Virtual Care

Virtual Care Strategy and Initiatives
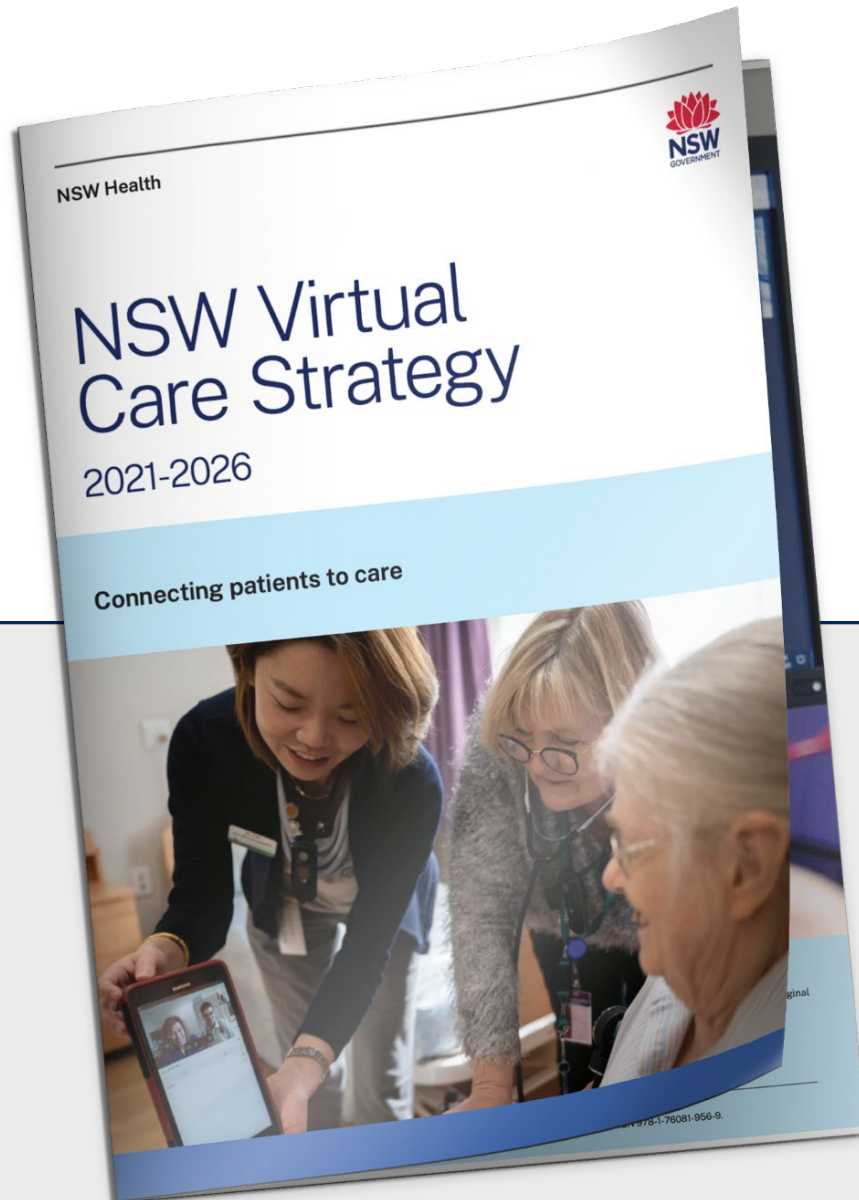
Translational Research Grants Scheme (TRGS) Round 8 Information Webinar

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6 March 2024

NSW GOVERNMENT

The NSW Virtual Care Strategy has been developed to further integrate Virtual Care as a **safe, effective, accessible** option for healthcare delivery in NSW

Via a three-pillared Delivery Framework across six Strategic Focus Areas

Virtual Care Delivery Framework	Virtual Care Strategic Focus Areas
Investing in people	Patients' interactions
	Remote care and monitoring
Designing processes	Care planning and coordination
	Clinical collaboration and innovation
Building technology	Patient self-management and autonomy
	A digitally capable workforce

Current Virtual Care Initiatives

Single Front Door

Will improve access to timely information and navigation into primary care/ community/ hospital-based services and enable bookings at NSW Health's Urgent Care Services as well as the Commonwealth's Medicare Urgent Care Services.

NSWA - VCCC

Screen triple zero calls in the queue, selecting cases to undergo secondary triage by an experienced VCCC clinician. The focus is on identifying lower acuity cases which may be suitable for ongoing management in the community or referral to destinations other than an emergency department.
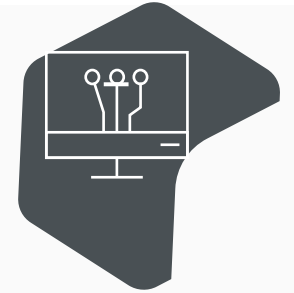
virtualKIDS

VirtualKIDS Urgent Care Services is a model of care designed to help keep children out of emergency departments and provide care closer to home.

UCS provide short-term, one-off care, either in-person or virtually, for urgent health care needs that are not life-threatening.

Virtual HiTH

Virtual HiTH embeds the use of virtual modalities in traditional Hospital in the Home models, where a patient is well enough to be discharged from hospital but continues to receive care from a clinician who visits them at home.

Virtual Rural Generalist Service

VRGS is an innovative model of care which offers virtual and face-to-face consults with patients and staff in rural and remote facilities.

VRGS has been a successful model for WNSWLHD and is now expanding across selected sites in SNSWLHD.

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Future focus areas for Virtual Care reform

Virtual care initiatives supporting ED Avoidance

- The Single Front Door connecting consumers who have unplanned, urgent care needs with safe, timely care close to home, diverting away from ED where clinically appropriate.
- Expansion of VirtualKIDS Urgent Care Services
- Potential to implement Adult Virtual Urgent Care Service Hubs across NSW

Hospital in the Home (HITH) reform into Virtual Hospitals

- Opportunity to enhance current HITH services and widen eligibility of hospital at home care, to transition to a Virtual Hospital model.
- Enhanced understanding on virtual hospital models and their effectiveness on clinical and health outcomes to inform health policy formation.

Virtual Care supporting all populations

- Supported virtual care models as a normal option for health care for all populations including Aboriginal communities, people with a disability, Culturally and Linguistically diverse and elderly populations.