Telehealth quality improvement activities
Ideas for general practices

Outcome: Improve video telehealth capabilities in the practice			
Change ideas	**Smart goals**	**Measures**	**Suggestions/examples**
Trial a video telehealth platform to ensure it is fit for clinical purpose, works on various devices, and easy for patients to use (for example, patients do not need to download and install or create an account).	By trialling a video telehealth platform, we aim to have 100% of practitioners provide a feedback rating after participating in a training/demonstration session. By trialling a video telehealth platform over X number of consultations, we aim to have 100% of participants provide a positive feedback rating. By trialling a video telehealth platform, we aim to increase the number of telehealth appointments, from X to Y per month, by [date].	Star rating of satisfaction of telehealth consultations with the practice (indicated by a survey sent out to patients after a telehealth consultation regarding quality of the call). GP feedback (indicated by a short feedback form completed following a telehealth consultation). Number of video telehealth consultations conducted by the practice per month.	To test out a video telehealth platform, the practice creates a trial account and asks one of the GPs to call the practice manager and simulate a video consultation.
Provide the reception team with training on the video telehealth platform so they can assist with patient queries.	By hosting X number of video telehealth platform training sessions, we aim to improve patient satisfaction of telehealth consultations, from X stars to Y stars, by [date]. By hosting X number of video telehealth platform training sessions, we aim to increase the number of telehealth appointments, from X to Y per month, by [date].	Star rating of satisfaction of telehealth consultations with the practice (indicated by a survey sent out to patients after a telehealth consultation regarding quality of the call). Number of video telehealth consultations conducted by the practice per month.	The practice schedules an online training session for the reception team through the software product vendor. The training is recorded in the practice training register and the receptionists keep a quick guide near their desk.

Outcome: Improve video telehealth capabilities in the practice (continued)

Change ideas	Smart goals	Measures	Suggestions/examples
Test a telehealth booking process where the practice team schedules a video telehealth consultation as the default option for non-face-to-face appointments.	By testing a telehealth procedure, we aim to have 100% of GPs involved in video telehealth consultations by [date].	Number of GPs in the practice. Number of GPs currently undertaking video telehealth consultations.	When a patient calls to book a telehealth appointment, the receptionist offers a video telehealth consultation as the default option.
Provide X number of training sessions on conducting video telehealth consultations for practice clinicians.	By hosting X number of video telehealth training sessions for clinicians, we aim to increase the number of telehealth consultations, from X to Y per month, by [date].	Number of video telehealth training sessions in the practice. Number of video telehealth consultations conducted by the practice per month.	The practice hosts a lunch and learn training session or conducts a series of mock-consultations for different scenarios with the GPs.
Promote the practice's video telehealth platform to practitioners by placing how-to guides at clinician workstations.	By having how-to guides about telehealth for GPs, we aim to increase the number of telehealth consultations from X to Y per month, by [date].	Number of video telehealth consultations conducted by the practice per month.	Contact your telehealth software vendor for specific guides/resources.
Ensure all providers offering video telehealth consultations are registered for and able to use e-prescriptions from the clinical software.	By incorporating an e-prescription system into video telehealth appointments, we aim to increase the number of e-prescriptions sent to patients (versus paper scripts), from X to Y per month, by [date].	Number of e-prescriptions sent to patients per month. Review e-prescribing set up and access.	Ensure that the clinical software is configured for e-prescriptions and all providers are registered with the electronic prescription exchange service.

Outcome: Improve patient experience through video telehealth services

Change idea	Smart goal	Measures	Suggestions/examples
Promote the convenience of video telehealth services on the practice website or booking apps.	By promoting video telehealth consultations, we aim to reduce patient wait times in the clinic, from X to Y per month, by [date].		

Outcome: Increase access to care through video telehealth engagement

Change ideas	Smart goals	Measures	Suggestions/examples
Promote video telehealth consultations to patients through physical and digital resources displayed at the practice, including brochures, posters and practice newsletters.	By promoting video telehealth consultations to patients through physical and digital resources, we aim to increase the number of telehealth appointments, from X to Y per month, by [date].	Number of video telehealth consultations conducted by the practice per month.	Refer to provider material.
Promote video telehealth availability (subject to eligibility) in appointment confirmation and reminder messages to encourage patients to explore this option instead of cancelling an appointment.	By promoting video telehealth consultations when sending appointment confirmation and reminder messages to patients, we aim to reduce the number of cancelled appointments, from X to Y per month, by [date]. By promoting video telehealth consultations when sending appointment confirmation and reminder messages to patients, we aim to increase the number of telehealth appointments, from X to Y per month, by [date]	Number of cancelled appointments at the practice per month. Number of video telehealth consultations conducted by the practice per month.	
Appoint a telehealth champion at the practice to generate and send SMS/email marketing communications to patients and post on the practice website/social media sites, promoting video telehealth consultation benefits.	By appointing a telehealth champion, we aim to increase the number of telehealth promotional communications, from X to Y per month, by [date].	Number of telehealth promotional emails/messages/communications from telehealth champion per month.	Assign a team member who is enthusiastic about telehealth and has strong communication skills to prepare templates for SMS, email, newsletters and/or social media, as applicable. The telehealth champion can develop a communication schedule for promoting telehealth over a short interval (e.g. three months). Following the promotion, review telehealth bookings as well as patient feedback collected during this period that relates to telehealth.

Outcome: Utilise video telehealth effectively (video telehealth best practice)

Change ideas	Smart goals	Measures	Suggestions/examples
Trial offering video telehealth consultations instead of telephone consultations for a subset of patients who request telephone appointments.	By offering a video telehealth consultation when a telephone consultation is requested, we aim to increase the rate of video telehealth consultations compared to telephone consultations in our practice, from X to Y per month, by [date].	Number of telephone consultations conducted by the practice per month. Number of video telehealth consultations conducted by the practice per month.	When patients with cold/flu symptoms, or requiring scripts, contact the practice to book telephone appointments, offer them a video telehealth consultation instead so the GP can still examine them.
Audit in-person examinations in the last X months who had a GPMHTP created or reviewed and may have been eligible for a video telehealth consultation.	By auditing patients in the last X months with a GPMHTP in place, we aim to review 100% of patients for video telehealth eligibility.	Number of patients with appointments at the practice in the last X months with a GPMHTP in place. Number of patients with appointments at the practice in the last X months with a GPMHTP in place that would have been eligible for a video telehealth appointment.	Potential video telehealth patients may include those who would have been eligible for a Medicare rebate (i.e. had a face-to-face visit at the practice within the prior 12 months) and have demonstrated capacity by previously having a video telehealth consultation. These patients can be discussed with their GP to determine if it might be appropriate to offer a video telehealth appointment for their next review.
Conduct a Last 10 Patients Audit on video telehealth consultations to identify the issuance of paper-based records (scripts, referrals, etc.) that required the patient to present to the practice.	By auditing 10 patients who have had video telehealth appointments, we aim to review 100% of patients for issuance of paper-based records.	Number of patients reviewed that had a video telehealth appointment for the issuance of paper-based records. Number of patients reviewed for issuance of paper-based record that had a paper-based record issued.	As you identify and review the last 10 patients, look for common patterns amongst the patients and provide recommendations to reduce the need for paper-based records, such as the use of e-prescriptions and e-referrals.

Outcome: Resolve technical issues encountered during telephone and video telehealth consultations

Change ideas	Smart goals	Measures	Suggestions/examples
Document technical issues encountered during telephone and video telehealth consultations and their resolution in the practice's risk register.	By documenting issues encountered during telephone and video telehealth consultations in the risk register, we aim to resolve 100% of issues within two weeks, by [date].	Number of issues encountered during telephone and video telehealth consultations per month. Number of issues during telephone and video telehealth consultations resolved within two weeks, per month.	Add a category for telephone/video telehealth appointments in the practice's risk register and record all the issues, such as video-call connection or line quality. Include the date that the issues were encountered and date of resolution, and comments about how the issues were resolved.
Conduct a Last 10 Issues Audit of telephone and video telehealth technical issues logged in the practice's risk register to identify any patterns or conditions which may contribute to the issues recurring that can be prevented.	By auditing the last 10 issues logged with telephone and video telehealth consultations, we aim to review 100% of issues for potential preventability of recurrence.	Number of logged issues with telephone and video telehealth consultations reviewed for potential preventability of recurrence.	Review the issues logged during telephone and video telehealth consultations and provide recommendations for preventing recurrence (e.g. training, revising SOPs, upgrading technical equipment etc.) at a practice team meeting.