

## Workshop Session 1 Responses

| Table | What needs to happen to bring about the best use of technology to enhance the consumer experience?                                                                                                                                                                                                                                                                                                                                                                                            | How do you make it happen?<br>(use technology to enhance consumer experience)                                                                                                                                                                                                                                                                                                                        |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | <ul style="list-style-type: none"> <li>&gt; Accessible, available, ease of use.</li> <li>&gt; Platform – unified.</li> <li>&gt; Awareness.</li> </ul>                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>&gt; Clinical/consumer champion.</li> <li>&gt; To be embedded in Models of Care/day to day practice.</li> <li>&gt; Funded – innovation.</li> <li>&gt; Consumer led/focused.</li> <li>&gt; Identifying - the group.</li> </ul>                                                                                                                                 |
| 2     | <ul style="list-style-type: none"> <li>&gt; Access to relevant information for the patient i.e. MIMS.</li> <li>&gt; Active consumer - Incentivise and subsidise for the users.</li> <li>&gt; Connectivity – groups.</li> </ul>                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>&gt; Encourage the use of computer (for patient) where possible – internet.</li> <li>&gt; Access to social media – medical.</li> </ul>                                                                                                                                                                                                                        |
| 3     | <ul style="list-style-type: none"> <li>&gt; ICT catch up - Platform and infrastructure- significant investment.</li> <li>&gt; Knowledge and training - relates to age of workforce - support on ground.</li> <li>&gt; Intuitive technology /Knowledge of what is available/How to use it.</li> <li>&gt; Art of the possible.</li> <li>&gt; Access across SA – e.g. Phone coverage.</li> <li>&gt; Expectation mismatch between clinicians and technology and consumer expectations.</li> </ul> | <ul style="list-style-type: none"> <li>&gt; Access across SA – e.g. Phone coverage</li> <li>&gt; Expectation mismatch between clinicians and technology and consumer expectations.</li> <li>&gt; Consumer can choose who can access and see and consent access.</li> </ul>                                                                                                                           |
| 4     | <ul style="list-style-type: none"> <li>&gt; Infrastructure everywhere.</li> <li>&gt; Needs to look the same and talk to each other.</li> <li>&gt; Creative ways to use existing patient TECH.</li> <li>&gt; Strategic vision (QLD PA).</li> <li>&gt; Support access in different sites (e.g. Home vs GP practice vs community centres.</li> </ul>                                                                                                                                             | <ul style="list-style-type: none"> <li>&gt; Funding models and proactive investment.</li> <li>&gt; Community education and acceptance.</li> <li>&gt; Clinician education and acceptance.</li> <li>&gt; Systems that engender trust.</li> <li>&gt; Commissioning and Models of Care that include/demand IT/telecare.</li> </ul>                                                                       |
| 5     | <ul style="list-style-type: none"> <li>&gt; Consumer choice for access, appointments, control and input and update (partnership).</li> <li>&gt; Consumer control of health record/access/input/update.</li> <li>&gt; Understand the “Art” of the possible - what is available?</li> <li>&gt; ICT platform/infrastructure and continuously evolve.</li> <li>&gt; Match clinician and consumer expectations to what is possible.</li> </ul>                                                     | <ul style="list-style-type: none"> <li>&gt; Investment in new and disinvestment in old.</li> <li>&gt; Education and upskilling clinicians/consumers together;</li> <li>&gt; “Dept” to focus on new technology - What is the next best thing?</li> <li>&gt; Team to liaise with consumers to educate/upskill and support.</li> <li>&gt; Acknowledge that need money initially (Hump fund).</li> </ul> |
| 6     | <ul style="list-style-type: none"> <li>&gt; Accessibility and ease of use for consumer.</li> <li>&gt; Consistent electronic health record.</li> <li>&gt; Align with consumer expectations (move with the times; plus clinical need).</li> <li>&gt; Flexibility and use of technology by clinical teams.</li> <li>&gt; Ability to have choices in use of technology available.</li> <li>&gt; Regulation and legislation alignment.</li> </ul>                                                  | <ul style="list-style-type: none"> <li>&gt; Workforce education.</li> <li>&gt; Use the right expertise (ICT).</li> <li>&gt; Use resources in the right place.</li> <li>&gt; Consumer and clinician engagement.</li> <li>&gt; Benchmarking - Learn from other jurisdictions that have progressed down this pathway.</li> </ul>                                                                        |





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| 7  | <ul style="list-style-type: none"> <li>&gt; Engage with population and health consumers - expectation, acceptance, trust and informed consent (co-design).</li> <li>&gt; Investment in a system-wide approach.</li> <li>&gt; Coordination/connectivity across the system and community.</li> <li>&gt; Draw upon evidence based/informed best practice (translation).</li> <li>&gt; Workforce planning and training for emerging models of care and practices including technology.</li> </ul>                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>&gt; Investment/Resources - strong communication and Government funding.</li> <li>&gt; Clinical champions/system champions.</li> <li>&gt; Develop business intelligence - measure appropriate indicators.</li> <li>&gt; Explore emerging trends/consumer preferences/health literacy/consumer education regarding technology.</li> <li>&gt; Authentic co-design and change management processes.</li> </ul>                                                                                                        |
| 8  | <ul style="list-style-type: none"> <li>&gt; Trying to find solution for a problem we haven't yet defined.</li> <li>&gt; Engage consumers - what will enhance the experience?</li> <li>&gt; Clinician Engagement (onside blockchain technology).</li> <li>&gt; Understand what we are trying to achieve.</li> <li>&gt; Learn from other examples (National/International).</li> <li>&gt; Understand value/outcomes.</li> </ul>                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>&gt; Clinician engagement.</li> <li>&gt; CHSA - Technology is a tool to support engagement.</li> <li>&gt; Willingness to embrace technology - Improve ethics.</li> <li>&gt; Reliability, functionality, culture, visibility.</li> <li>&gt; Mid - long term strategy - Education system (tech).</li> <li>&gt; Principles - Access + Equity.</li> <li>&gt; Buildings for delivery vs infrastructure to support local delivery.</li> </ul>                                                                            |
| 9  | <ul style="list-style-type: none"> <li>&gt; Voice activated technology instead of keyboard - Facial activation as well?</li> <li>&gt; Mobile phone for connectivity.</li> <li>&gt; Mobile phone apps to better access health services - invest in new interfaces and allow innovation - Less barriers to innovation and increased connectivity.</li> <li>&gt; Increase connectivity across public/private hospital - aged care services, primary care and NGO.</li> <li>&gt; Drone - delivering supplies - Increase access to medical supplies for people at home.</li> <li>&gt; Break down IT barriers - Language, both conceptual and practical, can do anything - De-mystifying.</li> </ul> | <ul style="list-style-type: none"> <li>&gt; Use technology from other sectors to inform health.</li> <li>&gt; Develop interfaces to allow consumers/providers to develop and invest in technology (rules and guide) that enhances patient services.</li> <li>&gt; Telehealth around aged care/residential services and ED/hospital to avoid transfer.</li> <li>&gt; Telehealth development supported 24/7 - Monitoring risk factors, health status etc.</li> <li>&gt; Concept medical records available internationally for people travelling.</li> </ul> |
| 10 | <ul style="list-style-type: none"> <li>&gt; Consumer co-designed (agile, nimble, user friendly).</li> <li>&gt; Rolled out beyond country (seen as best case).</li> <li>&gt; Human focus (consumer and clinician).</li> <li>&gt; Cultural change, mind shift (trust data protected).</li> <li>&gt; Funding models to support (remove disincentives e.g. GP 15 min).</li> </ul>                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>&gt; Partner with start ups/designers and consumers (new site at old RAH, Tonsley etc.).</li> <li>&gt; Access to data, systems, apps, funding, research.</li> <li>&gt; Trial well, educate, uptake, case studies.</li> <li>&gt; Set rules of engagement, trust through success, quality care.</li> <li>&gt; Build case for ^ in \$ model, health economics.</li> <li>&gt; Engage consumer in use, fund both ends of telehealth (2+ clinicians).</li> </ul>                                                         |
| 11 | <ul style="list-style-type: none"> <li>&gt; Consumer appetite, skills knowledge, ability to fund technology, do they access to tech.</li> <li>&gt; Clinicians have innovation appetite but encounter system barriers.</li> <li>&gt; Resources - \$, expertise, system support.</li> <li>&gt; Evidence/models i.e. international models experience, learn their lessons.</li> <li>&gt; Governance, policies, security provisions re patient privacy and confidentiality.</li> </ul>                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>&gt; Ask consumers and co-design with consumers.</li> <li>&gt; Learn from across government, private industry.</li> <li>&gt; Make resources available specifically for innovation and technology.</li> </ul>                                                                                                                                                                                                                                                                                                       |
| 12 | <ul style="list-style-type: none"> <li>&gt; Everyone needs access + device to access the internet.</li> <li>&gt; Training and Education - both consumers and healthcare providers.</li> <li>&gt; Robust customer service system to troubleshoot issues.</li> <li>&gt; Clear consultations and education to consumers re: the benefits.</li> <li>&gt; Adequately resource - co-ordinated, collaborative, patient centred approach to patient care.</li> </ul>                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>&gt; Patient centred, individual choice how to engage, care.</li> <li>&gt; Consumer education, engagement, awareness that care can be modelled/ tailored to their needs.</li> <li>&gt; Universal Internet access or support to get this.</li> <li>&gt; Smarter whole of health business procurement of devices and technology.</li> <li>&gt; Look at what remote school do (tech etc).</li> </ul>                                                                                                                  |



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| <p><b>13</b></p> | <ul style="list-style-type: none"> <li>&gt; Understand priority needs of consumer and provider.</li> <li>&gt; Implementation - change management.</li> <li>&gt; Resource allocation.</li> <li>&gt; Identify barriers and break myths.</li> <li>&gt; Feedback from consumer - experience and outcomes.</li> <li>&gt; Easy access of information to make choices including and performance of providers.</li> </ul>                                                                 | <ul style="list-style-type: none"> <li>&gt; Affordable.</li> <li>&gt; System design - support at consumer end.</li> <li>&gt; Technology that works!</li> <li>&gt; 'Consumer centred' planning/delivery.</li> </ul>                                                                                                                                                                                                            |
| <p><b>14</b></p> | <ul style="list-style-type: none"> <li>&gt; Accessibility - equipment (standard practice) and how to use (education).</li> <li>&gt; Culture/attitudes.</li> <li>&gt; Co-design/co-participation (what will work for end user).</li> <li>&gt; One platform (push/pull data).</li> <li>&gt; Responsibility (one control place) - decision making.</li> </ul>                                                                                                                        | <ul style="list-style-type: none"> <li>&gt; Provider education at an early stage training/career \$ (centrally funded).</li> <li>&gt; Consumer participation (driven to be functional).</li> <li>&gt; Tap into current popular devices (watch, phone).</li> </ul>                                                                                                                                                             |
| <p><b>15</b></p> | <ul style="list-style-type: none"> <li>&gt; Education - what the benefits are (staff and consumers).</li> <li>&gt; Funding - cost of equipment /internet access.</li> <li>&gt; What would consumers find most useful? - research - fragmented.</li> <li>&gt; How can we use technology to share clinical information.</li> <li>&gt; Good evaluation new technology - outcomes, cost effective.</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>&gt; Ethics can be a barrier.</li> <li>&gt; Greater governance re: introduction new technology.</li> <li>&gt; Research, innovation, sharing &gt; central think tank.</li> <li>&gt; Strong commitment from SA Health and political parties.</li> <li>&gt; Partnerships with industry/universities. Consumer involvement / consultation.</li> </ul>                                      |
| <p><b>16</b></p> | <ul style="list-style-type: none"> <li>&gt; More than hardware/software solutions.</li> <li>&gt; Collaboration - universal health care (expectations) multi-disciplinary solutions.</li> <li>&gt; Enabling better records/info sharing.</li> <li>&gt; Training for users/ health literacy.</li> <li>&gt; Technology for primary health care, culture shift in healthcare workers (remove barriers inc decision makers) + industrial barriers -&gt; broad consultation.</li> </ul> | <ul style="list-style-type: none"> <li>&gt; Embed solutions in processes.</li> <li>&gt; Competition/incentives (outcomes based).</li> <li>&gt; Training in adopting new technology.</li> <li>&gt; What is best for patient.</li> <li>&gt; Accessibility of services (shift to more tailored, responsive care).</li> </ul>                                                                                                     |
| <p><b>17</b></p> | <ul style="list-style-type: none"> <li>&gt; Provide care in the community through facilities that are already being used e.g. libraries, community centres, GP, hospitals etc.</li> <li>&gt; Consumer ownership (empowerment) of programs.</li> <li>&gt; Flexibility of service models - to meet consumer/community need.</li> <li>&gt; Identify cohorts of people who will benefit most and target.</li> <li>&gt; Talk to people.</li> </ul>                                     | <ul style="list-style-type: none"> <li>&gt; Talk to people - ask, discuss, inform, listen (co-design).</li> <li>&gt; Look at the evidence - best practice and outcomes, benefits (discuss with people).</li> <li>&gt; Funding.</li> <li>&gt; Case studies / pilots / trials.</li> <li>&gt; Ensure technology used to facilitate transition across.</li> <li>&gt; Primary / Tertiary / Aged / Community Disability.</li> </ul> |
| <p><b>18</b></p> | <ul style="list-style-type: none"> <li>&gt; Engage young people and people with tech vision to make it happen.</li> <li>&gt; Asking consumers what they want and how they want it.</li> <li>&gt; Culturally affordable technology - clinician lead.</li> <li>&gt; Sustainable technology + vision + cost \$\$\$\$.</li> <li>&gt; Community engagement. Measurable outcomes.</li> </ul>                                                                                            | <ul style="list-style-type: none"> <li>&gt; Wide ranging education.</li> <li>&gt; \$\$ plenty.</li> <li>&gt; Bedding it into job practice.</li> <li>&gt; Engage with industry and universities.</li> <li>&gt; Targeted surveys with consumers and clinicians.</li> </ul>                                                                                                                                                      |

## For more information

**SA Health**  
[www.sahealth.sa.gov.au/HealthandWellbeingStrategy](http://www.sahealth.sa.gov.au/HealthandWellbeingStrategy)

Public I1-1A

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