



NZ Telehealth Forum & Resource Centre Newsletter - March 2024

Kia ora whānau, I am handing over the intro to this newsletter to the wonderful Scott Arrol who joins us from his role as chief executive, Motor Neurone Disease NZ. Scott has supported NZTF from its early days and his business sense and pragmatism has been invaluable. Having a background in technology as chief executive of NZ Health IT (now the DHA) as well as roles in the not-for-profit sector sees Scott ideally placed to continue the great work that Annemarie, Nicola, Charis and Pat have set us up for. Welcome to 2024!

Ruth Large - NZ Telehealth Forum Chair

Having been involved in various capacities over several years, I consider it a huge privilege to have joined the NZ Telehealth Forum as programme manager. From its very early days through to now we have seen the Forum grow in numbers, stature, influence and as a trusted leader and advisor to the health and disability sectors. There has been considerable change occur across both these sectors. We all know that change is a constant factor that influences everyone working in, and receiving services from, these sectors.

Throughout all of this, the Forum has been consistently advocating for a considered and evidence-based approach to the adoption of telehealth as an enabler of health services and to augment workforce, not a replacement.



I was incredibly proud to see the tireless efforts of Forum members during the pandemic when there was so much pressure on the system to rapidly move to online services. I see that same commitment now when the system is under such incredible strain. There are chairs and members of our communities of practice and working groups who generously provide their expertise, knowledge, and energy to advance the understanding and use of telehealth services. Mostly, this is in their own time or with the fantastic support of their employers. This is the strength of the Forum – the combination of knowledge and passion that brings together leaders and champions from throughout the sector who all have a unified vision of what telehealth can do to support the provision of high-quality health services.

We've got an interesting year ahead that will provide many opportunities and risks. The Forum's role is to work alongside and support telehealth related initiatives and to also be prepared to provide a respectful challenge where we may think the risks or unintended consequences haven't been fully considered. We'll be doing our bit to bring national and international thought leaders together to share their experiences and learnings, working collaboratively across the sector to support a "stronger together" ecosystem, building on the already strong network that provides a trusted space for discussion and knowledge sharing, and much more (watch this space!). If you're not already in the Forum and want to join us, then please don't hesitate to join by completing the online [membership form](#). If you're already involved, then you have every right to be very pleased with what has been achieved to date, and is going to be achieved in the future.

Hence, you can understand why I'm feeling so privileged to be involved with such an amazing group of people. In my view, technology in general and, in this case, telehealth has immense power to make a huge difference, but it doesn't replace the even more powerful and important "people factor" that truly makes the difference when we're all working together to make great things happen.

Nga mihi nui

Scott Arrol

NZ Telehealth Forum Programme Manager



Save the date! In-person telehealth workshop

Where: Whakarongorau Aotearoa, 25 College Hill, Freemans Bay, Auckland

When: Friday 12 July and Saturday 13 July 2024

Cost: Earlybird tickets \$200+gst (\$250+gst after March 31 2024)

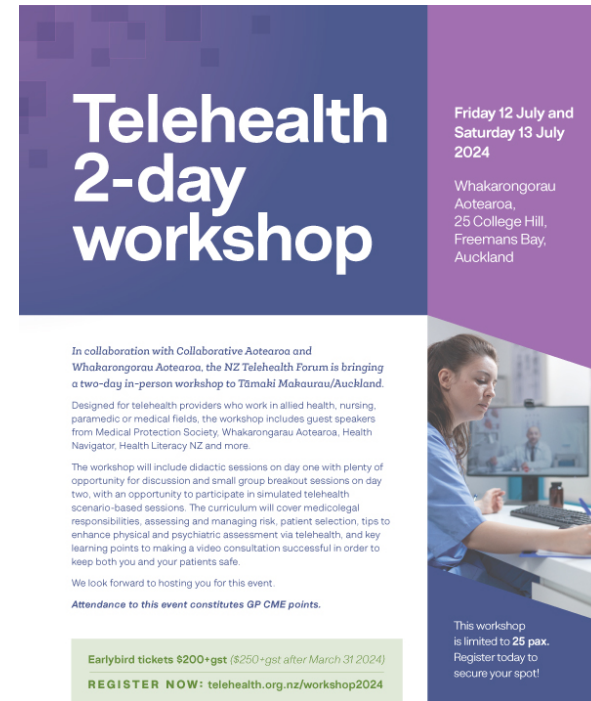
In collaboration with [Collaborative Aotearoa](#) and [Whakarongorau Aotearoa](#), the NZ Telehealth Forum is bringing a two-day in-person workshop to Tāmaki Makaurau/Auckland. Designed for telehealth providers who work in allied health, nursing, paramedic or medical fields, the workshop includes guest speakers from Medical Protection Society, Whakarongorau Aotearoa, Health Navigator, Health Literacy NZ and more.

The workshop will include didactic sessions on day one with plenty of opportunity for discussion and small group breakout sessions on day two, with an opportunity to participate in simulated telehealth scenario-based sessions. The curriculum will cover medicolegal responsibilities, assessing and managing risk, patient selection, tips to enhance physical and psychiatric assessment via telehealth, and key learning points to making a video consultation successful in order to keep both you and your patients safe.

Attendance to this event constitutes GP CME points.

This workshop is limited to 25 pax. [Register today](#) to secure your spot!

Please share the [PDF](#) poster with your networks.



**Telehealth
2-day
workshop**

Friday 12 July and
Saturday 13 July
2024

Whakarongorau
Aotearoa,
25 College Hill,
Freemans Bay,
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We look forward to hosting you for this event.

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REGISTER NOW: telehealth.org.nz/workshop2024

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Register now

NZ Telehealth Use in Public Hospitals Stocktake Report 2022 – 2023

The **NZ Telehealth Use in Public Hospitals Stocktake Report 2022 – 2023** is out! You can read the full report [here](#).

Thank you to the authors: Associate Professor Inga Hunter, Annemarie Thomas, Dr Nicola Green and Dr Ruth Large, who have put in a great deal of time and dedication into bringing this report to fruition. We encourage you to read through and share with your networks to spark conversations and amplify the impact of these invaluable insights.

If you have any feedback on the report, please email help@telehealth.org.nz

Read the full report



Working groups update

Amio Ikihele (*pictured top right*) has stepped down as chair of the **Digital Health Equity Network (DHEN)** working group. A huge thank you to Amio for all that she's done to get this group underway and bring together a membership of highly talented and dedicated people. Amio has been invaluable, and we are pleased to hear she will continue her involvement with the NZ Telehealth Leadership Group in a smaller capacity.



We would also like to welcome **LJ Apaipo** (*pictured bottom right*) for taking on the new role as chair. LJ is one of two Consumer Engagement Advisors, Pacific | Kaitohutohu Pasifika, mahi kiritaki, Te Tāhū Hauora Health Quality & Safety Commission, and brings a wealth of knowledge and experience to the mahi of this group.



"The Digital Health Equity Network (formerly Digital Health Equity Reference Group) is a dynamic collective dedicated to promoting equitable access and utilisation of digital health tools. With a diverse membership group, members convene monthly to exchange insights, share progress and explore avenues to address disparities in healthcare delivery through digital solutions. Importantly, each meeting facilitates knowledge exchange and collective learning through guest speakers or through the DHEN members," LJ says.

The DHEN's objectives for 2024 are to – "Raise understanding of digital health equity (mapping, definitions, policies, strategies), what does the data tell us?, and identify community champions to connect throughout the network (speakers for the network)". Actions that related to the objective are: Ō Mātou Reo, a National Consumer event being hosted in Tāmaki Makaurau, which is about understanding digital health quality, and developing a white paper following the hui and gaining feedback."

Anyone interested in attending this event can register [here](#).

If you would like to join the NZ Telehealth Forum and join a working group, please register using the [online form](#).

Learn more about the working groups

Data Standards

Following on from an active 2023, the Data Standards (DS) group has set itself an objective to promote the capture of the data behind telehealth services being delivered in the primary and community settings to demonstrate and raise awareness of what is actually happening in these parts of the health sector. The starting point for this piece of work is going to be the development of a problem statement paper to identify the burning issues, highlight good and not so good examples (a learning approach), current coding situation and where improvements may be required. Meetings of this group are monthly (generally the 3rd Wednesday at 11.30am) and anyone with an interest in data standards and this piece of work in particular are encouraged and welcome to get involved.

Research, Audit and Evaluation (RAE)

Congratulations to the RAE group for successfully developing the recently released [Telehealth Stocktake](#), which was the topic of the telehealth webinar held on the 28th of February 2024. A recording of this webinar is available on the website [here](#) and is well worth watching if you couldn't attend the live event or, if you did attend, to refresh on the rich discussions and knowledge sharing that occurred during the webinar. Many thanks to Inga Hunter for chairing this group, and her leadership and mahi required to produce this high quality and fact filled asset for the health sector. Thank you also to the Professionals COP for all of their help with the survey distribution.

Artificial Intelligence (AI) Community of Practice – Watch this space!

The NZ Telehealth Forum has decided to support a community of practice for AI within telehealth. The Telehealth CoPs are an opportunity for people to network, share ideas and inform direction within the telehealth environment and we believe it is now time to establish an **AI CoP** for this purpose. We're in the early phases of putting this group together but, just like AI itself, we expect things to move quickly over the coming weeks. Potential co-chairs have been approached and they have indicated positive interest in being involved. Get in touch with us if you're interested in joining this CoP and feel free to let others in your network know in case they'd also like to get involved. Please email: help@telehealth.org.nz.

Boosting access to care: Rural communities see positive impact - Ka Ora Telecare update

The new rural telehealth service by Ka Ora Telecare is making positive steps in improving healthcare accessibility in remote areas, garnering resounding praise from both patients and clinicians alike.

The service, which rolled out in November last year and includes access to virtual GP or nurse practitioner appointments, received 3,973 calls nationwide during the height of summer between 22 December 2023 and 7 January 2024, and a resolution rate of 83 percent. To date, 3,286 patients have contacted Ka Ora from 363 practices.

The service has swiftly gained momentum, with 87 of 200 plus eligible rural practices onboarded, underscoring the urgent need and widespread recognition of the potential of telehealth.

[Read the full story](#)



Save the Date

SFT-24

Brisbane Convention &
Exhibition Centre

13 - 15 November 2024



SFT-24

Date: 13 - 15 November, 2024

Location: Brisbane Convention & Exhibition Centre, Australia

Hosted by The University of Queensland's Centre for Online Health (UQ-COH), the 2024 [Successes and Failures in Telehealth \(SFT-24\) conference](#) will take place from 13 – 15th November, 2024. SFT-24 promises to be a premier event in Australia's healthcare landscape, fostering collaboration and innovation in the dynamic field of telehealth and virtual healthcare. The conference will feature an array of engaging formats including keynote presentations, oral and poster presentations, dynamic panel sessions, and an immersive industry showcase. Additionally, delegates will have the opportunity to participate in exclusive workshops tailored to varying levels of telehealth experience, ensuring a truly inclusive and enriching experience for all. We urge you to mark your calendars and spread the word within your professional networks.

Watch the webinar recording

If you missed the last webinar [Telehealth Stocktake - what now?](#) you can watch the recording on our website by clicking the 'watch the recording' button below.

Read the poster [PDF](#).

You will also find recordings of past webinars and information regarding upcoming webinars for 2024 on our [webinars web page](#).

Read the [full stocktake report](#).

The next webinar on **AI** will be held on **Wednesday 29 May 7pm – 8pm**. Watch this space for more details.

[Watch the recording](#)

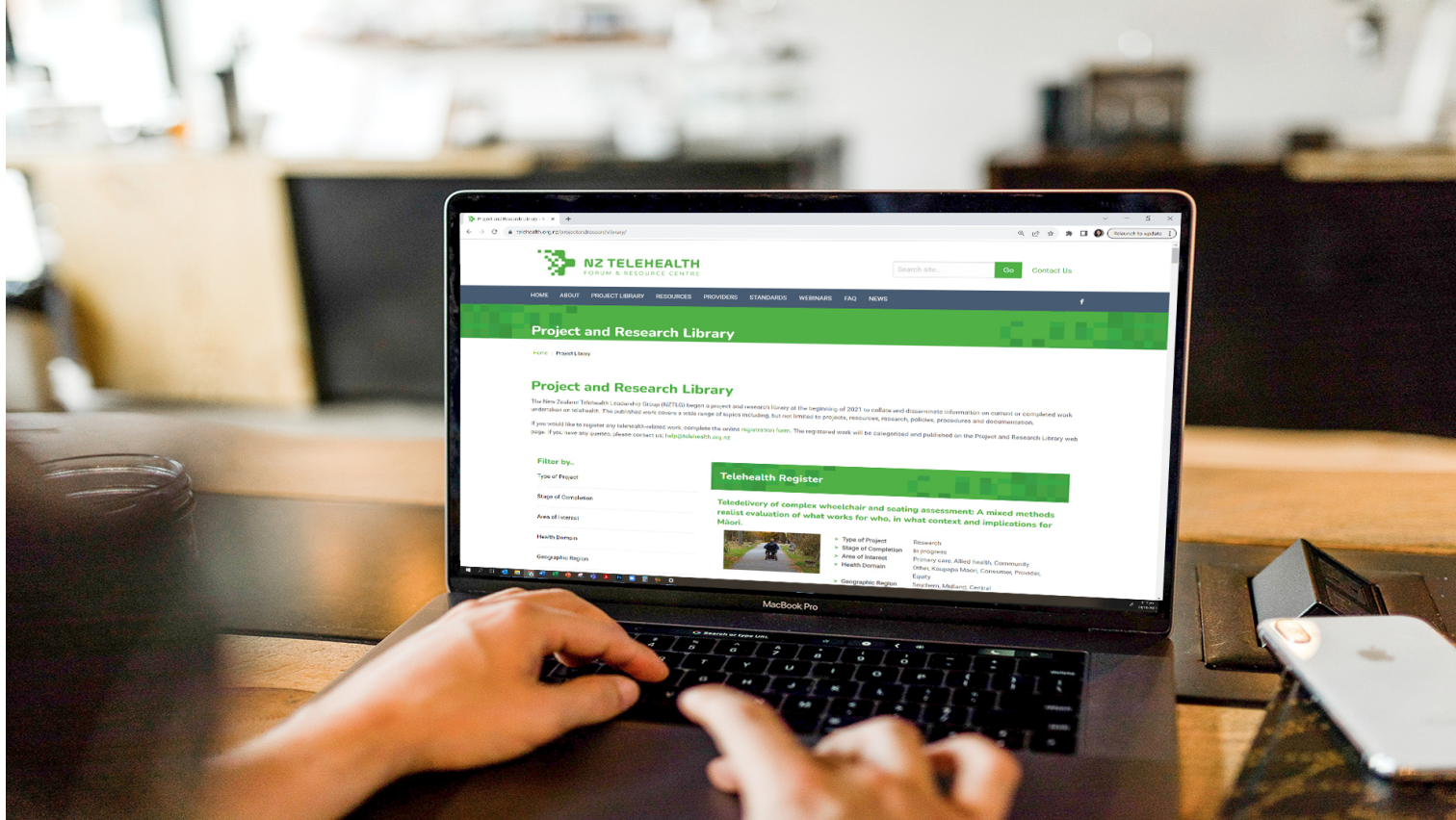
TELEHEALTH WEBINAR:
Telehealth Stocktake – what now?

 **WATCH RECORDING NOW**

This webinar recording is available to watch on www.telehealth.org.nz
Please feel free to share this recording with anyone who may be interested
and share to social media.



What's new in the Project and Research Library



New telehealth projects are being added to our [Project and Research Library](#) web page regularly. Some of the latest projects to be published include:

Rural ED Telehealth Support - a pilot between Waikato rural hospital EDs and Whakarongorau Aotearoa which enables patients to be triaged to the ED waiting room to receive a secondary triage from a doctor utilising the patients own device and the hospital wi-fi. [Read more.](#)

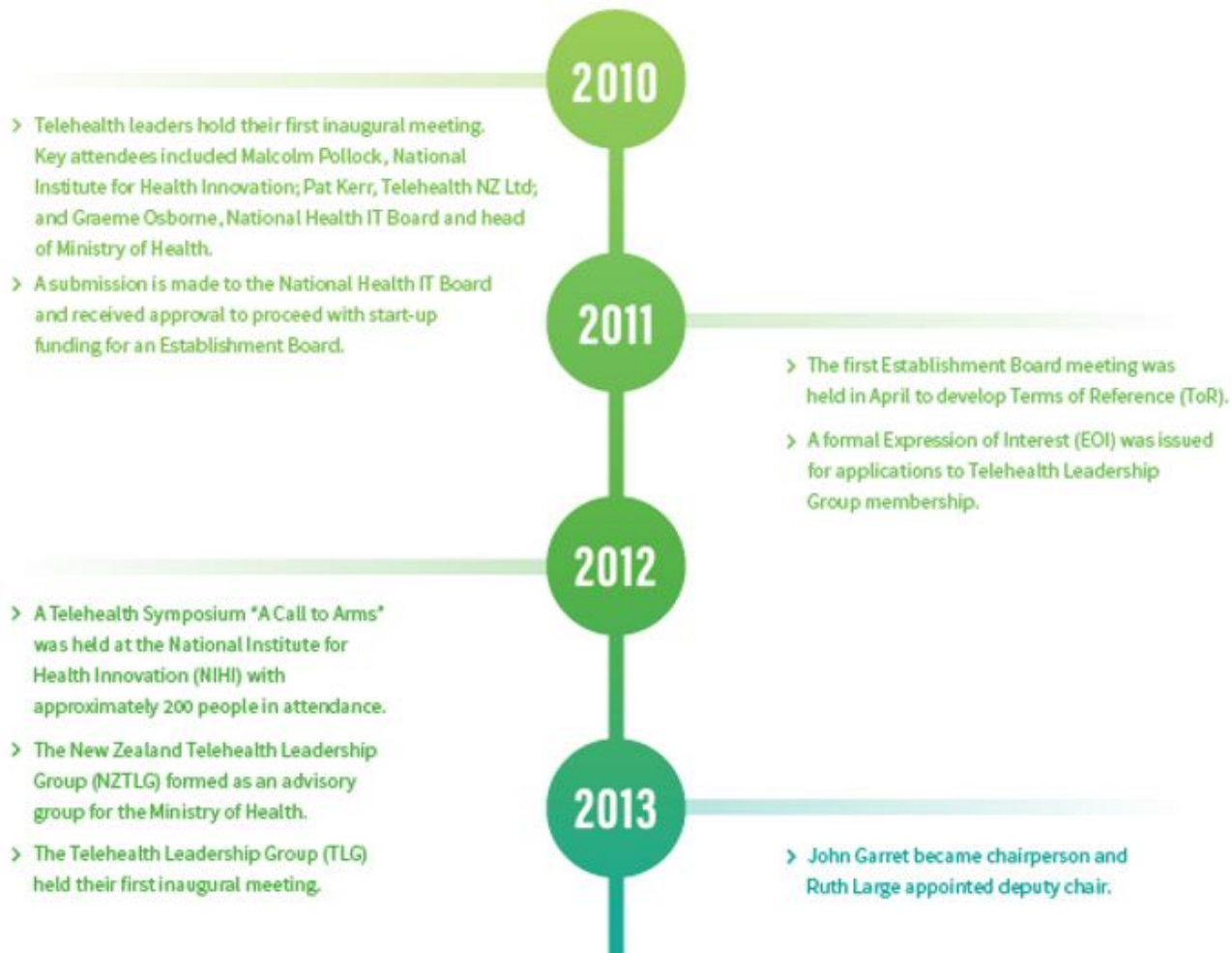
Neurosurgery Telehealth Clinics - a Patient Satisfaction Survey & Audit of the Effectiveness of the Telehealth Clinics - an audit and patient satisfaction survey to investigate the effectiveness of 10 scheduled telehealth clinics for Southern District patients waiting for a neurosurgery FSA. [Read more.](#)

We encourage you to submit your telehealth project to our library. Please complete the [online form](#).

If you have a question or would like more information regarding any of the projects published, please email: research@telehealth.org.nz

[Click here to view the full NZTLG history timeline](#)

New Zealand Telehealth Leadership Group history timeline



Free NZ telehealth images

The telehealth **Stock Photo Library** contains images which can be used by health providers to support the provision of telehealth and other digitally-enabled health programs in New Zealand.

If you need specific photos and you don't see them in the photo library, send us an email with details about what you are looking for to: info@telehealth.org.nz. We will endeavour to try and capture these in an upcoming photo shoot.

[View available images](#)



Join the NZ Telehealth Forum - it's free!

The NZ Telehealth Forum includes a diverse range of people including clinicians, operations, management, and technology. We are here to support, and encourage the increased use of telehealth, we would love for you to join us.

[Join the Forum](#)



FAQs

We are here to help
Ask us anything

[FAQs](#)

REGULATIONS

List of NZ regulations
standards and guidelines

[Regulations](#)

SECURITY

Top 10 security tips
for keeping safe online

[Security tips](#)



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