



**Virtual Health
Platform**



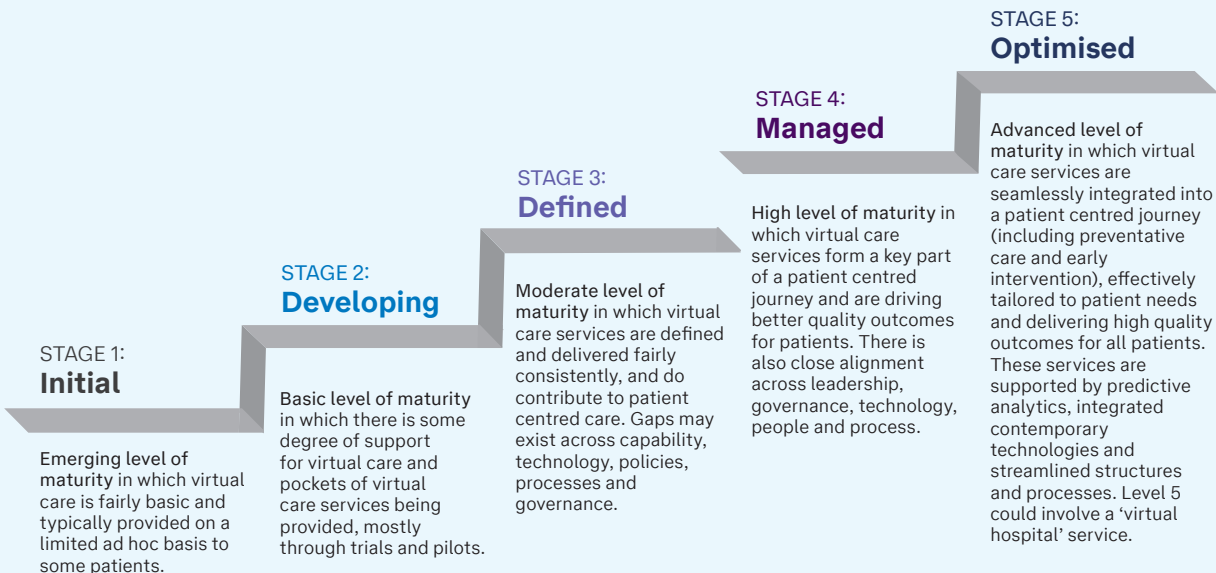
Health
Virtual Care



Making Virtual Care Mainstream: A Guide to Successful Implementation

The Telstra Health Virtual Care Maturity Model

Having a good understanding of where your organisation is currently, and where you want to be, is one of the first steps in clarifying your virtual care strategy. The Telstra Health Virtual Care Maturity Model has been developed to support organisations to have better conversations about what level of maturity you are trying to achieve, and how you will get there. It consists of five levels of maturity (Initial, Developing, Defined, Managed and Optimised) and evaluates criteria across five key dimensions (Patient and Quality, People, Process, Technology and Leadership and Governance).



Dimensions of Maturity

Patient & Quality

People

Process

Technology

Leadership & Governance

Applying the Maturity Model

To apply the Maturity Model, we work with our client to consider a range of questions.

1. What is your organisation's vision for virtual care?

The Maturity Model helps an organisation start the conversation about their vision for virtual care.

For some organisations, a target maturity level of 'Managed' will be sufficient; others may be aiming to develop a level 5, optimised, 'virtual first' delivery model, and to become market leaders in virtual care provision. Your organisation's vision for virtual care will ultimately depend on your overarching strategy and priorities, as well as the challenges you face, and hence clarity and consistency of vision amongst the organisation's leaders is critical.

2. How will your organisation get there?

Once you are clear what your vision for virtual care is, the next step is to consider how you will achieve that. While each organisation has its own challenges, there are a number of factors to consider to set your virtual care services up for success, these include:

- **Which virtual care delivery model will you adopt?**
Will you opt for a blended model in which face-to-face consultations and virtual care services either sit side-by-side or co-exist within the patient journey?
Or will you look to establish a 'virtual first' model, with a virtual hospital or virtual command centre? How will this virtual care model support patient-centred care?

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- **What capabilities do you need to support a virtual care delivery model?**

How will the adoption of virtual care change the capabilities you need, and what can you do now to start planning for that?

- **What structures, processes and governance (clinical and corporate) will be required?**

What mechanisms will need to be put in place to support effective virtual care service provision and decision-making, and to manage clinical risk? Is there a need for new or adapted processes, or changes to existing clinical and corporate governance structures?

Will the way teams are structured need to change to support the new service model?

- **How will your clinical workforce be impacted?**

How will the use of virtual services change clinical practice? Have the impacts on training and supervision been considered? Have you factored the use of virtual services into workforce planning, from a capacity and demand management perspective?

- **What additional technologies will be required?**

What changes to the technology environment are needed to deliver on the virtual care vision?

- **What level of cultural change will be needed and how will we achieve it?**

What are the change management challenges from a clinical perspective, and from a patient perspective, and which tactics will you use to manage them?

Considerations for Implementation

01

Which virtual care delivery model will you adopt for your patients?

02

What capabilities do you need to support virtual care services?

03

What structures, processes and governance – clinical and corporate – will be required?

04

How will your clinical workforce be impacted?

05

What additional technologies will be required?

06

What level of clinical and cultural change will be required, and how will you achieve it?

3. How will you know when your organisation has achieved its vision?

Measuring the clinical outcomes and realising the benefits from virtual care is essential. As you uplift your maturity, you should look to establish and monitor a set of measures which indicate how well you are tracking towards your virtual care vision.

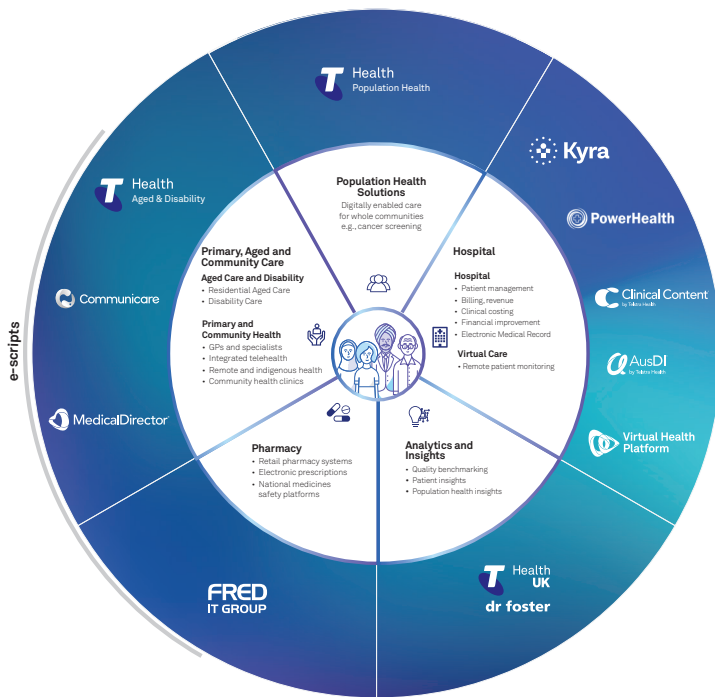
This may involve measuring the uptake of virtual care services, patient satisfaction, improvements in patient health outcomes, patient wait times or Average Length of Stay. The measures will be specific to your organisation and should link directly to your strategic objectives and business case for investment.

It's clear that virtual care is here to stay and will be a foundational component of the future healthcare landscape. In this article we hope to have provided you with a simple framework to start planning your virtual care journey. Now is the time to get started!

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Telstra Health employs more than 1,400 people across 15 locations in Australia and the UK

We aim to improve lives through digitally-enabled care for our community. We do this by providing software products, solutions and platforms for care providers in the hospital, health service, pharmacy, and aged and disability care sectors.



Through our management of the National Cancer Screening Register (NCSR):

- Support ~16m bowel and cervical screening participant records
- Manage ~3m digital interactions with pathology laboratories
- Have improved access to real-time screening data for healthcare providers



MedicalDirector solutions have so far supported GPs with:

- Delivering 1b moments of care and in processing 35m+ e-scripts
- 80k+ Meningococcal B vaccine doses given to babies through Smart Clinical Support



Australia's largest provider in residential aged care covering 60,000 beds



Through our joint venture **PowerHealth**, in 2023 in Australia:

- Costed 75% of all Emergency Department, inpatient admission and non-admitted Australian public episodes through PowerPerformance Manager
- Raised 8m+ invoices, totalling >\$3.65b+ through PowerBilling and Revenue Collection



Our next generation solution, **Virtual Health Platform**, supports 1200+ providers and 15k patients



Kyra, our digital hospital solution supports 226 hospitals through **Kyra Flow**



73% of Aboriginal Community Controlled Health Organisations (ACCHOs) use our **Communicare** platform

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