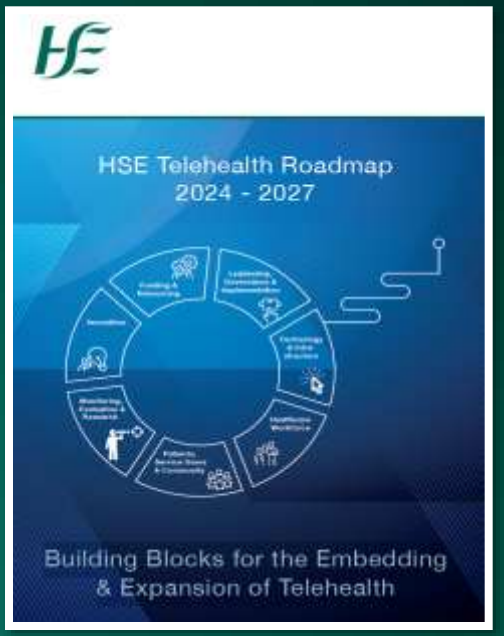


HSE Telehealth Roadmap 2024-27:

Building Blocks for the Embedding & Expansion of Telehealth

Dr. Orna Fennelly
Digital Health Consultant Researcher &
EHR Senior Application Analyst
Children's Health Ireland (CHI)

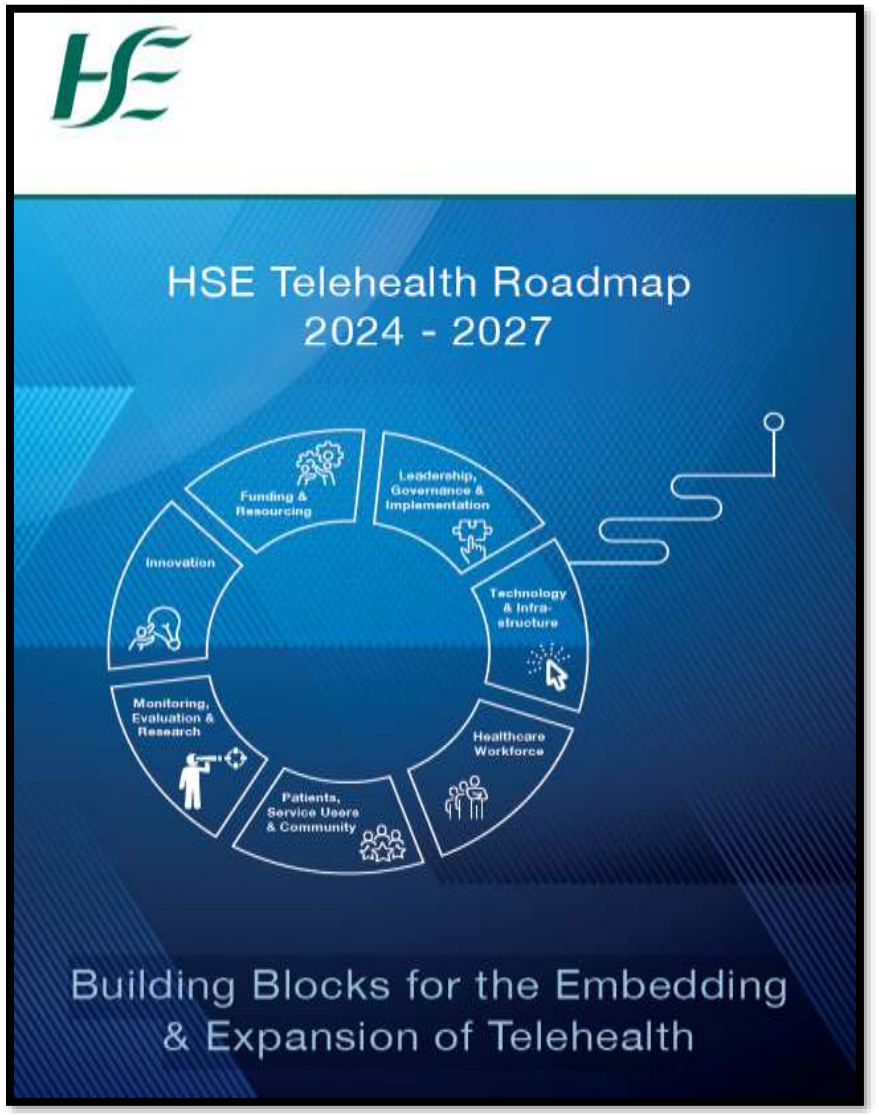
Dr. Conor Kennedy
Snr. Project Manager
Telehealth Programme
HSE eHealth

Methodology

i. National Telehealth Steering Committee & Working Group

ii. National & International Telehealth Landscapes

iii. HSE Telehealth Consultation Day – May 2023

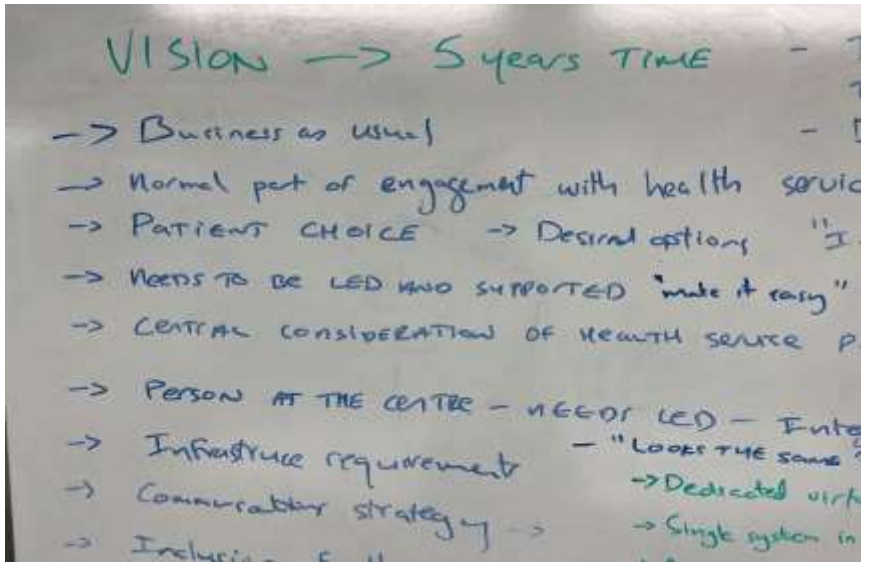


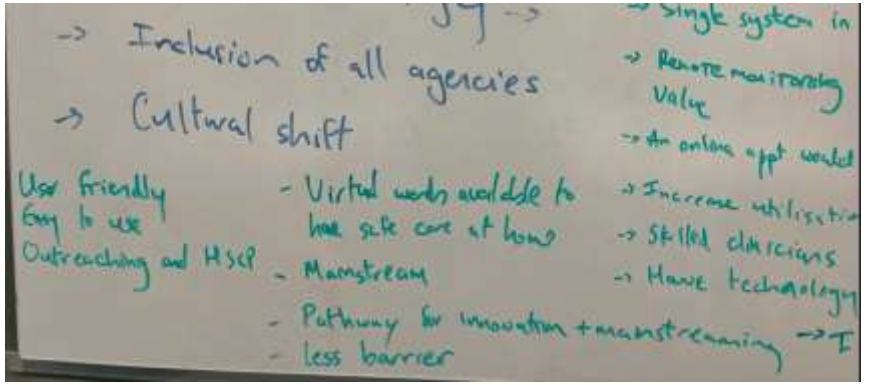
National Telehealth Steering Committee & Working Group

- National Telehealth Steering April 2023:
  "a coherent and strategic plan for the development of telehealth in Ireland is required to ensure that it is safe, effective, efficient, scalable, sustainable and interoperable."

- Telehealth Roadmap Working Group representation:

Patients & Carers	General Practice	Hospital Doctors
Nursing	Medical Physics	Department of Health
Clinical Engineering	eHealth Telehealth	HSE Mental Health Operations
National Clinical Programmes	HSE Quality & Patient Safety	HSE Training & Education
HSE Strategy & Planning	Health & Social Care Professionals	Administration





National & International Telehealth Landscapes

- SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis; strategies reviewed included:
  - Canada
    - Canadian Medical Association, 2019, 2022.
    - Health Canada, 2021.
  - Australia
    - Queensland Government, 2021.
    - The University of Queensland Australia, 2020.
    - Strategic Reform and Planning NSW, 2022.
  - Scotland - Scottish Government, 2018.
  - Denmark - Healthcare Denmark, 2018.
  - New Zealand
    - South Island Alliance, 2019.
    - New Zealand Telehealth Services, 2021.
  - Portugal - SPMS, 2018.

HSE Telehealth Consultation Day 2023:
The Now, The Next, The Future.

Date & Venue: 30th May 2023, Richmond Education Centre, D7
Attendees: 80
Topics:

- Video Enabled Care,
- Remote Health Monitoring,
- Online Supports & Therapies.

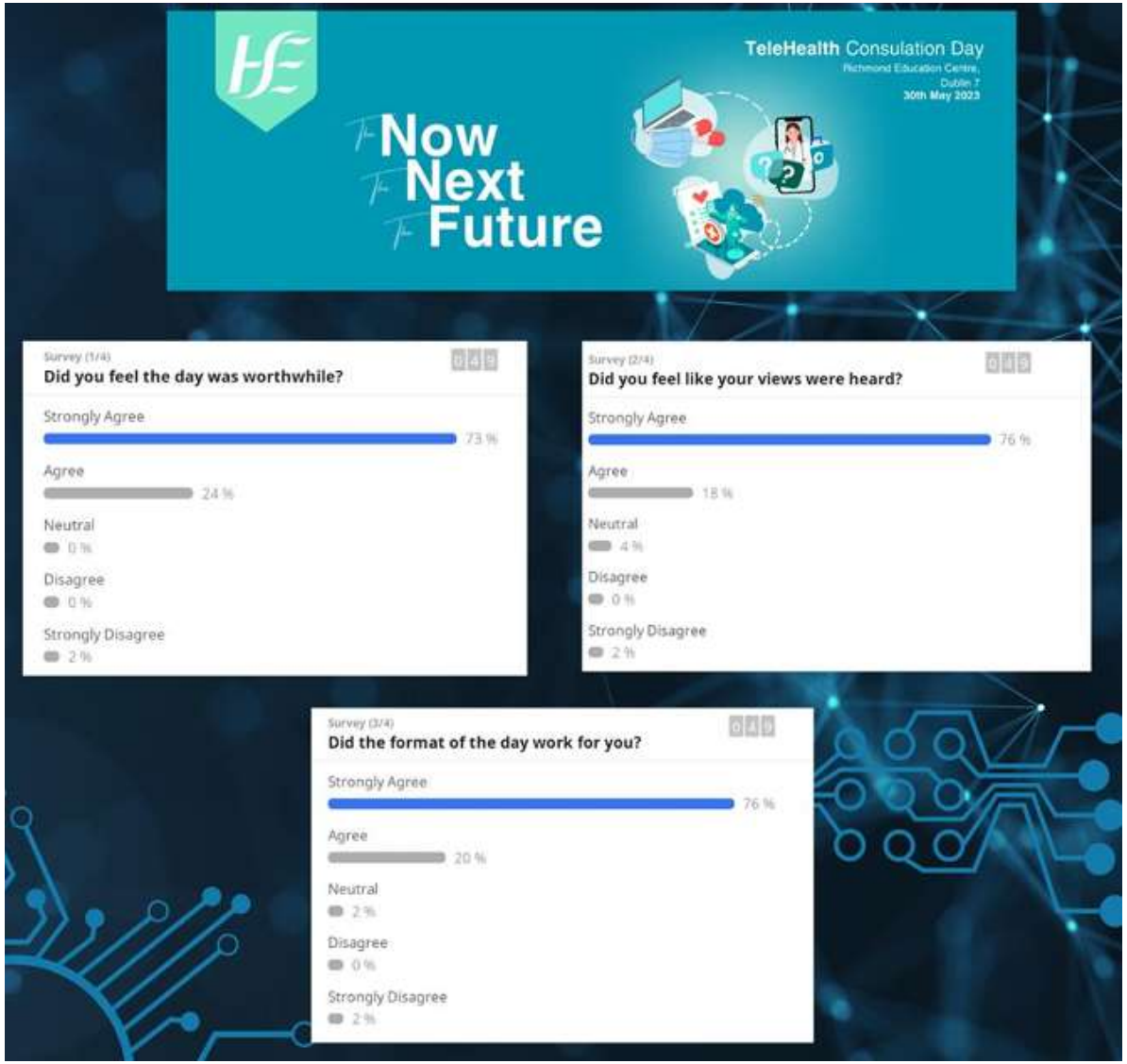
How: Facilitated Roundtable Discussions & Thematic Analysis.

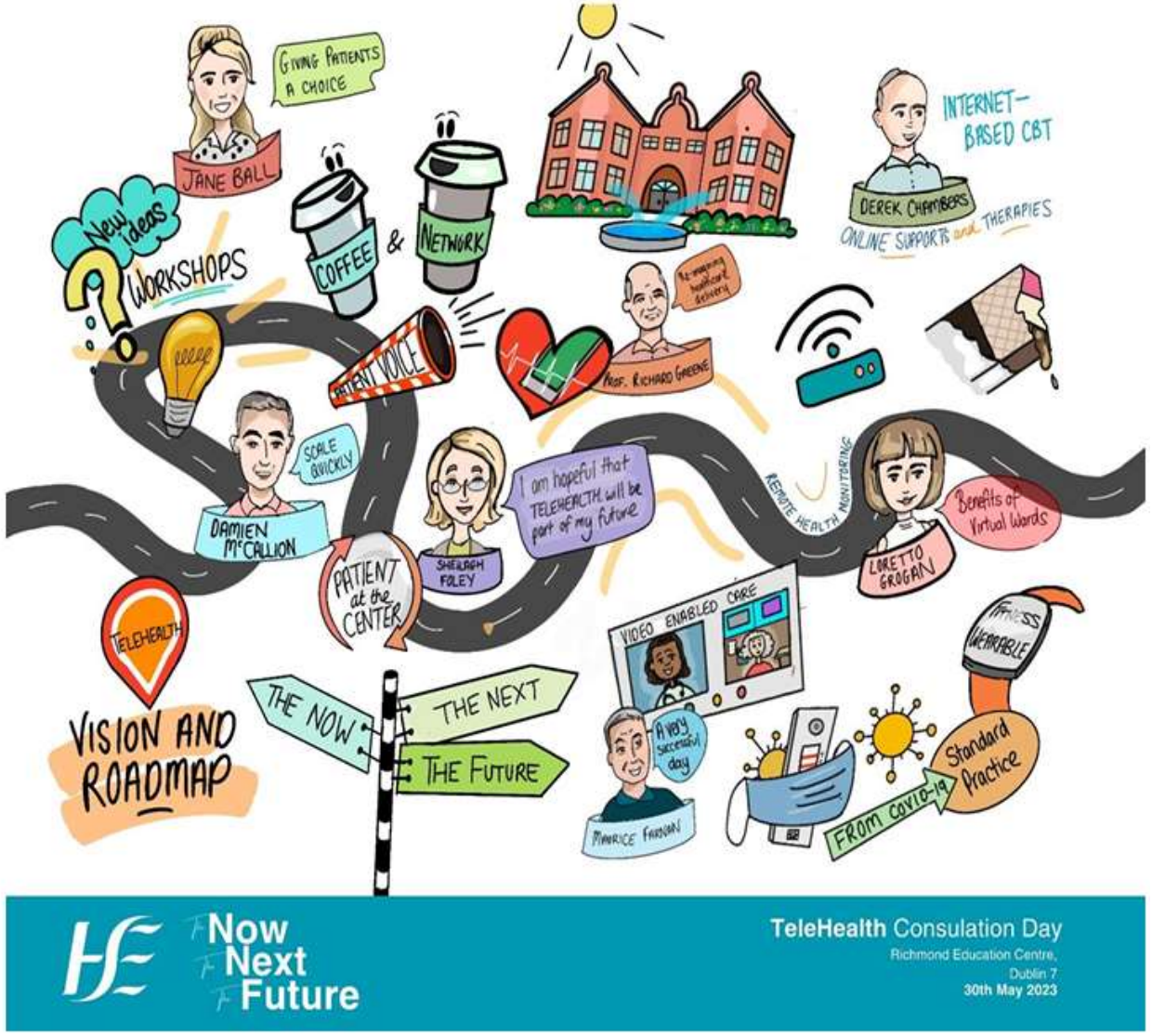
Key Findings:

1. Education, Engagement, Awareness & Accessibility

2. Infrastructure, Technology, Equipment & Resources

3. Governance, Processes, Data & Evaluation


TeleHealth Consulation Day
Richmond Education Centre,
Dublin 7
30th May 2023
Now
Next
Future
Survey (1/4)
Did you feel the day was worthwhile?
Strongly Agree 73 %
Agree 24 %
Neutral 0 %
Disagree 0 %
Strongly Disagree 2 %
Survey (2/4)
Did you feel like your views were heard?
Strongly Agree 76 %
Agree 18 %
Neutral 4 %
Disagree 0 %
Strongly Disagree 2 %
Survey (3/4)
Did the format of the day work for you?
Strongly Agree 76 %
Agree 20 %
Neutral 2 %
Disagree 0 %
Strongly Disagree 2 %


GIVING PATIENTS A CHOICE
JANE BALL
New ideas
WORKSHOPS
COFFEE
&
NETWORK
INTERNET-BASED CBT
DEREK CHAMBERS
ONLINE SUPPORTS and THERAPIES
PATIENT VOICE
PROF. RICHARD GREENE
SCALE QUICKLY
DAMIEN McCALLION
I am hopeful that TELEHEALTH will be part of my future
SHEILAGH FOLEY
PATIENT at the CENTER
REMOTE HEALTH MONITORING
Benefits of Virtual Words
LORETTO GROGAN
TELEHEALTH
VISION AND ROADMAP
THE NOW
THE NEXT
THE FUTURE
VIDEO ENABLED CARE
A very successful day
MAURICE FARNAN
FROM COVID-19
Standard Practice
WEARABLE
Now
Next
Future
TeleHealth Consulation Day
Richmond Education Centre,
Dublin 7
30th May 2023

Telehealth Vision

To seamlessly integrate telehealth into **business-as-usual** within the healthcare service, providing **high quality and safe healthcare**, **accessible to all**, no matter who they are or where they live.

Guiding Principles for Telehealth

1. Care is Care
2. Patients as Empowered Partners
3. Digital Inclusion
4. Digitally-enabled Workforce & Workplace
5. Data Driven Service Improvement
6. Digitally Secure Foundations & Digital Enablers

Telehealth Building Blocks

Funding & Resourcing

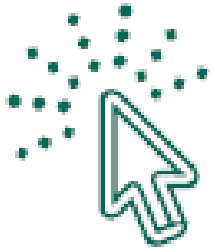
- Workforce Resources & Support
- Procurement Processes
- Funding Opportunities

Leadership, Governance & Implementation

Good, Standardised Clinical & Data Governance

Criteria for Clinical Safety and quality

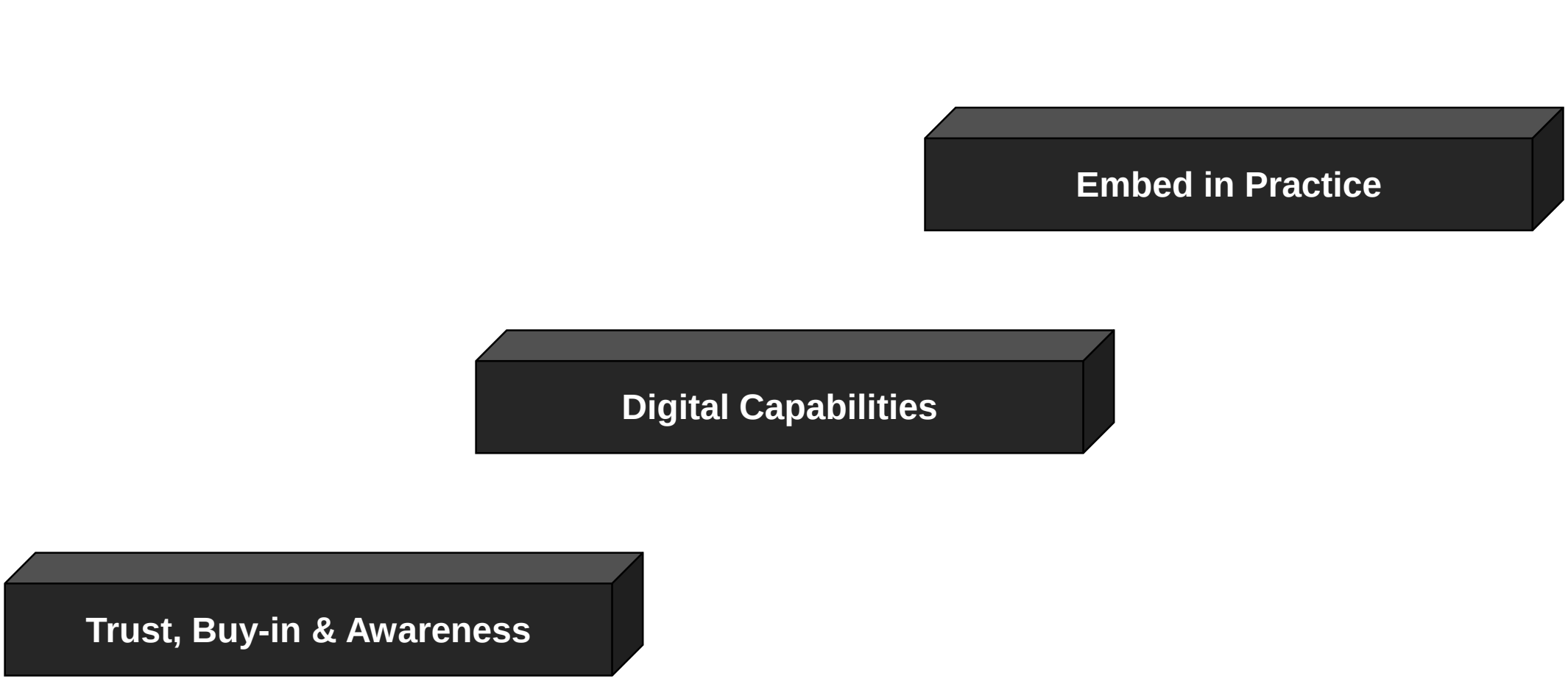
Telehealth Operating Network



Technology & Infrastructure

- Security & Privacy Technical Measures
- Telehealth Infrastructure
- Alignment with National Digital Health Strategy & Developments

Healthcare Workforce



Patients, Family Carers, Service-users & Community

Equitable & Inclusive Access

Awareness & Trust

Monitoring, Evaluation & Research

Quality improvement, risk assessments & research

National Picture

Innovation

Mainstreaming Process

Support & Promotion

Funding & Resourcing
Leadership, Governance & Implementation
Technology & Infra-structure
Healthcare Workforce
Patients, Service Users & Community
Monitoring, Evaluation & Research
Innovation
HSE
Telehealth Roadmap
2024 - 2027
Building Blocks for the Embedding & Expansion of Telehealth

Thank You.

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