

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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Staff Specialist, Royal Hobart Hospital

A/Prof of Emergency Medicine, UTAS



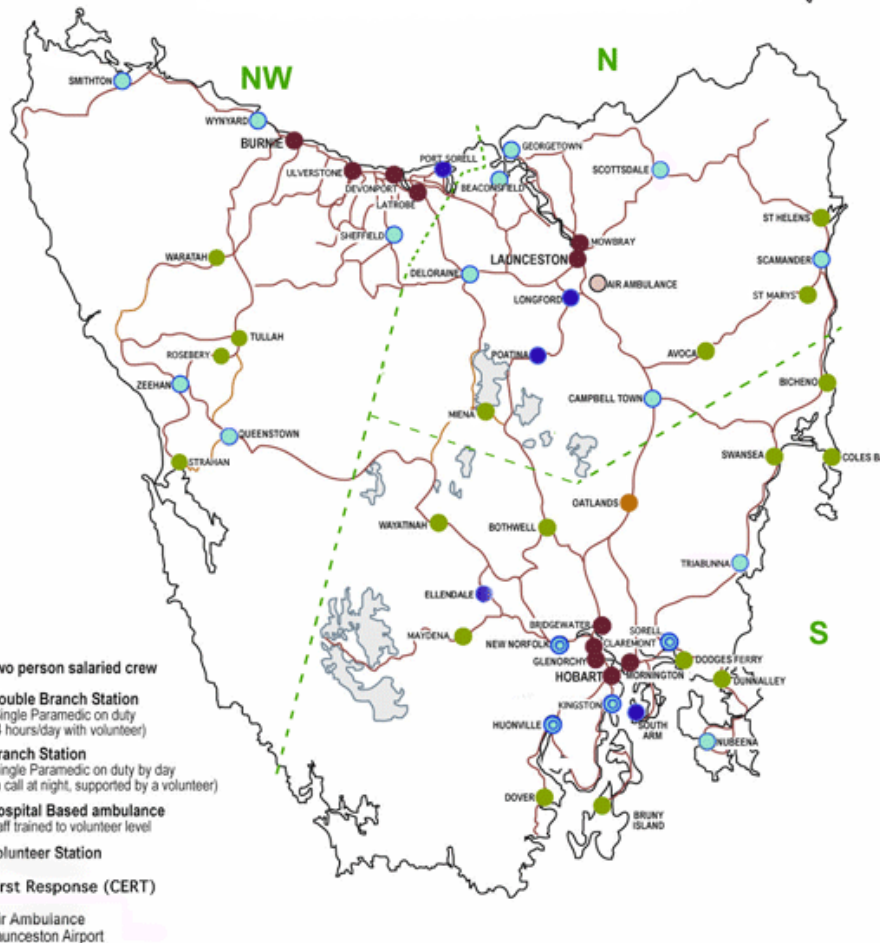
Tasmania

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





AMBULANCE SERVICES



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



Horizon Report, New Media Consortium

- 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**



Horizon Report, New Media Consortium

- 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



Enter a location to find

Find



Bass Strait

Map Options ▲

Service Selection

- Voice
- Data

Network Type

- 4G & 3G
- 2G GSM

Device Use

- Device Only
- Ext Antenna

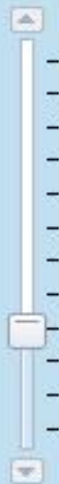
Map View

- Standard
- High Contrast



Print

Transparency



160 Km

Map Data © 2011 MapData Services Pty Ltd (MDS), PSMA



4G typical download speed 2 to 40 Mbps

Typical download speed 1.1 to 20 Mbps

Typical download speed 550 kbps to 8 Mbps

Typical download speed 550 kbps to 3 Mbps

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.

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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.





Phone



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

Transformation

Enhancement



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



