

Telehealth Today

VOLUME 1, ISSUE 2

JULY, 2011

HEARTLAND HEALTH REGION

The CTF Pan Canadian Telehealth Report is now available!

Special points of interest:

- *April, 2002—There were 8 communities involved in the Northern Telehealth Network (NTN). Nipawin and Cumberland House were added shortly afterward making a total of 10 Telehealth sites in Saskatchewan.*
- *The first Telehealth Coordinator in a Heartland site was located in Prairie West Health District, Kindersley and was Gloria Park*
- *In May of 2002, in Saskatchewan only 10 sites were allowed to access education sessions at one time.*

As a service to the Telehealth Community, the Canadian Telehealth Forum (CTF) of COACH—Canada's Health Informatics Association - is conducting a bi-annual survey of Telehealth Services across Canada. The survey is intended to capture general information about the nature and scope of Telehealth Services being provided in Canada.

The last survey of this nature was done in 2008; current data will demonstrate the growth, breadth and depth of Telehealth Services across the country. The comprehensiveness of the data collected has also increased in the 2010 survey in response to requests from the jurisdictions.

The intent of this report is to provide information about clinical and educational services being provided across the country using Telehealth. As the populations vary across the jurisdictions, it is suggested that absolute volume numbers between jurisdictions should not be compared as an indication of adoption rates; in order to view the data on a

somewhat level field, calculations of the number of sessions per 10,000 populations were done.

The survey showed that overall growth in clinical sessions nationally is estimated to be 35% between 2006 and 2010.

"Across the country, use of telehealth is growing rapidly, bridging the distance between patients and their care providers," said Dr. Zelmer, Senior Vice-President, Clinical Adoption and Innovation, Canada Health Infoway. "Canadians do not have to travel as often to receive care, and the study reports improvements in access to care, quality, and productivity valued at millions of dollars last year."

The total number of clinical sessions (2584) in Saskatchewan in the last 12 months per 10,000 population is 25 which compares to 24 in Alberta and 56 in Manitoba.

The total number of educational sessions (1815) in Saskatchewan in the last 12 months per 10,000 population is 17 which compares with 10 in Alberta and 13 in Manitoba.

"Canada is a global telehealth leader. We have the potential to further its use until it becomes a standard tool for health professionals to deliver care in remote, rural and urban settings," said Liz Loewen, Director, Coordination of Care, Manitoba eHealth, who also serves as Chair/COACH Board Member for the Canadian Telehealth Forum. "We are well on our way, however, as noted in the report, critical success factors including change management and adoption must be addressed in order to fully realize Telehealth's potential."

Inside this issue:

- Clinical Telehealth in Heartland* 2
- Telehealth Advisory Committee News* 2
- Heartland's Newest Telehealth Site—Eston* 3
- Medical Devices for Every Specialty* 3
- Pulmonary Rehab Program n Kelsey Trail* 3
- The 5 Ws of Telehealth: Educational Events* 4



Canada Health Infoway

Canada Health Infoway is an independent, not-for-profit organization funded by the federal government. Infoway jointly invests with every province and territory to accelerate the development and adoption of information and communications technology

projects in Canada. Fully respecting patient confidentiality, these secure systems will provide clinicians and patients with the information they need to better support safe care decisions and manage their own health. Accessing this vital information quickly will help

foster a more modern and sustainable health care system for all Canadians.



Clinical Telehealth in Heartland

In the first quarter of 2011—2012 utilization of Telehealth clinical programming in Heartland has increased dramatically.

For the first quarter of last year, we facilitated 17 clinical sessions where for the first quarter of this year we have already facilitated 44 clinical sessions.

This is partly due to the increase in clinical education. We are seeing more clients accessing pre-surgical education for joint replacement. There has also been an increase in our Cardiac Rehab (Heart to Heart) sessions over last year. We hope to see more education targeted to clients with chronic illness over the next couple of years.

We are also pleased to welcome a new Pulmonary specialist from Saskatoon offering Respiriology clinics via Telehealth. Dr. Hergott

comes from Alberta where he utilized Telehealth and has continued to use the technology here in Saskatchewan.

Telehealth Saskatchewan has also seen more interest expressed by practitioners and this will result in more specialty areas being added to our Telehealth clinic listing.

An area of expressed need here in Heartland Health Region has been in Wound Care. The Provincial Clinical sub-committee has been working hard to bring regular or ad hoc Wound Care clinics back onto the scheduler. We are working closely with the Wound/Stoma Care group in Saskatoon Health Region to again provide support to the rural areas via Telehealth. A pilot clinic took place March 31 in Kindersley and was well received by the client, Home Care Nurses and the con-

sulting Wound Care Specialist.

Expansion of the clinical program both regionally and provincially will enhance patient access and convenience, reduce travel requirements and support alternative clinical service delivery redesign (Patient First Review).



“Within Saskatchewan, Telehealth continues to be an underutilized resource to support alternate service delivery models for patient care.”

Report on Patient First Review

Heartland’s Telehealth Advisory Committee News

Heartland’s Telehealth Advisory Committee met for the first time on April 12th.

The Advisory Committee has representation from various responsibility areas of the Health Region—Doug Beeson, EMS, Laurie Anderson—Quality, Risk and Safety, Fay Hofer—Primary Health Care, Dr. F. Lang - Davidson Physician with Dr. Dan Ledding, Rosetown as an alternate, Ella Wake—Staff Development, Tammy Blackwell—Clinical Nurse Educators, Gloria Knorr—Information Services, M.L. Whittles—Board Member

(new addition) and Adrienne Wendt—Telehealth Coordinator.

The group was pleased to have Dr. Gary Morris of the College of Medicine and Provincial Telehealth Manager as well as Ira Dales, eHS Analyst present to help introduce the provincial program to the group.

Dr. Morris was able to stay for the entire meeting and encouraged our group to “dream big” and don’t be afraid to be innovative in our Health Region.

The second meeting was on

June 13 where the group identified goals to work towards which included developing criteria and expectations of communities for the expansion of Telehealth in Heartland and Communication strategies.

The next meeting was August 24, 2011.

To this point, all Advisory meetings are via Telehealth.

Watch for more news from the Advisory Committee in the next edition of Telehealth Today.

“I encourage you to ‘dream big’ with your committee”

Medical Devices for Every Specialty

Telehealth Saskatchewan has been testing the use of the Zargis Electronic Stethoscope for clinical applications.

The electronic stethoscope when utilized within the Telehealth network will allow a consulting physician to review auscultations through headphones or a wirelessly connected Littman® stethoscope while the patient is in a separate, remote telehealth location.

The stethoscope functions with software that is present in the sending and receiving sites. This allows the consulting party and the host site to use the on-screen torso images to indicate auscultation locations to one another.

The data will be managed by a secure streaming server at eHealth Saskatchewan.

Roll out of the use of the Zargis stethoscope will begin in the fall



of 2011 starting with the test phase of the project and then implementation within the clinical applications in our Health Regions.

Rural Pulmonary Rehab Program, Saskatchewan's First

An exercise and educational program developed for residents of KTHR diagnosed with Chronic Obstructive Pulmonary Disease (COPD) is receiving rave reviews from participants and health care providers alike for innovation in its delivery as well as its impact.

"COPD is treatable but, unfortunately, it is not reversible.

Through participation in the pulmonary rehab program, clients learn that living with COPD doesn't have to be limiting," stated Sandra Pieterse, KTHR Nurse Practitioner.

The Pulmonary Rehab program is a collaboration between

the Primary Health Care and Therapies Teams and focuses on small group education and exercise sessions.

Coordinated by the Nipawin Therapy department, The COPD toolkit from the Saskatchewan Lung Assoc. was used to develop the six week program. An exercise therapist, physiotherapist or Nurse Practitioner is present at each location for the delivery of the one hour exercise component while the hour long educational component is delivered from one location through the Telehealth network.

The program was first piloted in Nipawin and Porcupine Plain in Sept. of 2009, and is now also offered in Melfort and Tisdale. PA Parkland has also partnered with KTHR by offering the program in Spiritwood and the Big River Primary Health Care sites.

"This is a prime example of putting the focus on the patient first by designing a program that responds to the needs of the client", Health Minister Don McMorris.

To date 64 clients have benefitted from participation in the program.

April 5, 2011

"What I gained most from the program was my breathing skills and that exercise is good for you."

Eston, Heartland's Newest Telehealth site!

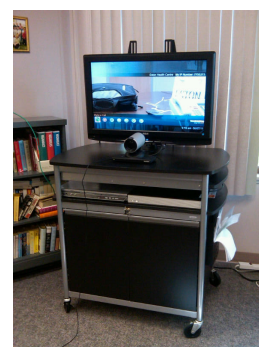
Our newest Telehealth site, Eston Health Center, went online June 10, 2011 and has since participated in 2 Telehealth sessions.

As we are coming into our quiet season, July and August, it will give the staff an opportunity to become accustomed to having it around.

We hope to have an Open House, soon, to introduce the equipment and

the program itself to all Health Care facility staff and the Eston and area residents. The program's AMD Patient exam camera will also be introduced at that time.

Congratulations Eston, and welcome to the Telehealth family.





Kindersley Corporate Office
819 1st Street West
Kindersley, SK S0L 1S2

Phone: 306-463-6150 ext 304
Fax: 306-463-5995
E-mail: adrienne.wendt@hrha.sk.ca



*Check out the Heartland Telehealth Calendar on the
HHR Sharepoint site for all upcoming Telehealth events.*

Telehealth's 5 Ws—Education via Telehealth

Telehealth is being utilized more and more frequently to allow staff to access education throughout the Health Region without their need to travel to one site.

Much of this education originates from within Heartland with specific programs facilitating workshops for their staff.

Telehealth allows a presenter real-time interaction with their attendees through lecture, power point presentations, question and answer periods, etc.

When Heartland programs want to provide education to their staff via Telehealth, certain information is required to facilitate the scheduling of the session: Session date/time frame, sites requested to receive the education, number of staff expected to attend in each site, advertising process, registration process, etc.

If you wish to attend an education session, you do need to register by

contacting the Telehealth Coordinator at least 48 business hours prior to the session unless otherwise stated.

This information will ensure that processes such as having adequate space reserved in the facility, advertising of the event can be managed and a record of those taking the education is kept and forwarded on to the appropriate departments. This also ensures that there will be someone present to operate the equipment during your session.

To make this request process easy to do, an event request form was developed that can be either completed electronically or on paper and then sent on to the Telehealth Coordinator. The completed form then gives the TH Coordinator a record of the request.

The event request form can be found on Sharepoint in the Telehealth tab—Telehealth Resources.



Adrienne Wendt
Regional Telehealth Coordinator
Kindersley Corporate Office
Tel: 463-6150 ext 304 Fax: 463-5995
Email: adrienne.wendt@hrha.sk.ca



Telehealth Event Checklist

Name/Phone No. & Email Address of Presenter			
Title of Event			
Heartland Diabetes Education Update			
Event Date(s): (Please provide three)			
Background of Project (Brief description including target audience)			
Organization			
Yes No Comments			
Have project objectives been clearly defined? List objectives.			
<input type="checkbox"/> <input type="checkbox"/>			
Do you wish to invite all Telehealth Saskatchewan or out of province sites? If yes, please indicate.			
<input type="checkbox"/> <input type="checkbox"/>			
Preferred Receiving Telehealth Sites			
# of Attendees			
Kindersley			
<input type="checkbox"/> <input type="checkbox"/>			
Outlook			
<input type="checkbox"/> <input type="checkbox"/>			
Rosetown			
<input type="checkbox"/> <input type="checkbox"/>			
Unity			
<input type="checkbox"/> <input type="checkbox"/>			
Biggar			
<input type="checkbox"/> <input type="checkbox"/>			
Davidson			
<input type="checkbox"/> <input type="checkbox"/>			
Eston			
<input type="checkbox"/> <input type="checkbox"/>			
Audio (Telephone) Line requested			
<input type="checkbox"/> <input type="checkbox"/>			
Will this event be open to the General Public?			
<input type="checkbox"/> <input type="checkbox"/>			
Advertising			
Yes No Comments			
Do you prefer to advertise this event through your agency? (i.e. posters, newspaper, etc.)			
<input type="checkbox"/> <input type="checkbox"/>			