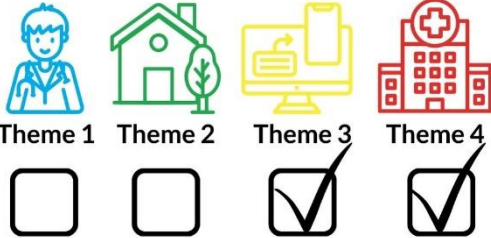


# Stories of Change

## Innovations in Digital Health

### Action Plan Themes Identified



Building an integrated system of health that considers multiple, interconnected factors across the lifespan inclusive of community, carers and consumers is critical. This was at the centre of Gippsland Primary Health Network's One

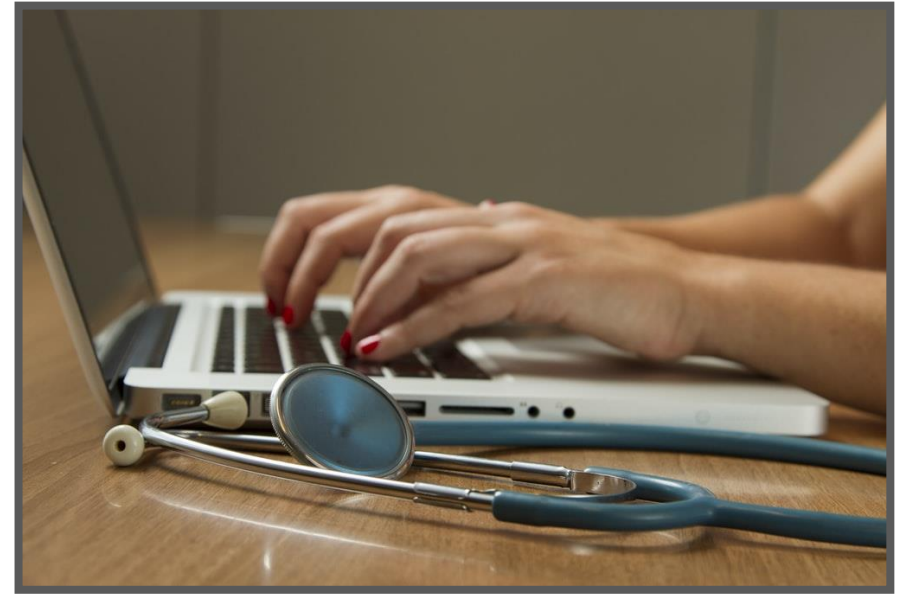
Good Community General Practice (OGC GP) Grants with the aim to build the capability of general practice to adopt and embed digital tools and technologies.

Gippsland PHN Chief Executive Officer, Amanda Proposch, said digital health enabled the building of a contemporary, quality health system that is outcomes-focused and value-based.

"By embedding the use of digital health tools and technologies into general practice, the One Good Community General Practice program seeks to encourage general practice to shift models of care to impact positively on the health and wellbeing of community, carers and family who care for people living with chronic, complex health and mental health issues," Ms Proposch said.

Initially, Gippsland PHN conducted a Digital Health Maturity assessment which tiered general practices into three levels. The funding available was dependent on the general practice digital health maturity level.

Of the 34 expressions of interest from Gippsland general practices for the OGC GP grants, nine are from Latrobe City. General practices selected a range of tools from the One Good Community Digital Health toolbox.



The Digital Health Toolbox seeks to drive positive change in health behaviours through quality improvement and improved access, adoption and use of digital health tools and technologies across the healthcare sector. The toolbox consolidates all of the digital health tools, technologies and resources to drive improvements in the delivery of healthcare to the people of Gippsland. Outcomes to-date include:

- General practices have reported an improved understanding and use of a range of digital health tools
- Processes updated to promote patient and general practitioner uptake of My Health Record, resulting in increases in Shared Health Summary uploads to the platform

- Digital platforms such as Healthdirect video call and e-prescribing have facilitated improved access for patients, with general practices reporting positive uptake.
- Monitoring devices have been purchased by general practices to support the remote monitoring of patients with chronic health conditions.
- Training has been provided to staff on My Health Record and e-prescribing.
- Processes were established to identifying target chronic health cohorts to support insight and planning across the areas of clinical, business and accreditation for general practice.

Gippsland PHN will continue working with general practices to enable them to continue to adopt and embed Digital Health programs.

The Remote Patient Monitoring program is one of a range of 'tools' in Gippsland PHN's One Good Community Digital Health Toolbox.

Every morning, a group of Latrobe residents do a simple check of their symptoms and vital health signs and input the information into their mobile phone. They press "send" and within no time, this information is being checked by their local general practice. If any change in a person's condition is detected, a practice nurse can determine the best course of action for the patient. This could be liaising with the patient's general practitioner for an appointment, video call or direct messaging the patient.

This new digital software platform from Gippsland PHN, called Lifeguard, allows health professionals to monitor their patients, who remain in the comfort of their own homes, in real-time. The remote patient monitoring program was rolled out to Latrobe Valley general practices through the One Good Community General Practice grants to assist patients living with chronic and complex health conditions. The program objective is to

keep people living with a chronic condition well and at home, living their best life and achieving health outcomes that matter to them.

The Lifeguard platform enables health professionals to easily monitor the health status of multiple patients at once. Practice nurses or care coordinators monitor patients via the platform and if a participant reports outside their threshold, it triggers an alert on the system.



Only patients reporting clinically significant deterioration create an alert on the system, driving the ability to detect patient deterioration and enable early intervention. The Lifeguard platform helps take the worry out of knowing what signs or symptoms are normal. The app can be used by the patient's family member, friend or carer if the patient is unable to use it.

