

Video Telehealth: Enabling the delivery of mental health care to rural communities

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Video Call Customer Engagement Officer



What we will cover today

- About Healthdirect Australia and Video Call
- Mental health and telehealth
- Unique Video Call insights for mental health care
- Case Study: headspace Swan Hill
- Q & A



Introduction

- Video telehealth is embedded within many health services in Australia today as 'business as usual'
- healthdirect Video Call is enabling mental health care in rural communities and making a difference to the lives of people in rural and remote areas



Healthdirect Australia

Established by Australian governments to improve access to healthcare

Free, health
information
and advice,
anywhere, anytime

Scalable
virtual health
services

Connect people
to appropriate
levels of the
health system

Improve
health
literacy

Rapid
response to
health
emergencies



Australian Government
**Department of Health
and Aged Care**



Government of South Australia
SA Health



About Healthdirect Australia

We help Australians actively manage and improve their health by providing trusted information and virtual services anywhere and anytime.

healthdirect

healthdirect
after hours GP helpline

healthdirect
Video Call

pregnancy birth&baby


Australian Government


myagedcare

get healthy
Information & Coaching Service

 **National Health**
SERVICES DIRECTORY

The NSW Palliative Care
After Hours Helpline

COVID-19 Services

National Coronavirus Helpline
NSW COVID Connexion
COVID-19 Health Professionals
Disability Advisory Service
Vaccine eligibility checker / vaccine
clinic finder
COVID-19 Symptom Checker
COVID-19 Vaccine Side Effects
Symptom Checker
NSW Booking Support Helpline
Vaccine Information Kiosk Support
Priority Support Line

Telehealth channels

Helplines
Websites
Mobile app
Video Call
Service directory
Medicines information
Self-help tools

healthdirect Video Call

Video Call adoption as at July 2022



Australian Government
Department of Health
and Aged Care



Australian Government
Department of Veterans' Affairs



Australian Government
Department of Defence

Top Specialties using Video Call

Mental Health

General Practice

Emergency Medicine

General Paediatrics

Neurology

Oncology

Physiotherapy

Allied Health

Maternal

Gastroenterology

Diabetes

Child and Family

Respiratory

Rehabilitation

Facts & Figures

160,000
Consults per month

84,000
Health service
providers



10,550
Online clinics

485
Organisations

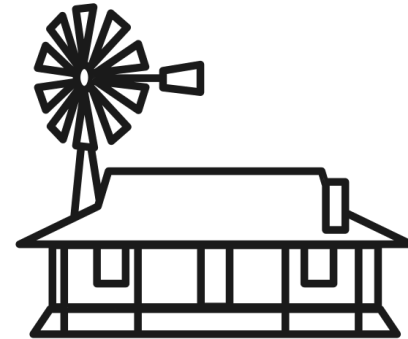
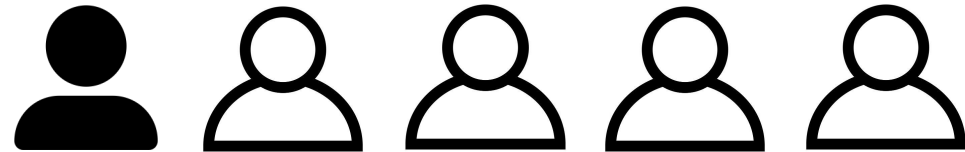
Video Call platform overview – exponential growth during the COVID-19 pandemic

- **30 - 40K** video consultations per week at the height of the pandemic
- Video Call facilitated **3 million** video consultations between March 2020 and July 2022.
- Video Call recognised the need to be agile and scalable and use Amazon Web Services infrastructure to respond to the increased demand and usage since the start of the COVID-19 pandemic.



Mental Health and video telehealth

- 1 in 5 Australians affected by mental health issues
- Around 7 million Australians live in rural and remote areas
- Video Telehealth is a key enabler for access to mental health services



Video Call Mental Health Consultations

Mental health consultation numbers

FY 2022
282,242 consultations

FY 2021
176,143 consultations

FY 2020
66,538 consultations

Mental health consultations and headspace

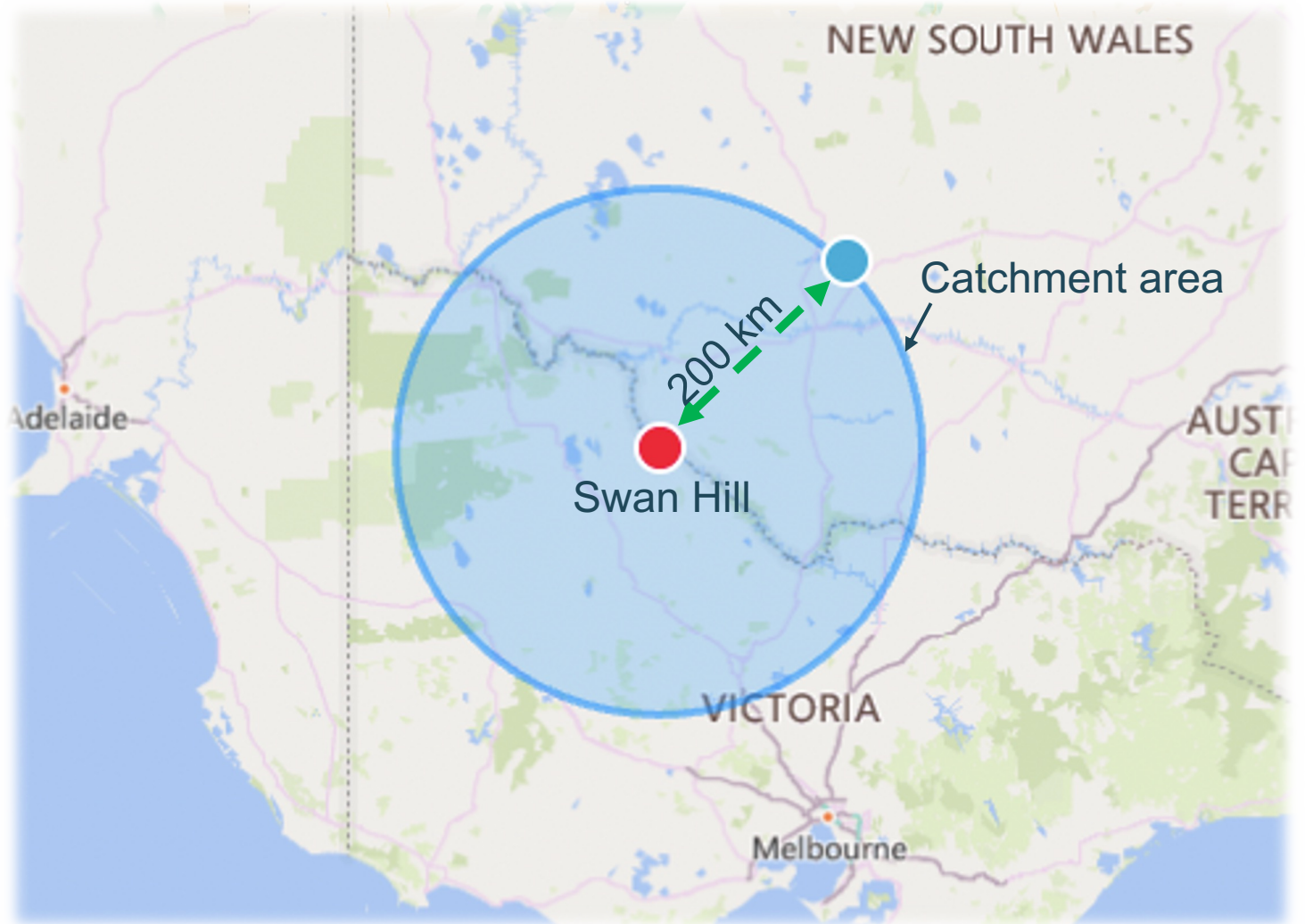
~ 1 in 5 Video Calls
are a mental health
consultation

1 in 7 Video Call
mental health
consultations is
headspace

Case Study – headspace Swan Hill



- headspace Swan Hill is located in rural Victoria
- Client cohort: young people 12 - 25 years old
- Reach: clients usually located within 150 - 200km radius of the city



Jasmin Pollard – Provisional Psychologist

“It was my job to start developing policies and procedures about how to make this run and make it safe and workable for the young people and the community.”

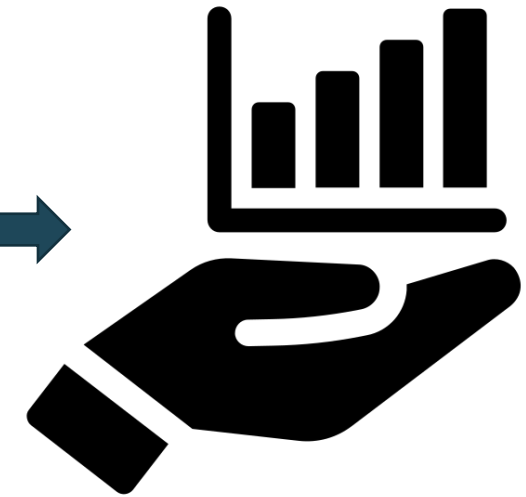


Video Call becoming embedded in clinic workflows

Acceptance but hesitation

Video Call consults

Increased adoption



2018- 2019

2020-2021

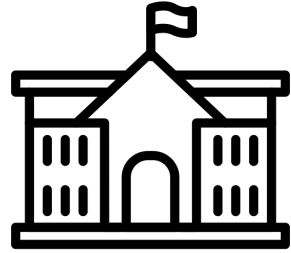
2022+

Video builds better rapport and connection

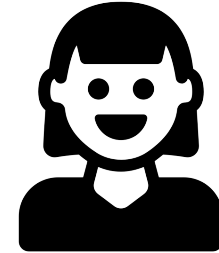


Benefits of healthdirect Video Call

Trusted govt
branded service



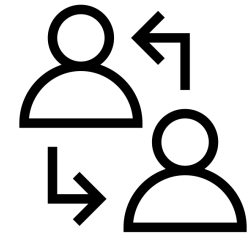
Intuitive and
Youth friendly



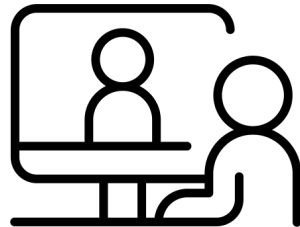
Safe and secure



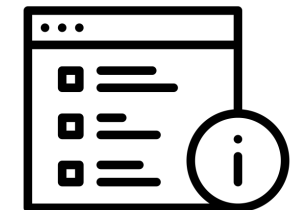
Engagement
and flexibility



Apps & Tools



Resources and
support



headspace Swan Hill school program

- Access for young people in regional schools
- Appointments available during school hours
- Contract in place with each regional school participating in the program



Young people at risk of self harm

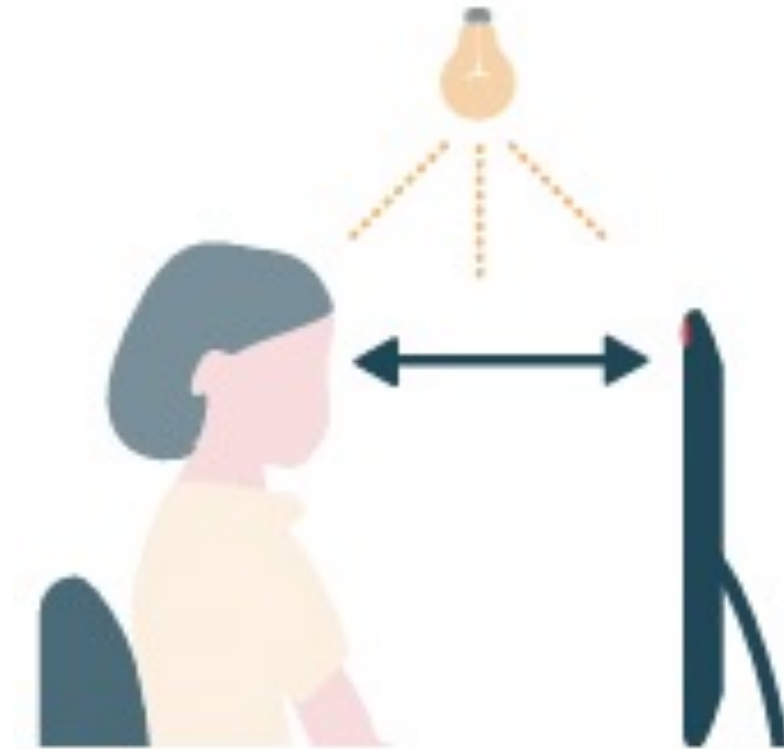


- Determine risk of self harm or suicide
- Psychologist not there in person if any concerns for welfare
- Strict governance - protocols put in place to mitigate risk



Video telehealth tips for mental health professionals

- Familiarity and confidence with the platform – familiarisation / Resource Centre
- Be natural, conversational and follow the client cues
- Ask for guidance from the client



Conclusion

- headspace is using Video Call to increase access and flexibility in their service delivery
- Young people in rural areas can access the services they need to look after their wellbeing
- Video Call is setting the scene for the future of video telehealth in the Mental Health sector

