

Residential aged care home telehealth grants – sample answers and guidance for application

Filling out your [residential aged care home telehealth grant](#) application is easy! If you want, use this guide to help you answer the questions.

We understand that each facility is unique and so responses may differ, but these sample **answers in blue** may help. Alternatively, you might want to use the guidance, **provided in red**.

Don't forget – these grants are worth up to \$20,000 (ex GST).

	Information about the solution you have chosen and the scope of the service
A: Please include the name of the product and vendor, and a brief explanation of why you have chosen this product or solution.	<p>Sample answer:</p> <p>Product: Samsung Galaxy tablet Vendor: JB Hi-Fi Reason: To provide bedside consultation</p> <p>Product: Wi-Fi booster/router Vendor: JB Hi-Fi Reason: We are experiencing Wi-Fi connectivity issues in some areas of our aged care home. We would like to buy this product to improve Wi-Fi bandwidth to facilitate telehealth consultations smoothly without any internet issues.</p>
B: Please outline which clinicians you will engage to provide the telehealth service.	<p>Sample answer:</p> <p>We will work with general practitioners, geriatricians and other relevant specialists, allied health practitioners and mental health clinicians.</p>
C: Will you provide services during business hours or out of hours?	<p>Sample answer:</p> <p>Our facility is able to provide telehealth consultations during business hours and after-hours until 10pm.</p>
D: Will consultations be provided at bedside or in a dedicated space?	<p>Sample answer:</p> <p>Most of the consultations will be bedside. We are also working to develop dedicated space for telehealth consultations in the facility.</p>

The following questions are worth 7 points each. There is a 300-word limit per section.

1.	Stakeholder management	<p>Engaged and well-informed stakeholders that have a strong understanding of the telehealth service and its intended benefits are vital for success. Please describe the stakeholders you will engage in this project, and how you will do so (for example: key messages, communication tools).</p> <p>Sample answer:</p> <p>We intend to promote and encourage the uptake of telehealth consultations to our visiting clinicians, including general practitioners, specialists, community nursing, and allied health clinicians via various communication tools such as email, phone calls and meetings.</p> <p>We will ensure our regular general practitioners and specialists are well informed of our telehealth processes. If necessary, we would also be willing to organise training for our stakeholders.</p> <p>We would ensure we are having regular catch-ups with our clinical stakeholders to discuss effectiveness, pros and cons of telehealth consultations and if there is room for enhancements or improvements.</p> <p>Patients, carers and family members will be well informed about the telehealth health service we are offering, and we will regularly be in touch with family members of residents and gather feedback around using telehealth consultations.</p> <p>Guidance: <i>List the stakeholders you plan to engage with. Provide details regarding who they are, how you plan to contact them and the type of information they may need.</i></p>
2.	Workforce	<p>A. Please describe how you will work with general practitioners to provide the service. (Consultation hours, scheduling, managing of clinical consultation notes.)</p> <p>Sample answer:</p> <p>We will work with clinicians to identify times they are able to provide consultations during business hours and encourage after-hours consultations where possible. This will be communicated to residents.</p> <p>We will ensure that all clinicians using the service are trained and able to access and use the technology easily. GPs can log in to our clinical software remotely and upload the consultation notes directly into the system. Where this is not possible, they will transfer the notes securely and save in the residents' records. We encourage GPs to upload shared health summaries and event summaries in My Health Record and we will also upload event summaries where possible.</p>

Guidance:

- How would you manage GP availability? Does your facility have a regular GP?
- When will telehealth consultations be provided?
- Discuss where you would take and store consultation notes, referrals etc. Would that be done in software/application?
- Would you encourage the usage of My Health Record?

B. Please describe how you will implement telehealth. Please consider development of telehealth processes, policies and procedures, roles and responsibilities, training of staff including new recruits (for example: a ‘train the trainer’ approach).

Sample answer:

We will review our current processes and identify how telehealth consultations can be provided to our residents. This will involve project leadership, staff training, and identifying when consultations can be provided and by whom.

We will provide information to our residents and their carers about the service. Data collection and reporting will be completed by the project lead. The IT department will ensure that the technology is maintained and fit for purpose.

Guidance:

- Discuss which software, application or program will be used for telehealth consultations? (for example, Healthdirect)
- How will new staff will be trained?
- Who will be responsible for implementation of the telehealth software/application? (It might be your internal IT team, or an external project lead.)
- Discuss if you have any workflow or processes in place for staff members to identify when to use telehealth consultations.

3. Technology management

Please explain how you will ensure that the technology is working and maintained. Please describe how you will manage relationships with the technology vendor. Please also highlight how you will continue to use the technology after June 2024.

Sample answer:

We have our own IT team in the facility. It is responsible for the ongoing maintenance of equipment and all IT-related operations. We also have processes in place for regular audits and testing of technology. The IT department will manage the relationship with technology vendors and the process of continuing to use and maintain the technology on an ongoing basis. Additionally, it will train facility staff to use the technology.

		<p>Guidance:</p> <ul style="list-style-type: none"> • Discuss how you will ensure the technology is working during the project and into the future.
4.	Clinical governance	<p>How will you ensure that consultations are in accordance with both the Australian College of Rural and Remote Medicine guidelines and your organisation’s existing clinical governance practices and procedures?</p> <p>Sample answer:</p> <p>As a part of this implementation project, we will make sure all the staff who are involved in telehealth consultation delivery are following ACRRM guidelines.</p> <p>All telehealth consultations will be provided in accordance with our clinical governance, quality and privacy policies that are compliant with current industry standards. This includes patient consent, complaint management processes, incident management, clinical supervision, medicine management and training.</p> <p>Guidance: Demonstrate you have current clinical governance policies that ensure consultations will be delivered safely and in accordance with current regulations.</p>
5.	Service evaluation	<p>How will you collect the required data for the evaluation report to show that this has been successfully used?</p> <p>Sample answer:</p> <p>We will set up a regular reporting process for monitoring and tracking of ongoing telehealth consultations. We will extract the data from our clinical software, including information such as frequency of consultations. We will also gather feedback from residents about effectiveness of the consultations. We will keep the record of any relevant success stories and case studies, which might be helpful for training other staff members.</p> <p>Guidance:</p> <ul style="list-style-type: none"> • NWMPHN will provide a template for 6 and 12 monthly reporting. • Which reports will you be able to extract from your clinical software for the analysis and data collection? • Will you gather feedback from residents about telehealth consultations? • Would you be able to provide a case study or a success story?
6.	Risks	<p>Please identify any key risks and barriers to the success of this intervention and which strategies you propose to mitigate them. For example: how will the consultation notes be added to the patient file in the RACF?</p>

Sample answer:

Risk	Mitigation/solution
GPs will not be able to add consultation notes to the RACH's clinical information system	<ul style="list-style-type: none">• GPs can send notes securely via secure message delivery.• GPs can access the RACH's electronic medical record system remotely and add the notes directly into the RACH system.• GPs can e-fax the notes to the RACH, which can add the notes to the resident's record by either scanning and uploading, retyping, or adding it to a paper record.

Guidance:

Try to identify 2 – 3 risks or barriers for the implementation of telehealth consultations in your facility. Discuss one mitigation/solution control for each risk.