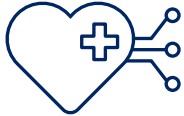NSW Health

Advancing the Virtual Care Evolution

A state-wide Virtual Care
Strategy in NSW

Karol Petrovska
Director, Virtual Care

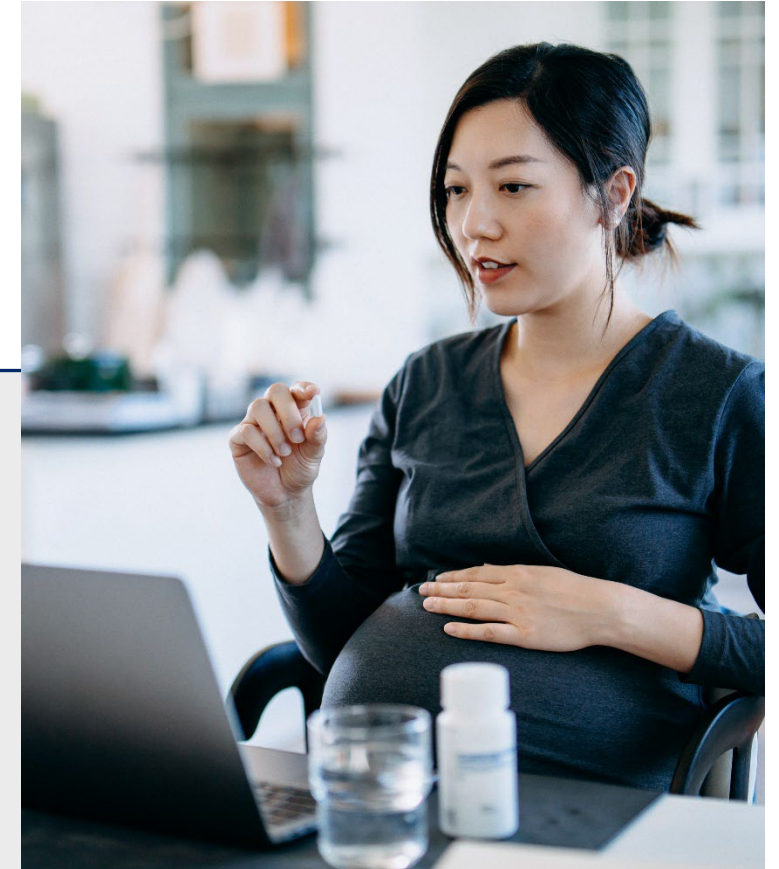# Contemporary issues are driving further change

Evolving consumer expectations
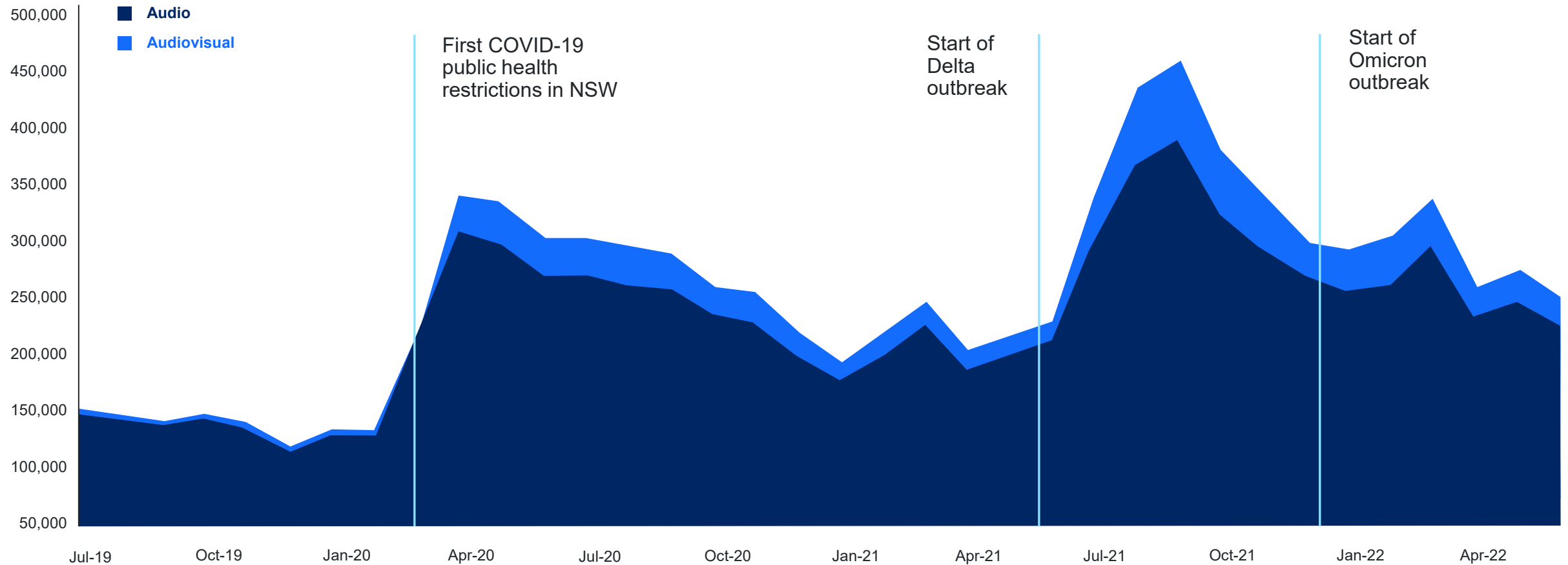
Technology enabled models of care

Technology enabled access to care

Demographic changes

Integration and interoperability

Covid-19 also created an opportunity to accelerate and mainstream Virtual Care

And we've learnt a few things along the way

System-wide collaboration

Measuring our impact

Supporting and developing leadership

Mobilising Virtual Care programs

Providing the tools for change

Building system knowledge

NSW Virtual Care Strategy 2021-2026

Outcomes the strategy aims to achieve

**Remote Care and Monitoring**
The remote collection and evaluation of patient health data using sensors and other monitoring technology in the hospital, at home, at work, in community settings.

Care planning and coordination
Seamless scheduling and coordinated healthcare planning with patients across different health providers and across the care continuum from primary through to acute care

Patient self-management and autonomy
Self-determination and literacy improved to enable choice to engage in virtual care

NSW Health

NSW Virtual Care Strategy

2021-2026

Connecting patients to care
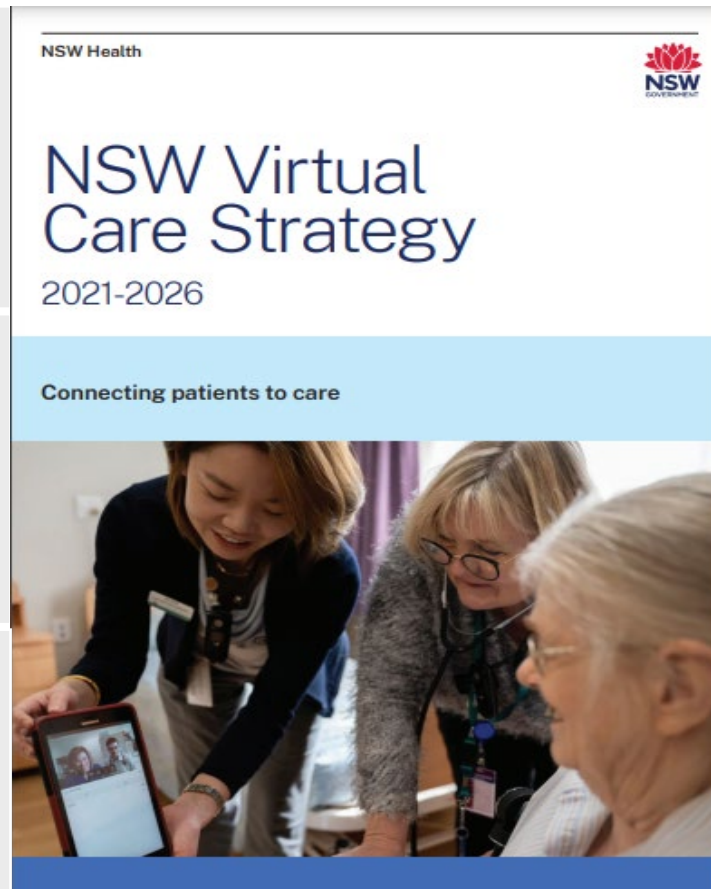
Patient interactions
Virtual care technology to facilitate interactions between patients, carers and clinicians in different locations.

Clinical collaboration and innovation
Digital collaboration within the clinical community to share leading practice, enable peer-to-peer conversations and drive innovation and research and promote best practice.

Digitally capable workforce
Capacity, skills and knowledge building supporting current and emerging health workforce to confidently integrate into their practice.
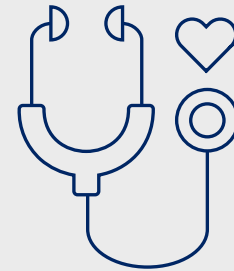
NSW Health

The Strategy proposes to achieve three outcomes

Safe, appropriate and equitable access to care

Positive patient, carer and family experience

Positive clinician experience

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

Here is a closer look of the implementation goals within the Delivery Framework

1. Investing in People

1.1. Develop a virtual capability framework for staff

1.2. Supporting consumer involvement in Virtual Care service design and delivery

1.3. Build and strengthen partnerships with education providers

1.4. Raise awareness, address misconceptions, and promote benefits with patients, carers, families and communities

1.5. Promote the benefits and build acceptance amongst clinicians and health staff

1.6. Design the role of 'moderators' or concierge

1.7. Support equitable access

1.8. Supporting Aboriginal populations to use Virtual Care

1.9. Design and support delivery of training & education

1.10. Engaging and strengthening the skills of local champions to support local staff

1.11. Community Access

2. Designing Process

2.1. Re-orientate funding models

2.2. Embed Virtual Care into the clinical governance frameworks

2.3. Support decision making to use Virtual Care

2.4. Prioritise the roll-out of Virtual Care across the system based on the highest value for patients and clinicians

2.5. Enable system scaling

2.6. Enable effective change management

2.7. Initiate monitoring and evaluation

2.8. Consolidate Patient Reported Measures

2.9. Facilitate Safety Intelligence for Virtual Care

2.10. Integrate Virtual Care into local planning contexts

2.11. Shared Care Management

3. Building Technology

3.1. Drive the technology roll-out to meet the needs of the system, patients and clinicians for Virtual Care

3.2. Manage health care record integration

3.3. Address data privacy and device security

3.4. Ensure devices are suitable, integrated and simple to use

3.5 Leverage innovation

3.6. Build a central portal to coordinate existing and new Virtual Care apps

3.7. Create a Virtual Care simulation unit