

# Inter organisation collaboration targets Country Health Professionals in Western Australia: utilising telehealth to provide support and education



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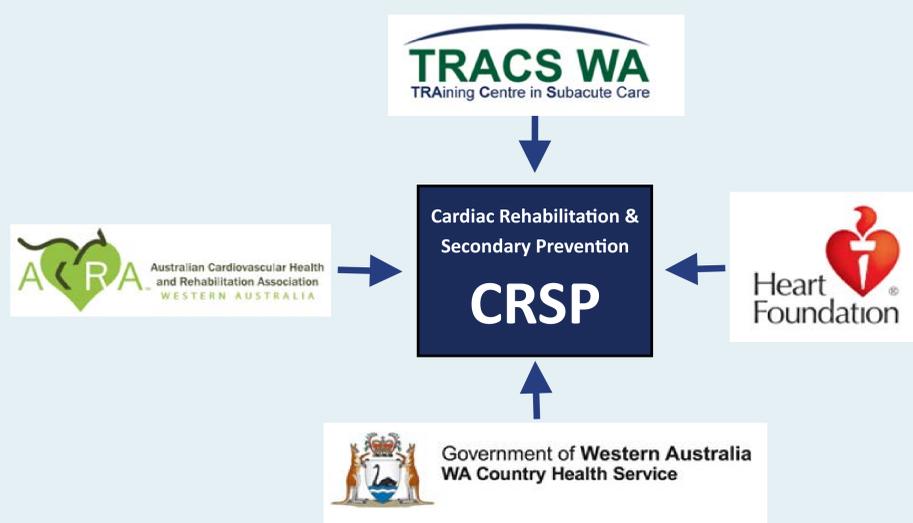
## Background

Clinical support and opportunities for education are limited in many remote country and rural health areas.

A collaboration comprising the Western Australia Country Health Service (WACHS) Chronic Conditions Strategy Team (CCST), Australian Cardiovascular Health and Rehabilitation Association (ACRA), Heart Foundation WA and the Training Centre in Subacute Care (TRACS WA) identified a need for targeted professional development for WACHS professionals working in Cardiac Rehabilitation & Secondary Prevention (CRSP) to improve service delivery.

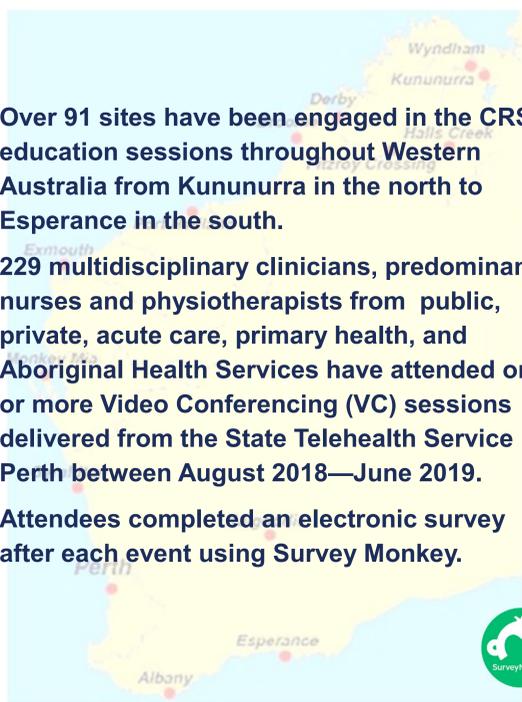
## Aims

- Collaborative planning and development of an interactive CRSP education series to be delivered to health professionals throughout WA using telehealth.
- Provide relevant resources including clinical guidelines and models of care to participants.
- Develop a support network of clinicians working in CRSP.



## Delivery

- Over 91 sites have been engaged in the CRSP education sessions throughout Western Australia from Kununurra in the north to Esperance in the south.
- 229 multidisciplinary clinicians, predominantly nurses and physiotherapists from public, private, acute care, primary health, and Aboriginal Health Services have attended one or more Video Conferencing (VC) sessions delivered from the State Telehealth Service in Perth between August 2018—June 2019.
- Attendees completed an electronic survey after each event using Survey Monkey.



## Methods

- A needs assessment for topics and speakers was conducted.
- On confirmation of the topics, a flyer was produced and sent via email to country and rural WA health services, with the education series promoted on the TRACS WA website.
- A registration system was set up by TRACS WA.
- Monthly one hour sessions were delivered via VC to clinicians throughout WA.
- GroupMap used in later sessions (an online tool for clinicians and presenters to interact by sharing ideas both during and after sessions).
- Recordings of sessions and resources are available on the TRACS WA website.



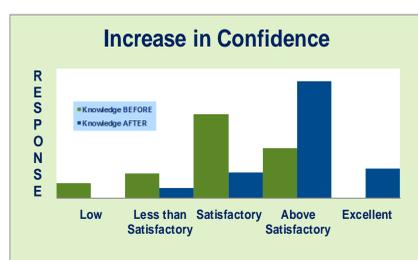
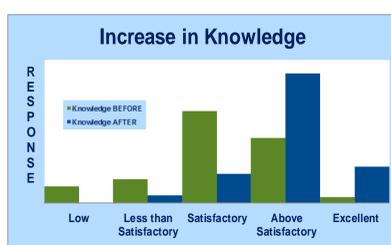
## Sessions

- 'CRSP: what is it, whose job is it and what resources are out there'
- 'Exercise for Heart Health'
- 'Supporting your patients after Heart Attack'
- 'Supporting your patients with Heart Failure and Arrhythmias'
- 'Diet for Heart Health - for the non-dietitian'
- 'Heart Health - Supporting your patient's mental health'
- 'Different approaches to Cardiac Rehab & how to show you are making a difference'
- 'Cardiopulmonary Rehab for the complex patient'
- 'Engaging Aboriginal People in Cardiovascular Care'



## Outcomes

Feedback completed from attendees reports that access to professional development VC increases knowledge and confidence.



## Conclusion

- Interagency communication, collaboration and cooperation can improve access to targeted clinical education and is important to facilitate a flow on effect to patient care for those living with cardiac disease in rural and remote WA.
- Provision of teaching resources and mentorship amongst clinicians was valued.
- Videos of the education sessions have been popular with over 300 views.
- Plans to continue the collaboration are in place.