

VIDEO CALL IMPLEMENTATION LESSONS LEARNED

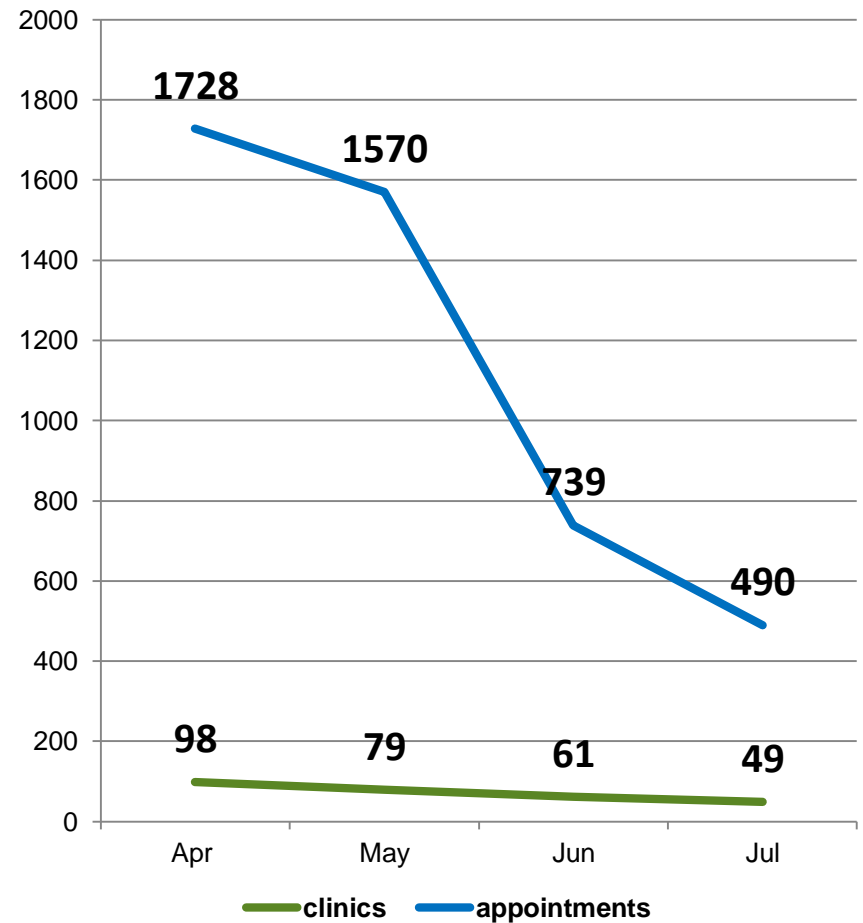


WHAT DID WE DO?

Rapid on-boarding
April – June 2020

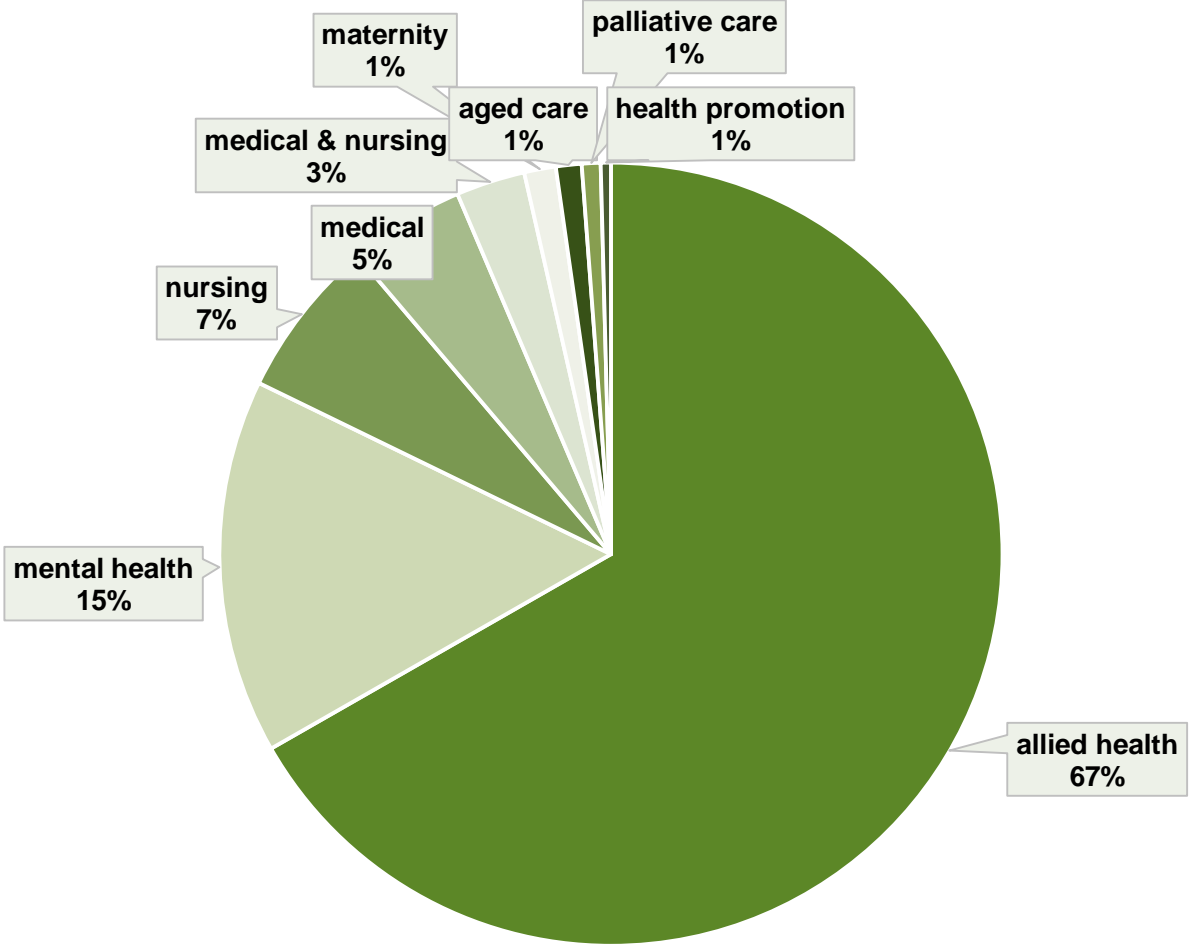
- 8 WACHS organisations
- 194 clinics (100 active)
- 1161 users (457 active)

Number of WACHS Video Call active clinics and appointments Apr-Jul 2020



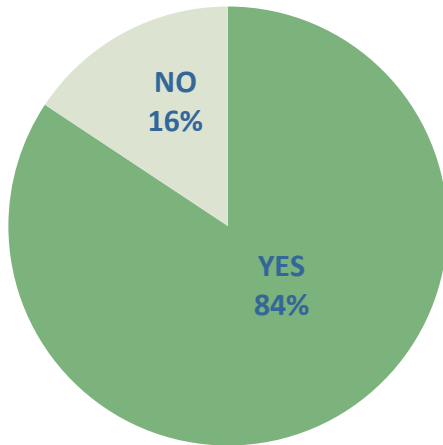
WHAT DID WE SEE?

Video Call appointments by clinic type Apr-Jun 2020



WHAT DID CLINICIANS SAY?

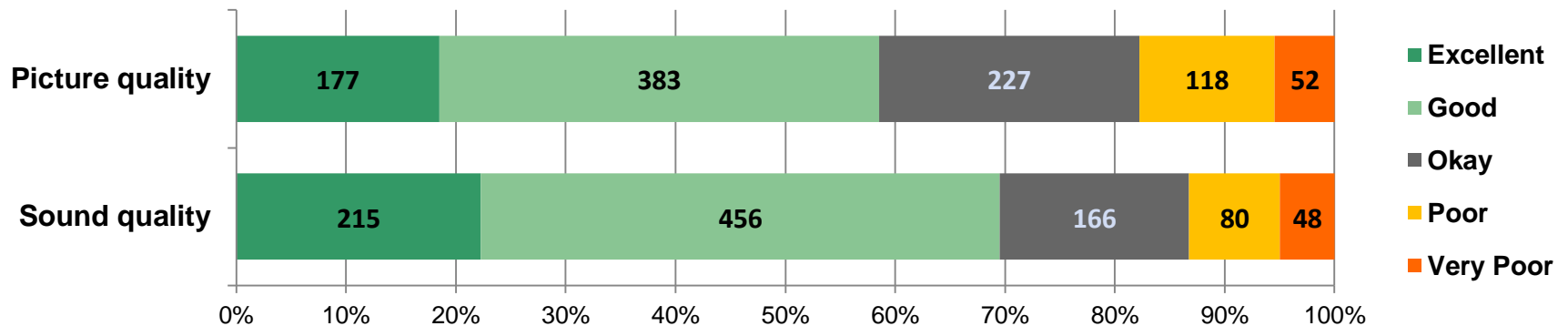
Did Video Call meet service delivery requirements?



"I'd love to use it more, it's a great platform, but if you don't know whether you'll have all the tools there or whether you'll spend half the session pressing the refresh button and trouble shooting poor call quality, it's sometimes easier just to phone patients. If call quality wasn't such an issue, there'd be more people still using it now and there would have been a whole lot less frustration for clinicians during COVID".

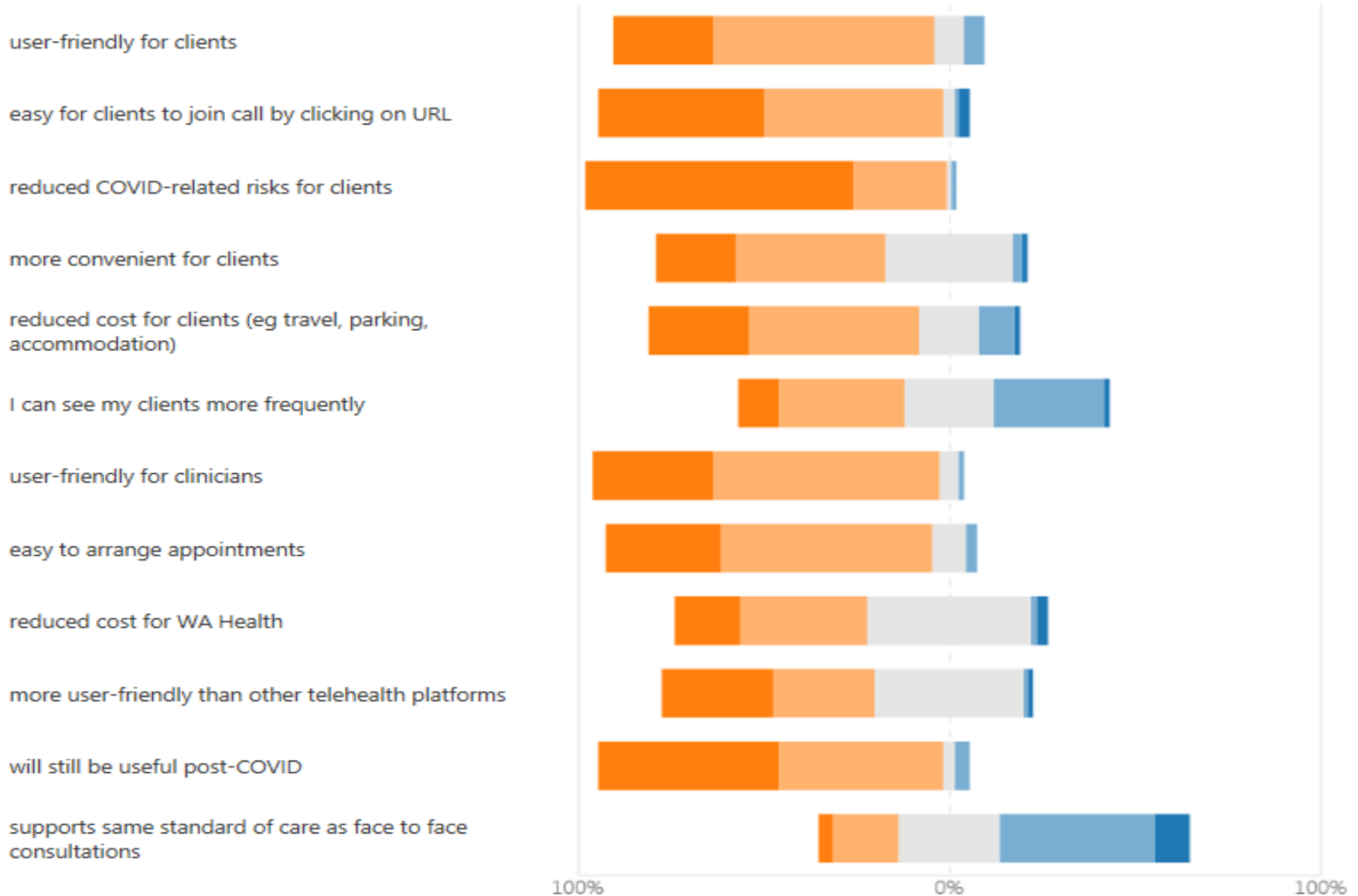
- Video Call Super User -

Call quality – CLINICIAN feedback



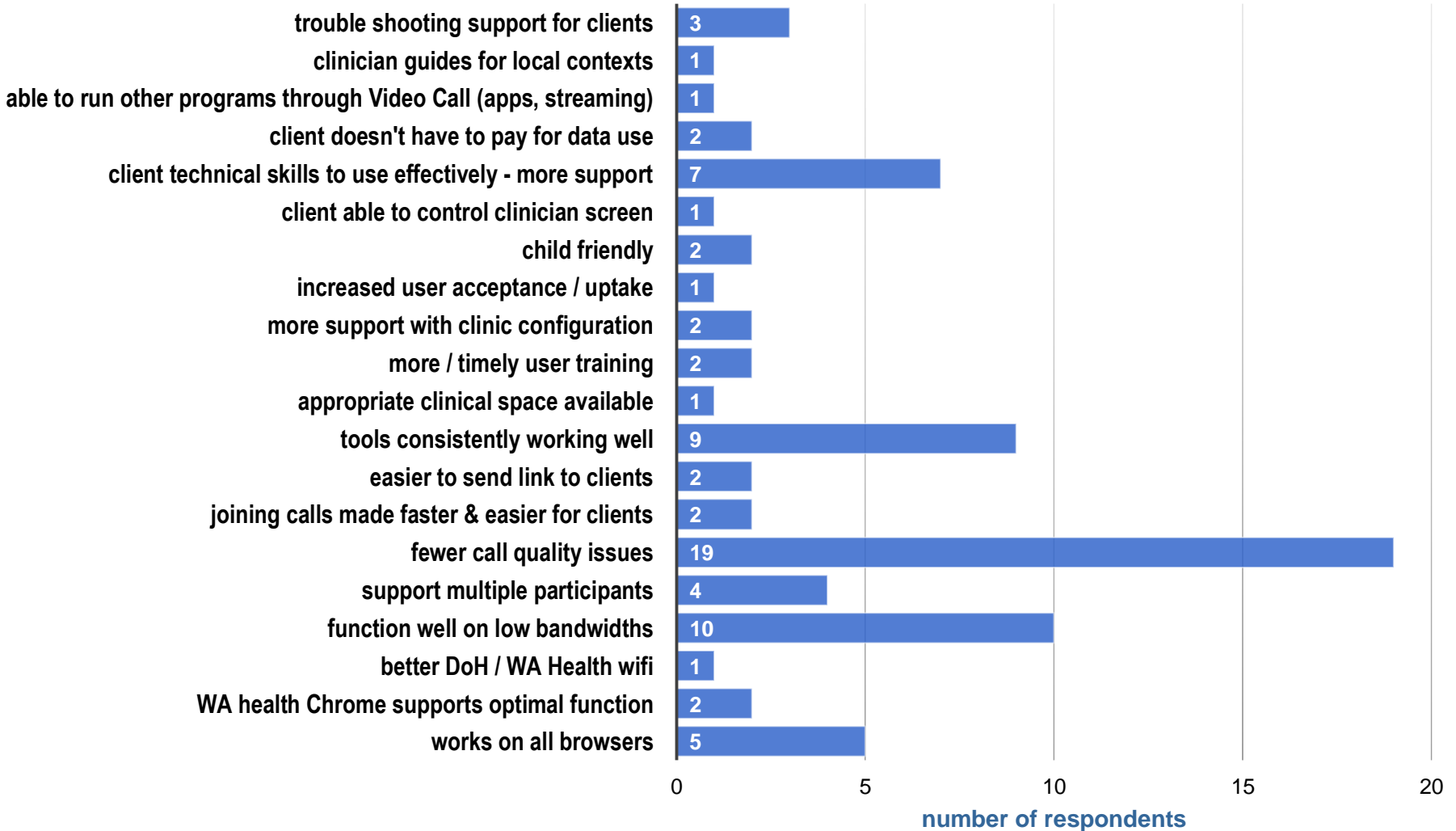
WHAT DID CLINICIANS SAY?

strongly agree agree unsure disagree strongly disagree



WHAT DID CLINICIANS SAY?

Recommended Video Call improvements - WACHS clinician responses



WHAT DID CLIENTS SAY?

Would you continue to use Video Call after COVID-19 is no longer an issue?

[More Details](#)

● Yes	415
● No	94
● Maybe	314



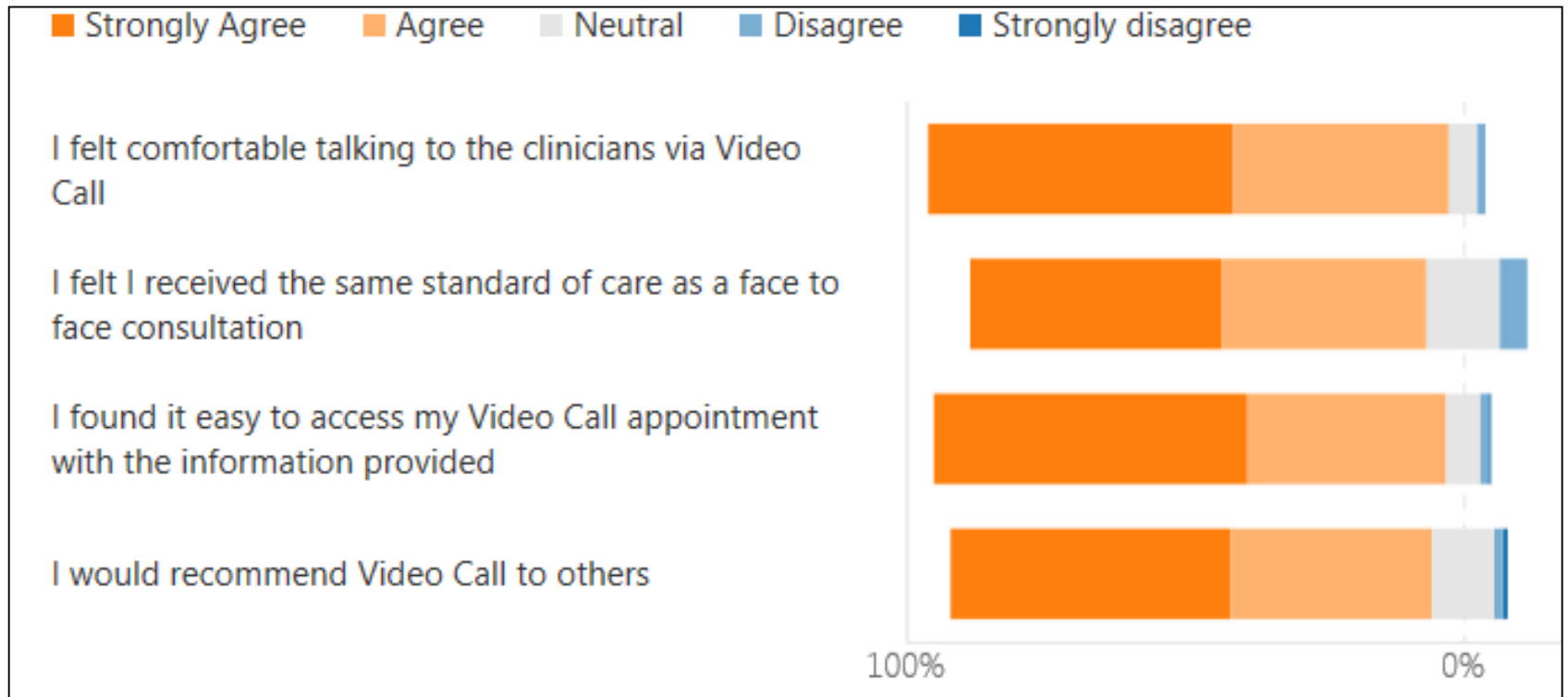
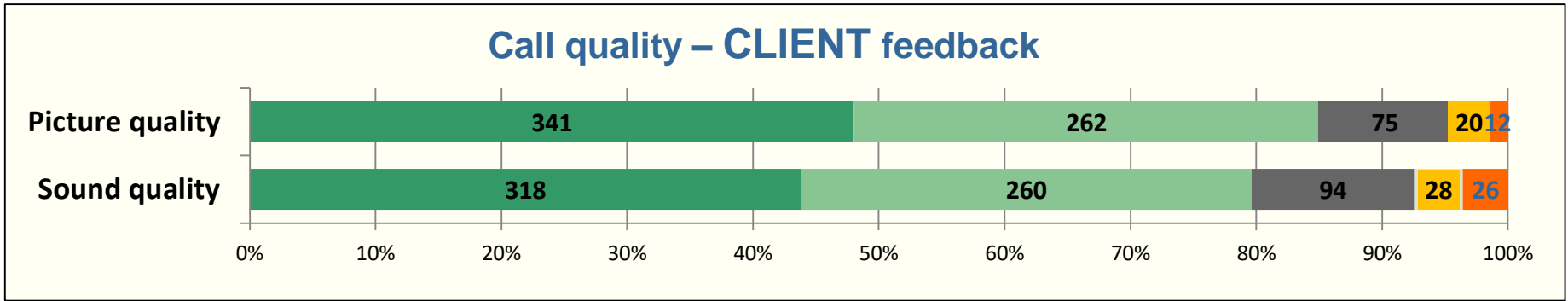
What did you like about your Video Call appointment?

[More Details](#)

● Saved time	494
● Saved money	187
● Enabled social distancing (CO...)	534
● No parking required	297
● Other	118



WHAT DID CLIENTS SAY?



WHAT DID CLIENTS SAY?

WHAT DID YOU LIKE ABOUT USING VIDEO CALL?

Shorter wait for metro specialist services.

Good if you can't drive or don't have transport.

Easier with young children.
No babysitter.

Avoided 600km round trip

Saved having to cancel appointments.

Family members can join from different locations.

Could take more in and write more notes.

Shorter, more frequent appointments at home were less tiring.

Child less distracted & more comfortable in home environment

Convenient – took a call waiting in car at shops.

WHAT DID WE LEARN?

Benefits

- User-friendly & easy to join call via URL
- Clear online guides
- Tools enhance clinical service delivery

Worked well

- Reporting & evaluation
- Locally managed clinic configuration and adding team members
- Communications to users going forward

Improvements

- Recurring performance issues impacted uptake
- More lead in time
- Change mgt outside COVID context
- Pre-implementation testing
- Digital information store and forward
- Patient readiness impacts uptake and success of telehealth apt

WHAT DID WE LEARN?

Consider telehealth for each patient

- Difficulty travelling
- Carer stress
- Patient fatigue
- Cognitive impairment
- Requires high intensity rehab / regular appointments
- Patient convenience (transport, parking, travel time)
- Financial barriers (travel, accommodation, parking, time off work)
- Caring responsibilities
- Staff safety concerns
- Infection control issues

Questions?

Please get in touch!

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