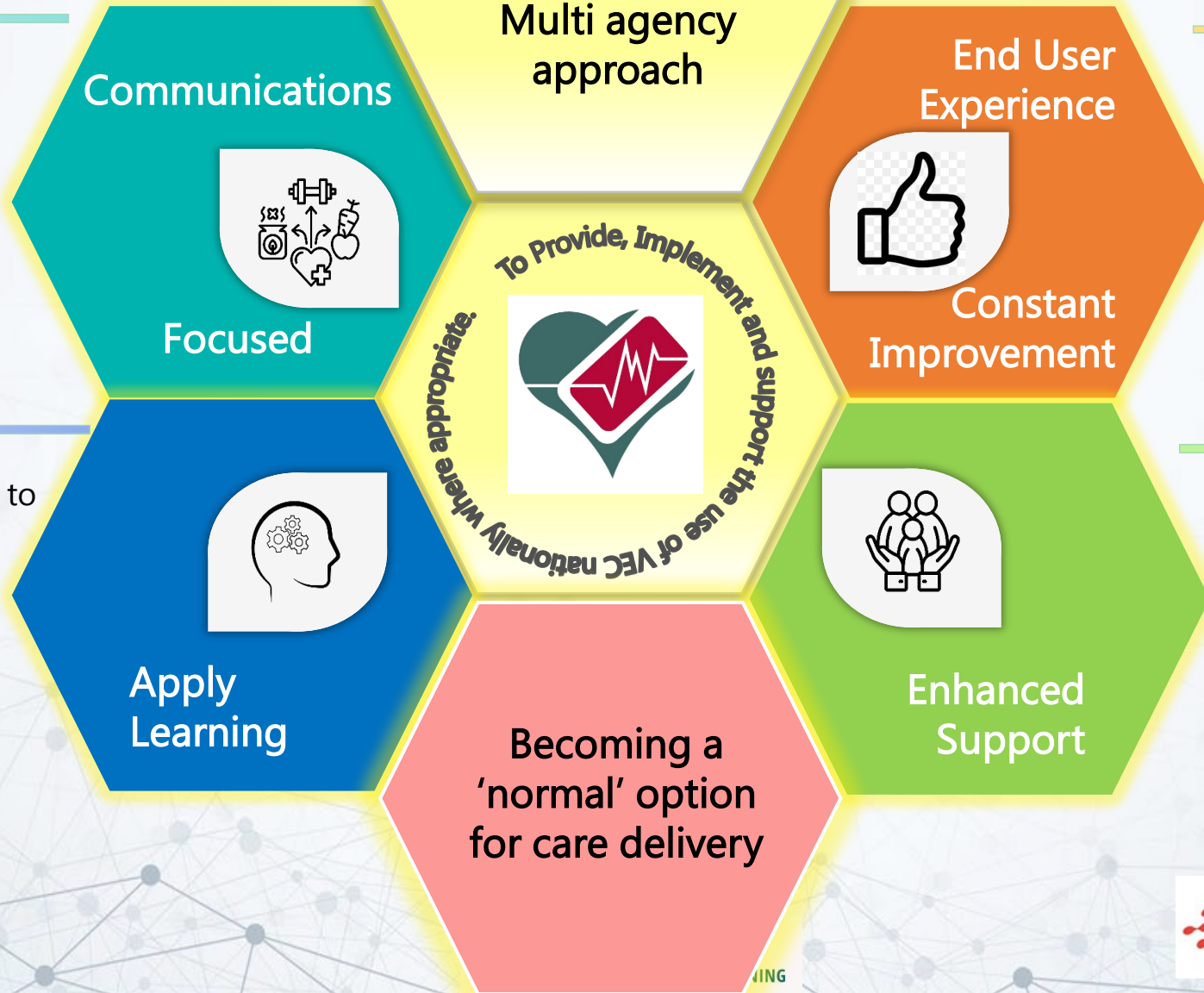


“If you build it, they will come”  
Field of Dreams et, al 1989





# Now and Next



- ✓ Review and simplify web content
- ✓ Patient Centred VEC content
- ✓ Easy Read documentation
- ✓ Central VEC knowledge base for Clinician

- ✓ Review of Training Delivery – Bespoke Training
- ✓ Patient Engagement working group
- ✓ Digital literacy/hardware gaps
- ✓ Clinical engagement working group
- ✓ Ongoing investigations improving call quality

- ✓ Development of dashboards to inform service
- ✓ Standardised and combine National VEC statistics
- ✓ Gather learning for National Procurement
- ✓ Leverage Clinician/Patient feedback to streamline processes
- ✓ Working with Business Intelligence Unit on KPI's

- ✓ Enhanced support pathway for users
- ✓ Assess logs and tailor support requirements
- ✓ Engagement with networks/security teams on infrastructure
- ✓ Provide phone support for urgent queries





# Useful links



- **EHealth Ireland:** <https://www.ehealthireland.ie/>
- **Virtual health:** <https://www.ehealthireland.ie/National-Virtual-Health-Team/National-Virtual-Health-Team/National-Virtual-Health-Team.html>
- **Webinars:** <https://www.ehealthireland.ie/National-Virtual-Health-Team/Video-Enabled-Care-Webinars/>
- **Attendanywhere demonstration:** <https://www.youtube.com/watch?v=9fIPBltmhgQ>
- **Email contact: Virtual Health** [virtualhealth@hse.ie](mailto:virtualhealth@hse.ie)

