



Supporting front-line country clinicians in 24/7 patient care and coordination

WACHS COMMAND CENTRE

Rapidly changing technology has created new opportunities to drastically improve health care and access to specialists, particularly in country WA where vast distances, smaller populations and diverse community needs create unique challenges for health care provision.

WACHS has a strong history of developing innovative technology solutions and investing in world-class telehealth services to enhance access to high quality health care for country people.

The WACHS Command Centre is a true innovation in country healthcare.

Building on the success of the award winning Emergency Telehealth Service, the WACHS Command Centre brings together new and existing services in a 24/7 'virtual' clinical hub. Using videoconferencing and high-tech information technologies, the WACHS Command Centre is expanding the range of timely specialist advice and support currently available to front-line clinicians caring for country patients.



The WACHS Command Centre delivers a digitally enabled, flexible and dedicated specialist clinical workforce available to every WACHS facility in real-time, supporting local clinicians, improving outcomes for patients and keeping care closer to home.

The WACHS Command Centre leverages technology to provide a 24/7 one-stop shop for country doctors and nurses to access a range of clinical expertise via virtual technologies.

WACHS Command Centre



Emergency Telehealth Service

Provides support to WA country doctors and nurses by providing 24/7 access to specialist emergency clinicians by video conference to more than 90 sites across the state and the Indian Ocean Territories.



Inpatient Telehealth Service

Provides support to WA country doctors by providing virtual ward rounds to patients admitted at a WACHS hospital when the local GP is unavailable.



Mental Health Emergency Telehealth Service

Provides support to WA country doctors and nurses with 24/7 access to specialist mental health nurses and psychiatrists by videoconference to more than 90 sites across the state and the Indian Ocean Territories.



Acute Specialist Telehealth Service

Provides support to WA country doctors and nurses with access to Palliative Care, Pharmacy, Midwifery and Obstetrics specialists by videoconference to sites across country WA.



Acute Patient Transfer Coordination

Provides a centralised coordination service stream in collaboration with Royal Flying Doctor Service (RFDS) and St John Ambulance (SJA) to provide front-line country clinicians with advice and support in transferring their patients to an appropriate level of care.



Advanced Patient Monitoring System

Provides support to WA country doctors and nurses with using advanced technologies and real-time data to assist in detecting, recognising, and responding to changes in a patient's condition.

Why a Command Centre?

Since its introduction in 2012, the WACHS Emergency Telehealth Service (ETS) has assisted country clinicians in transforming emergency care for country patients presenting to WACHS emergency departments, nursing posts and Silver Chain facilities.

The ETS and Inpatient Telehealth Service have contributed to improved patient outcomes, improved consistency of service and standards, improved governance, and supported building the skills of the country clinical workforce. These transformational flow-on effects have enabled WACHS to envision the future of country health care – the WACHS Command Centre.

Strong feedback from our staff and clinical incident outcomes indicated the importance of having high levels of support available to country clinicians whenever they need it - hence the need for the WACHS Command Centre.

Contemporary evidence supports the introduction of advanced technologies to assist country clinicians in the early detection of deteriorating patients and providing this information closer to the bedside.



The development and coordination of these services under the WACHS Command Centre is a WACHS digital innovation priority, resourced through the State Government's Country Health Innovation (CHI) funding.

Interhospital patient transfers are common practice for WACHS with thousands of country Western Australians being transferred via road and air each year.

It is recognised the transfer of patients' care is an area of high risk and requires good preparation, planning and

communication to ensure optimal continuation of care for country patients.

In January 2022 WACHS established the centralised coordination service stream within the Command Centre in collaboration with RFDS and SJA to provide front-line country clinicians with a single point of contact for advice and support in transferring their patients to an appropriate level of care. While also increasing visibility of patient transfers across the system, supporting effective utilisation of limited resources including assets and clinical escorts and reducing duplication of effort.



Advanced technologies such as those used in ward telemetry monitoring programs in Intensive Care Units and High Dependency Units have been reported to:

- reduce hospital mortality
- improve survivability of patients for significant events.¹
- reduce hospital length of stay

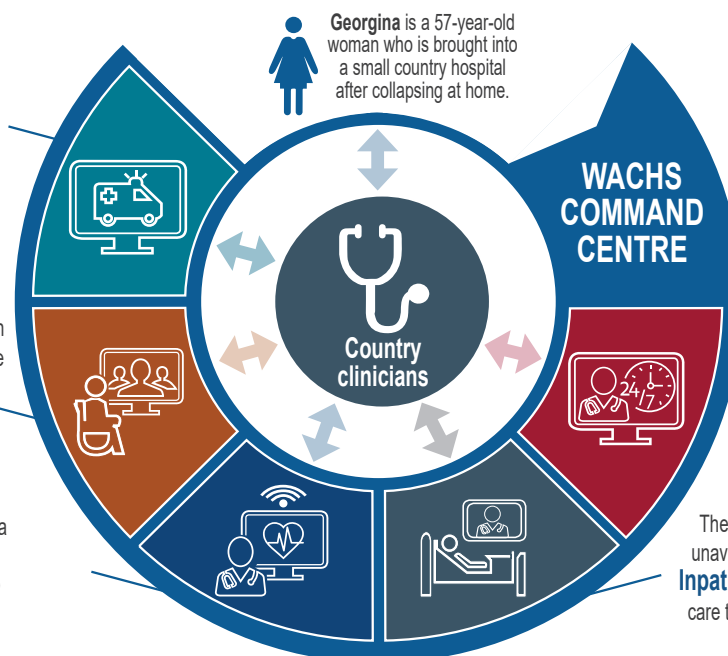
1. Simpao et al. 2014. A review of analytics and clinical informatics in health care. *Journal of Medical Systems*, 38:45.

Georgina's patient journey

Patient transfer is facilitated by the **Acute Patient Transfer Coordination** service and the progress of the patient transfer request, acceptance and ETA is provided to the team at the patient's bedside.

A call is made to the **Acute Specialist Telehealth Service** and a cardiologist based in Perth is able to see the patient via videoconference and ask further questions, determining that Georgina needs to be transferred to Perth.

The nurse at the hospital and the **Advanced Patient Monitoring System** detects Georgina is deteriorating and within Medical Emergency Response criteria. The **ETS** team are available to dial in, see the patient and assist the nurse.



If you have any questions, please email WACHSCommandCentre@health.wa.gov.au