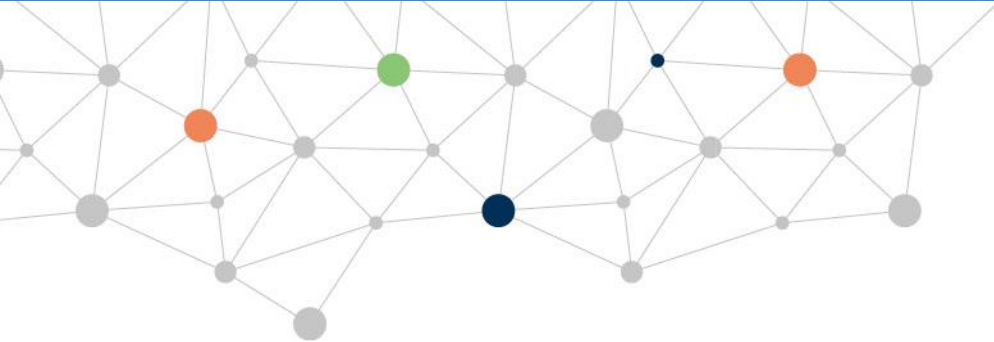


Remote Patient Monitoring of Chronic Disease using Mobile Health Solutions: Lessons Learned from Gippsland

Alyce Cuman, Gippsland PHN

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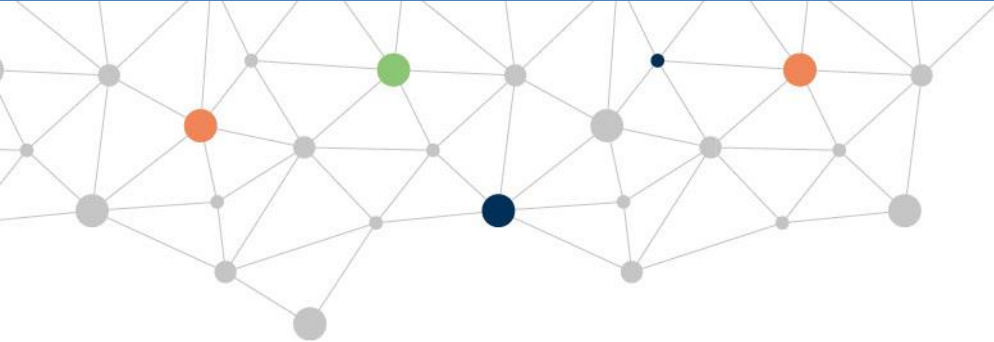


Gippsland Context

- Population of 271,416
- 6 Local Government Areas
- Gippsland has high rates of low urgency presentations to emergency departments
- Mix of large rural towns and remote communities (MM3 – MM6)

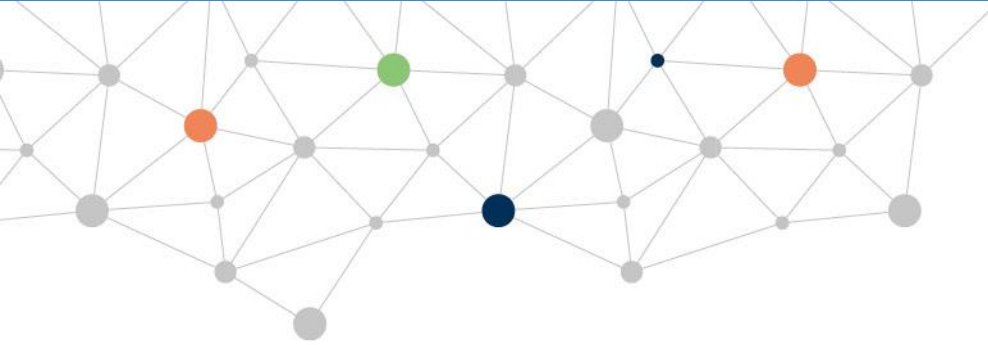
National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2018; <https://meteor.aihw.gov.au/content/index.phtml/itemId/658499>

Gippsland Primary Health Network, 2016 Needs Assessment Qualitative Report - June 2016. [online] Available at: <https://www.gphn.org.au/wp-content/uploads/2014/02/Needs-Assessment-Qualitative-Report-June-2016-FINAL.pdf>.



Remote Patient Monitoring in Gippsland

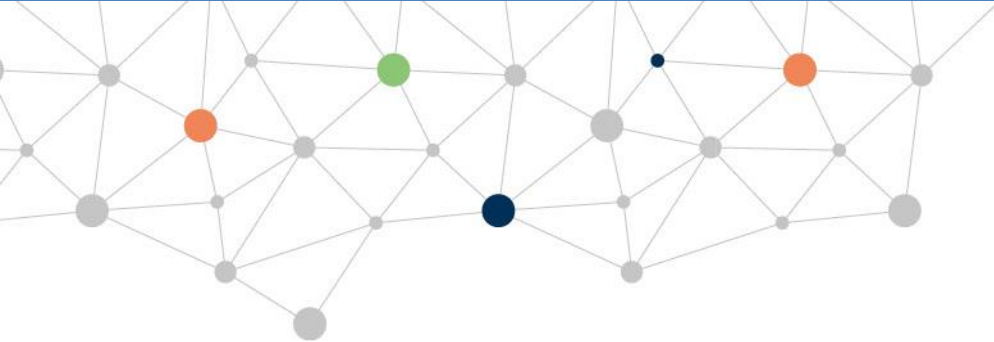
- Aims to avoid unnecessary hospitalisations through the early detection of patient deterioration with chronic disease conditions
- Remote patient monitoring provides safe, high quality care to patients remotely within the home
- Innovative model of care developed
- Gippsland PHN has procured leading software platform to support remote patient monitoring



Lifeguard

- Connect patients to providers
- Collects vital signs and patient report outcomes in real time
- Supports the identification of patients who may be deteriorating
- Supports built in telehealth





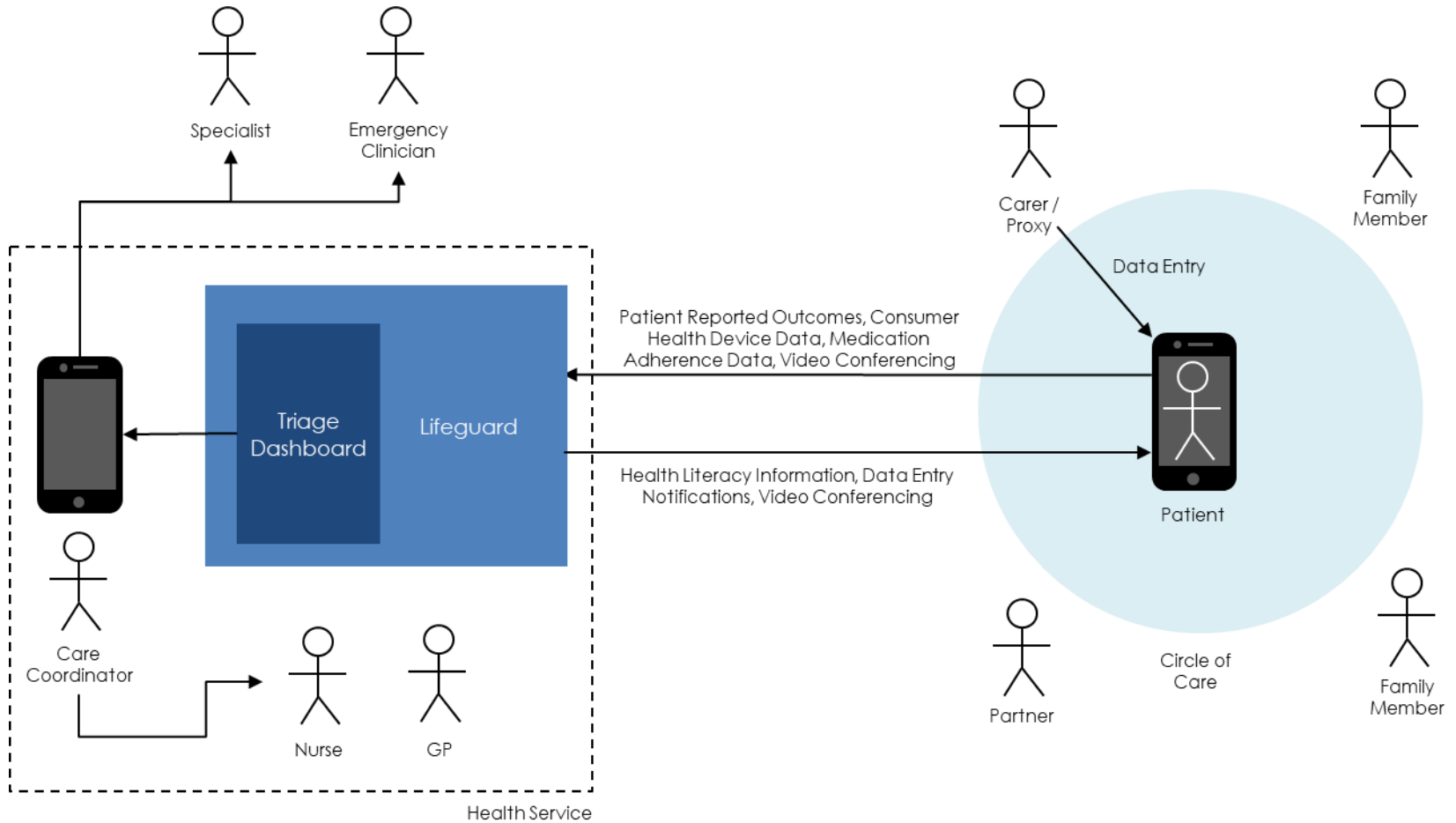
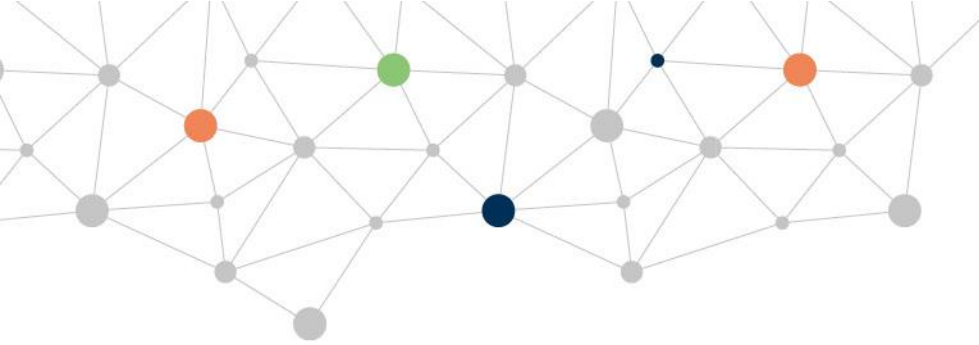
Outcomes to Achieve

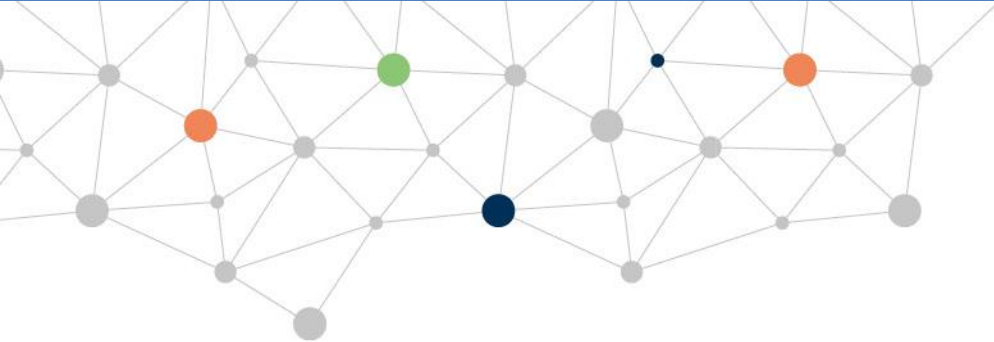
Patient:

- Improved patient engagement
- Improved confidence in the safety net provided by primary care
- Reduced inappropriate hospitalisations

Health Service :

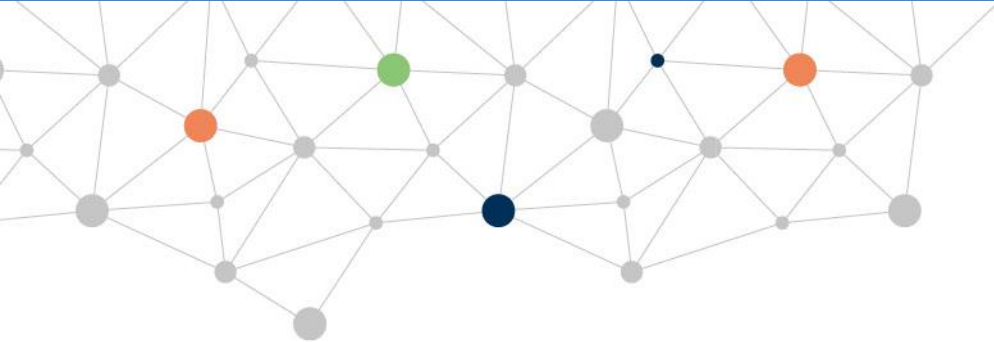
- Efficient use of resources
- Reduced inappropriate hospitalisations
- Greater ability to prioritise patients needing urgent attention
- Real-time understanding of the acuity of monitored patient cohort
- Improved ability to recall based on clinical needs
- Increased ability to understand patient symptoms / problems prior to appointment





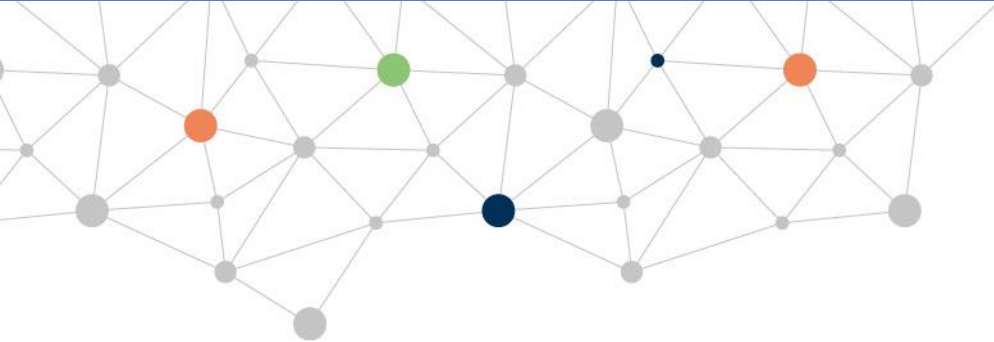
Gippsland PHN Implementation of Lifeguard

- COVID-19 monitoring and surveillance
- Chronic disease management in general practices
- Supporting a values based health care project
- Coordinated care project in the most rural area in Gippsland



Challenges

- Not all general practice can implement a nurse led model of care
- Internet connectivity in rural and remote areas
- Developing monitoring templates
- Varying level of digital literacy amongst health professionals
- Funding models don't support and incentivise adoption



Lessons Learnt

- Important to understand the digital health maturity of general practices before implementing digitally enable models of care
- Adequate resources are required to train and support health professionals
- Carer supported models are key
- Need solutions that separate the ‘signal from the noise’