eRetrieval

The development of a Virtual Community of Practice to support the education and clinical practice of nurses, paramedics and doctors who use the critical care retrieval services of Ambulance Tasmania

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Tasmania

- Smallest state
- Smallest population
- Lowest socio-economic indicators
- Oldest population
- Poorest educational outcomes and qualifications
- Dispersed population with small health centres
- Tyranny of distance...
The Aeromedical and Medical Retrieval Division

• 1 part-time director
• 6 part-time coordinators
  – 4 in Hobart, 2 in Burnie
• 1 busy plane based out of Launceston
• Intensive care flight paramedics
• Retrievalist doctors employed by the LGH
• Tasked by NETS teams from time to time
ACEM EMET program

- Emergency Medicine Education & Training program
- Funding obtained in 2011 to develop an educational and clinical program
Why?

• We all want to engage with the communities with whom we work to improve what we do
  – Communication
  – Education
  – Training
  – Sharing of knowledge and resources

• And ultimately, to improve the clinical care of our patients
The context

• Recent trends and challenges:
  – Improved internet services
    • 4G, National Broadband Network
  – Trend towards mobile learning and use of mobile devices
  – Massive rise of social media as a means of delivering content
  – E-Health – PCEHR (407 000 registered by July 2013)
  – Health costs and models of care
  – Changing demographics of both patients and healthcare providers
The world of work is increasingly global and increasingly collaborative.

People expect to be able to work, learn, and study whenever and wherever they want.

The internet is becoming a global mobile network.

Technologies are cloud-based, which facilitate online videos and rich media.

Openness – is moving from a trend to a value – see #FOAMed
• The very concept of ownership is blurry
• Challenges of access, efficiency and scale
• A rise in informal learning
• Business models are changing – eg, MOOCs
Who could have imagined this?
Stanley Kubrick did, in 1969...
...and Steve Jobs was just showing off in 2004
A diagonal pattern indicates a location where an external antenna may be required. Scroll down for more information. This is approximate coverage only. Speed and performance depends on your location and device and can be improved with an external antenna.
Advancing Australia as a Digital Economy

• Goals:
  – By 2015, 495,000 patients in rural, remote and outer metropolitan areas will have had virtual access to specialists
  – By 2020, 25 per cent of all specialists will be participating in delivering telehealth consultations to remote patients.
  – By 2020, 90 per cent of high priority consumers such as older Australians, mothers with babies and those with a chronic disease or their carers will be able to access individual electronic health records.

VCoP

• Community of Practice
  – “a group of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly”

• Online or Virtual CoPs harness the massive changes we are seeing
How to set it up?

• Build upon our existing relationships and “brand”
• Work with the health centres around Tasmania to ascertain learning requirements
• Focus on adult learning principles
• Utilise the online tools available to us
• Provide a carrot through accreditation with existing bodies such as ACRRM, ACEM, CENA, CAA
Progress

• Adding meaningful content that is relevant and accessible to users
• Blended learning
• Evaluation and reporting
• Improvement and evolution
• Parallel development of other critical issues – futile care, palliative care, clinical redesign, improved engagement with local providers
Where are we now?

Redefinition
• The creation of new tasks, previously unimaginable

Modification
• Tech allows for significant task redesign

Augmentation
• Tech acts as a direct tool substitute, with functional improvement

Substitution
• Tech acts as a direct tool substitute, with no functional change
Challenges

• Digital media literacy continues its rise in importance as a key skill in every discipline and profession
• Keeping pace with the rapid proliferation of information, software tools, and devices is challenging for clinicians everywhere
• Community and professional expectations
...and never underestimate the importance of personal connections