

# Enhanced ICT service using video assessment

Project lead: Marion Reilly, Service Manager, ICT

Project team: Dr Chris Kalafatis, Mahmood Dilloo, Nofisat Adebawo

Project sponsor: Dr Waleed Fawzi

# Background

- Intermediate Care team runs a community based service for older people with mental health problems. The service currently can only offer medical review to 25% of patients.
- In order to offer a high quality of care we propose to use audio-visual technology to increase access to medical review.
- The aim is to increase numbers of medical reviews by 50% by June 2015 (without affecting satisfaction with service)

Aims:

C + H ICT team

Enhanced ICT service using video assessment  
- Increase numbers of medical review by 50%

Primary Drivers

Secondary Drivers

Change ideas

Technology

Use of Skype

Hand held devices

Install Skype on p.c.

Introduce tablets / laptop for ICT use

Quality of care and access

Referral to Dr times

Patient acceptability

Patient experience

Measure access to med review

Involve service user

Use DIALOG for PROMs

Identification of suitable patients

Informal consent process

Triaged by ICT

Introduce triage for Skype to morning meetings

Staffing

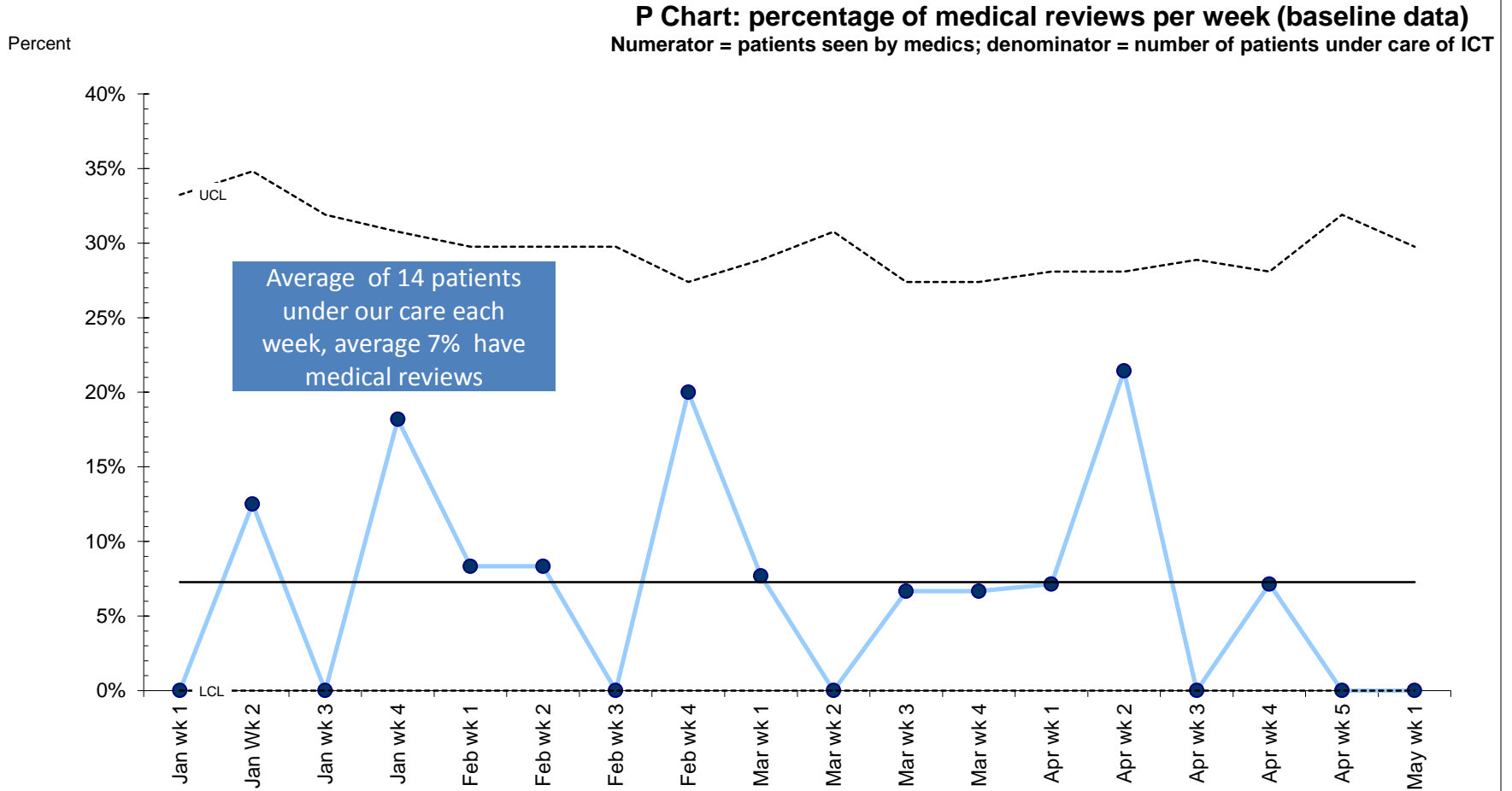
Availability of staff to connect via Skype

Staff skills

Training in use of Skype

Timetabling

# Data



# Learning

- Underestimated time delay in finding the correct technology
- Benefit of baseline data to appreciate full extent of the need
- Have managed to establish process to track outcome measures
- Challenged by fragmentation of the team

# What next?

- Trial of technology
- Trial of timetabling
- Trial of triage for skype
- Trial of skype use