

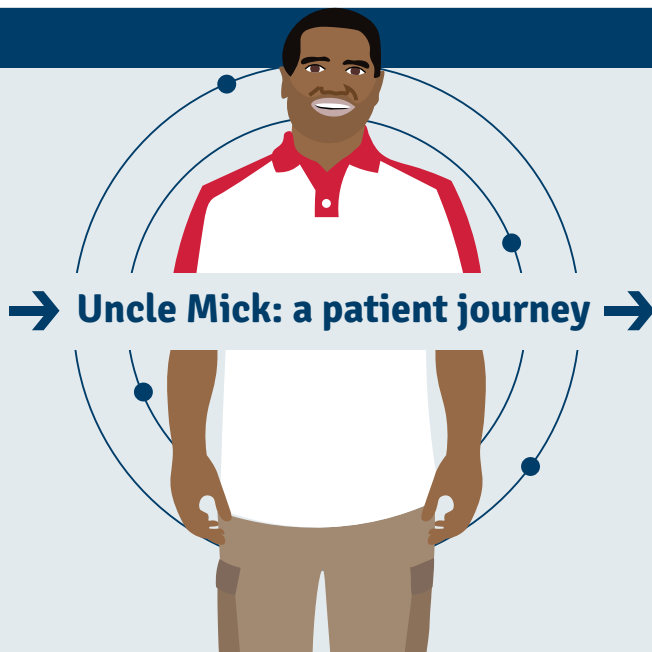
Patient Journey

Uncle Mick, 55 years old, proud Kamilaroi man

Six months ago, Uncle Mick, a proud Kamilaroi man, had a stroke. He's now at home on the outskirts of Boggabilla, and has lost confidence in moving around so he mostly sits watching TV or lies in bed.

He relies on family to get him to places. Uncle Mick has diabetes and is struggling with his diet and medication.

He is having trouble concentrating on things like reading and this is really getting him down.



Uncle Mick has complex health care needs and requires regular support and monitoring from a range of health care professionals. But getting to Goondiwindi on a weekly basis is just not an option, particularly following his stroke.

To access care, Uncle Mick visits the Toomelah Clinic, where he has support for his rehabilitation goals from the local Aboriginal Health Worker (AHW) and Registered Nurse (RN). From Toomelah, he can access his core health team in Goondiwindi. He can also use the locally provided wifi to access his health records and any of the recommended health apps to support his care.



Uncle Mick Toomelah Indigenous Multi Disciplinary Team (MDT)

Telehealth and Care Coordination Hub collocated within the Goondiwindi Medical Centre

Through the telehealth hub in Goondiwindi, a multidisciplinary assessment is undertaken to identify Uncle Mick's stroke rehabilitation and ongoing care to manage his diabetes and mental health.

Telehealth Hub Care Coordinator: The Hub Care Coordinator works closely with Uncle Mick and the Toomelah MDT to facilitate access to care. This role includes triaging patients/assessments; receiving and monitoring device outputs (via Visionflex); booking and coordinating appointments; coordinating transport; patient communication and advocacy; and support with health literacy.

<p>GP and Practice Nurse</p> <p>Uncle Mick has fortnightly appointments with his regular GP, who is located at Goondiwindi Medical Centre, via telehealth from the Toomelah Clinic. With the support of the Visionflex telehealth system and other digital health supports, the GP can monitor Uncle Mick's health, including blood pressure, insulin readings, mental and overall health. The GP can prescribe medication via e-scripts. If the GP needs any supports, they can refer Uncle Mick for Specialist management to Toowoomba or Brisbane.</p>	<p>Indigenous Health Coordinator</p> <p>This Coordinator oversees health services at the Telehealth Hub and provides guidance to embed culturally safe practices and ensure the needs of Indigenous patients are supported. The Indigenous Health Coordinator also supports Uncle Mick with culturally safe care coordination.</p>	<p>Psychologist</p> <p>Uncle Mick has regular virtual appointments with his psychologist, a program supported by the PHN, to support his social and emotional wellbeing. The psychologist identified that some low intensity activities would be beneficial and is working with Uncle Mick to get his confidence back to read to the Year Ones at the local school once a fortnight.</p>	<p>Occupational Therapist</p> <p>The OT is working remotely with Uncle Mick to regain his confidence and relearn everyday tasks. They work together to identify his goals and develop a plan. The MDT is able to support him to implement the plan.</p>	<p>Dietician/Diabetic Educator</p> <p>Through the telehealth hub, Uncle Mick has regular appointments with the dietician and diabetic educator. The team work with him to track his eating choices via a digital health app on his phone.</p>	<p>Pharmacist</p> <p>The Hub Coordinator, GP and Pharmacist work together to ensure Uncle Mick has timely access to medicine, including insulin for his diabetes and ensures his medication lists are up to date on My Health Record.</p>	<p>Orthopaedic Surgeon</p> <p>Following Uncle Mick's stroke he continues to have trouble regaining his mobility. The GP would like the arthritis in his knee reviewed by an Orthopaedic Surgeon. Through the PHN supported medical transport service, the Hub Care Coordinator is able to secure Uncle Mick transport from his home to Toowoomba, via Goondiwindi, for his appointments. If he needs to stay overnight, they will organise accommodation, supplies and local transport. Uncle Mick's health information will be shared across jurisdictions from Queensland Health to NSW Health Toomelah Clinic to ensure continuity of care.</p>
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Impacts and Outcomes

The Telehealth Hub Care Coordinator and the Toomelah MDT provides ongoing care and education for Uncle Mick. By continuing to provide these supports Uncle Mick is recovering well. He has found the digital health apps access via wi-fi at the Toomelah Clinic a great help and has started to reengage with his family and friends in the community. The Indigenous Health Coordinator ensures continuous improvement to culturally safe primary care services are being developed and delivered and checks in with Uncle Mick to ensure he is feeling supported in this regard.

<p>GP and Practice Nurse</p> <p>Uncle Mick's has been able to see the GP less and less and now only requires a GP check up every three months. He monitors his glucose levels at home but if they are abnormal and if he has any questions, he can easily walk to the Toomelah Clinic and have a cuppa with the AHW or RN.</p>	<p>Psychologist</p> <p>Uncle Mick no longer needs to see the Psychologist via telehealth but continues to use the low intensity mental health apps on his phone to keep himself on track. With Uncle Mick's improved health literacy, he knows where to go for help again in the future should he need support.</p>	<p>Occupational Therapist</p> <p>Uncle Mick has regained confidence in his mobility following the support from the OT and no longer needs telehealth visits.</p>	<p>Dietician/Diabetic Educator</p> <p>Through Uncle Mick's dietary changes he has reduced his weight and able to start walking again which he has found really helps his mental health too.</p>	<p>Pharmacist</p> <p>The Hub Coordinator and Toomelah MDT continue to work together to ensure Uncle Mick has timely access to medicine as required. Once a year Uncle Mick's pharmacist completes a Home Medication Review via telehealth to make sure he is on track with his dosage.</p>	<p>Hospital Avoidance</p> <p>Uncle Mick's MDT is able to manage his recovery from the stroke, continues to manage his diabetes and mental health in the local community and provide the ongoing care he needs without presenting to hospital.</p>
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Service Evaluation

Uncle Mick is contacted from time to time to seek his feedback on the experience with the primary care services he has been receiving. He is pleased to be asked for his thoughts and to have input into the improvement of services for his friends, family and local community.