Reimagining the Future of Healthcare
Leveraging the Power of Digital Health - Workshop Summary

30 people attended the Leveraging the Power of Digital Health Online Workshops between 24 – 28 July 2023. Mentimeter, an online tool, was used to capture participant responses.

A thematic analysis of responses was completed, and a summary of responses is provided below.

1. What do you see as the biggest challenges for digital health?

2. How will the challenges/opportunities of digital health change your service delivery?

Theme	Participant Responses
Consumer accessibility and delivery of care	• Increase access for patients • Flexibility for patients • Communication methods that meet community or individual needs • Care delivered in the most appropriate location • Co-design sessions with our communities to understand challenges and future needs • Community based models – hospital in the home
Improving digital systems	• Seamless system uses across different platforms • Better integration between systems • Keeping up with private organisations • Real time reporting • Centralised system • More information and mapping • Shared data • Reduce bureaucracy in rolling out new technologies
Creating efficiencies	• Information sharing • Integration of platforms increasing efficiencies • Reduce wasted resources including time • Improve workflow and productivity • Improvement in referral flow management
Workforce considerations	• Additional training for staff • Some staff are resident to technology • How do we teach consumers/carers to access and use

	• Lack of workforce understanding
	• A digitalised system could help with retaining staff
	• Invest in digital workforce who specialise in digital design and implementation

3. How should SWSLHD respond to the challenges/opportunities of digital health?

Theme	Participant Response
Education and training	• Provide staff education and training to enhance digital literacy • Increase capacity to build tools that support reporting and digital tools • Provide funding for staff and patient digital health and technology education • Develop a community of practice for digital health
Workforce considerations	• Develop roles specific to Digital Health specialists • Consider individual characteristics that prevent people from accessing or benefitting from digital health
Collaborate with SWSLHD communities	• Co-design with diverse consumers and carers on using technology • User testing before rolling out technology • Invite diverse consumers to co-create in the future • Use AI to translate patient resources into accessible language and other languages • Implemented a digital health literacy project in CALD community that has increased confidence in using digital platforms to access and understand health information • Invest in building community digital literacy
Upgrade and leverage existing systems	• Research the most up-to-date programs and implement • Build a reliable and standardised ICT backbone • Consider state-wide platforms • Identify from National Digital Health agencies which capabilities are required • Learn from existing practice • Partner with industry leaders
Impact of Digital Health	• Digital Health to address digital literacy in their plan • Consider the impact of digital health when building infrastructure • Consider how digital health technologies can support new models of care from the outset
Innovation	• Support innovation and trial of systems • Embrace innovation • Be open to change • Strive to be leaders in digital health
Centralisation and consistency	• Centralise the management of digital services • LHD wide approach to engaging digital systems • Centralised procurement of digital health assets • Consistency across the district • Defined standards to benchmark available products

4. What is an innovative approach you or your team could take to respond to the challenge/opportunity of digital health?

Theme	Participant Response
Use of digital platforms	- App development for user friendly reporting to allow for real time clinical discussions - Oversight of clinical applications and systems at an LHD level - eHealth more responsive to modifying eMR - Develop apps that focus on service availability and relevant information - Use Power Apps to manage referral flow or data collections for projects - Invest in digital platforms and programs - AI technology to generate clinic letters from clinic electronic notes in relevant electronic medical records system - Automate administration tasks - Have an integrated and reliable system for reporting instead of multiple systems - Digital system for patient/carer real time feedback
Information sharing	- Sharing skills across teams to enhance useability and collaboration - Utilisation of MS Teams for huddles/consultations - Utilise different aspects of MS teams - Information sharing between and within teams
Support patients to utilise digital health	- Plain English information for patients - Implement online resources for patients - CALD assist - Centralisation of patient resources - Engage consumers to trial digital options - Privacy of health information are addressed as part of providing virtual care to vulnerable groups
Innovation	- VR technology in education sessions - Advocate for innovative approaches - Source grants to pilot innovative approaches