

NPS MEDICINEWISE EDUCATIONAL VISITS – VIRTUALLY ANYWHERE!

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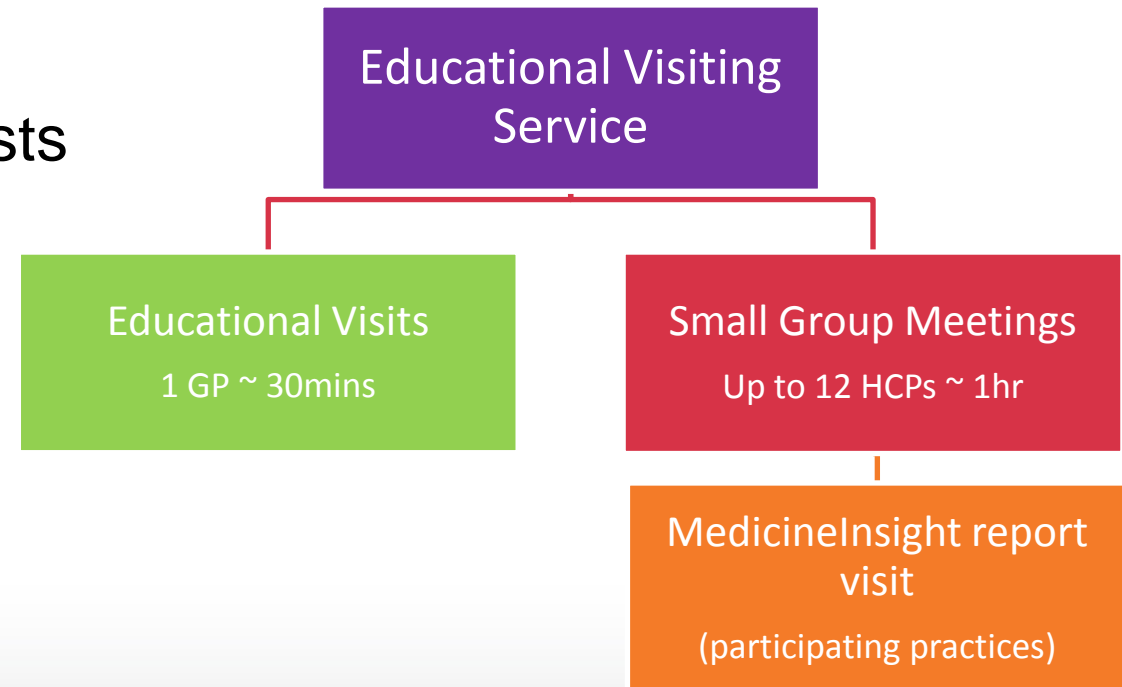
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EDUCATIONAL VISITING SERVICE

- ▶ Clinical Services Specialists visit General Practices all over Australia to discuss therapeutic programs
- ▶ Independent, evidence-based, up-to-date
- ▶ Quality Use of Medicines and Medical Tests (QUMMT)
- ▶ Accredited CPD
- ▶ Contribute towards PIP-QPI May 2018 (Quality Prescribing Incentive)



EDUCATIONAL VISITING IN RURAL & REMOTE AREAS

- ▶ Clinical Services Specialists (CSS) travel from metropolitan and regional areas to rural and remote regions
- ▶ Enables over 6000 GPs in these regions to participate in visits each year.

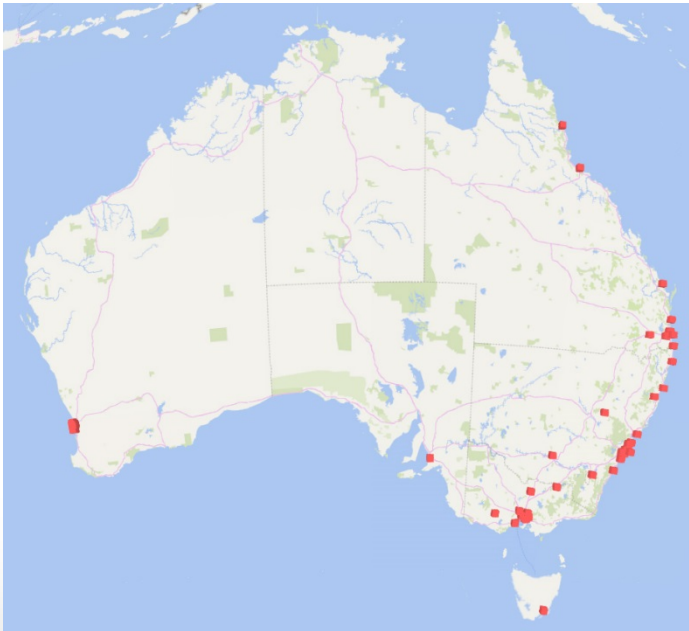


Fig. 1: Locations of Clinical Services Specialists

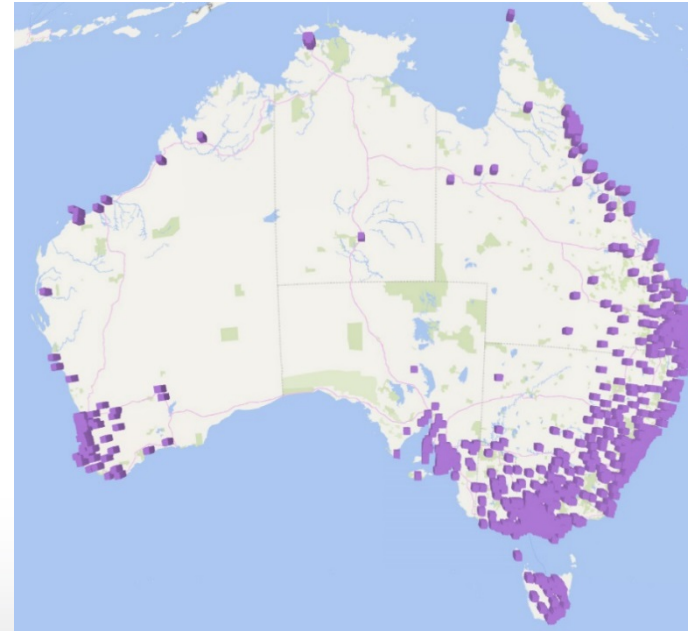
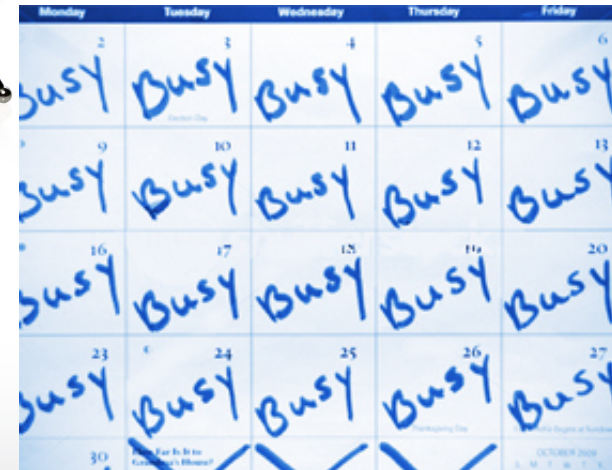


Fig. 2: Locations of GPs visited in FY2016-17

SO WHY OFFER VIRTUAL VISITS?

- ▶ Limited time offer!
- ▶ Many interested GPs miss out
 - especially in rural and remote areas
- ▶ Videoconferencing technology enables GPs
 - improved access to visits – flexible timing
 - increased frequency of visits



VIRTUAL VISITING SERVICE PILOT

OBJECTIVE:

- ▶ To pilot, evaluate, and establish a supplementary ‘virtual visiting’ service.

METHODS:

- ▶ Virtual visits piloted with rural and remote GPs – July 2016 to June 2017.
- ▶ CSS conducted first virtual visits with familiar and suitable GPs
- ▶ Qualitative evaluation – GPs and CSS (online and telephone surveys)



...VIRTUALLY ANYWHERE

We know it's not always easy to fit educational visits into your busy schedule. But there's no need to miss out.

Now NPS MedicineWise gives you the option to participate in our independent, evidence-based educational visits virtually – at a time and place that's convenient for you.

RESULTS – PILOT 1

- ▶ June to December 2016
- ▶ 6 Virtual Visits delivered by 4 CSS to 19 GPs
- ▶ Technology issues impaired visit quality

- ▶ Second trial proposed
- ▶ Alternative videoconferencing technology



RESULTS – PILOT 2

- ▶ January to June 2017
- ▶ 68 Virtual Visits delivered by 16 CSS to 104 GPs
- ▶ When the technology worked flawlessly, both GPs and CSS were satisfied with the visit.
- ▶ Occasional technology issues occurred – predominantly delays establishing call connection or sound/video issues due to limited internet bandwidth.

GP FEEDBACK

- ▶ 10% GP response rate
- ▶ 100% GP satisfaction (92% very satisfied, 8% satisfied)
- ▶ 100% of GPs indicated:
 - *They were likely to participate in a virtual visit again*
 - *They were likely to recommend a virtual visit to a colleague*



VIRTUAL VISITS IMPROVE ACCESS

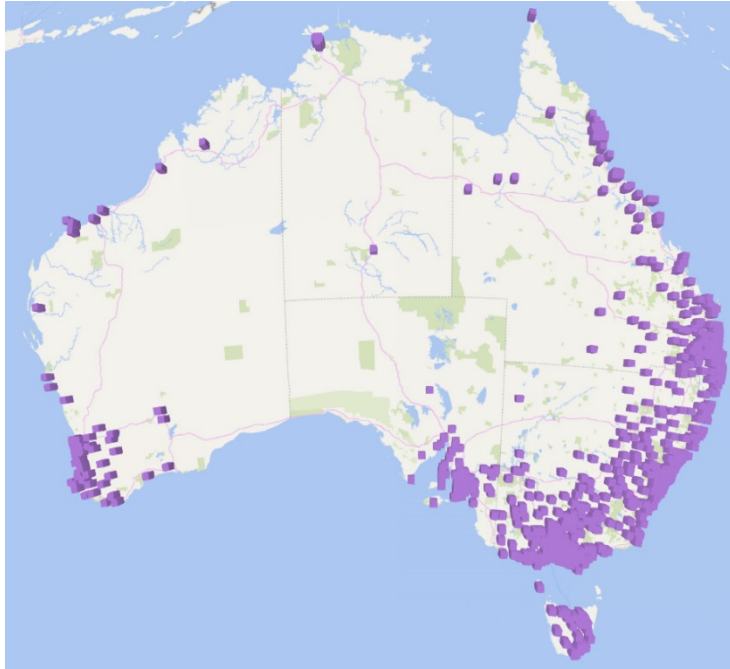


Fig. 1: GP location – face-to-face visits
July 2016 – June 2017

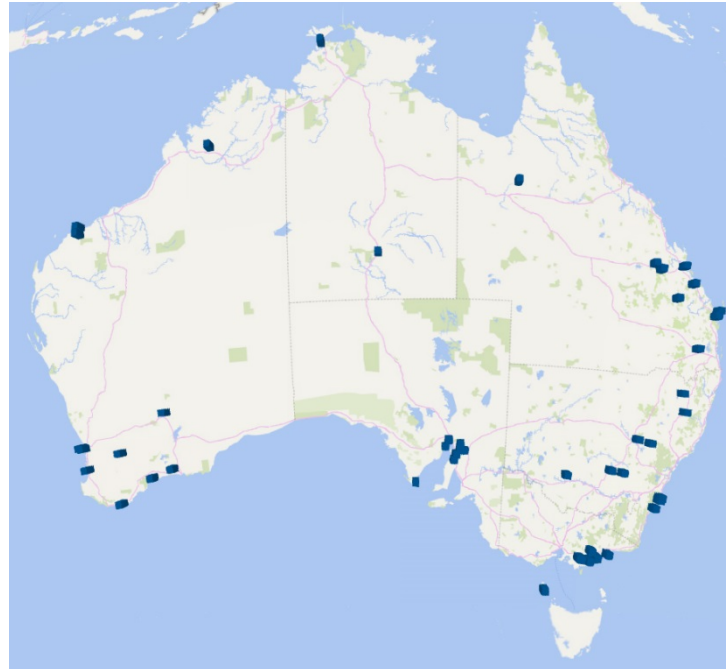


Fig. 2: GP location – virtual visits
January – June 2017

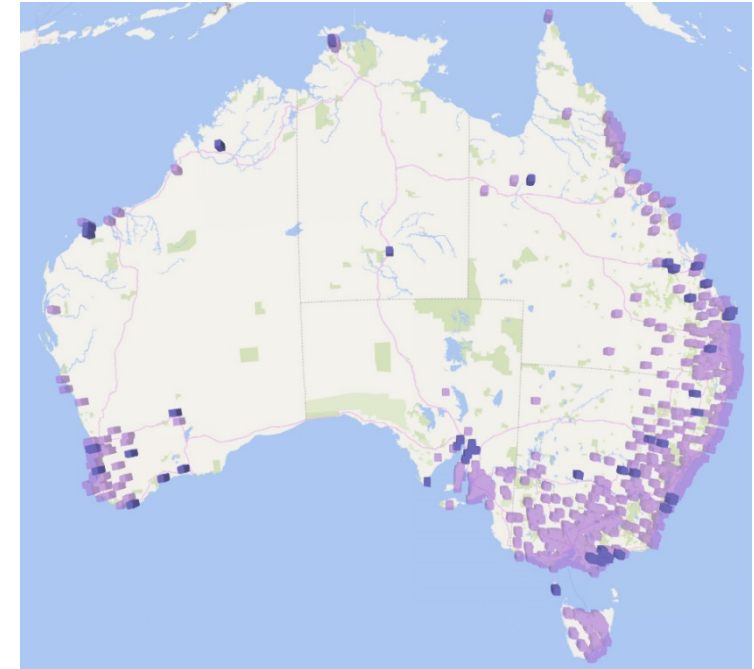


Fig. 3: GP location – face-to-face & virtual visits
July 2016 – June 2017

GP FEEDBACK

- ▶ *“I didn’t want to miss out on this topic when I missed your visit.”*
- ▶ *“Can we meet at 8pm once I’ve got my son to sleep?”*
- ▶ *“We’ll have more time!”* (without patients in the waiting room)
- ▶ GPs reported the service was *“very useful to rural practitioners and should continue”*.

CONCLUSION:

- ▶ Videoconferencing technology can be harnessed to successfully deliver virtual educational visits with sufficient internet speed and suitable software.

WHAT'S NEXT?

- ▶ Broader implementation in 2017-18
- ▶ Ongoing Process and Qualitative evaluation
 - July to September 2017: 29 Virtual Visits (54 GPs)
- ▶ **Impact evaluation!!!**

WOULD YOU LIKE A VIRTUAL VISIT?

WHAT TECHNOLOGY DO YOU NEED?

- ▶ Need a computer with Skype® or Skype for Business®
- ▶ Alternative videoconferencing technology? – Call to check!
- ▶ Sufficient internet speed

ONE-TO-ONE VIRTUAL VISITS ARE PREFERRED

- ▶ Personal flexibility
- ▶ Sound & video quality
- ▶ Better GP feedback (more GPs “entirely satisfied”)



HOW TO BOOK A VIRTUAL VISIT

TOPICS AVAILABLE:

- ▶ ***Osteoarthritis*** (from November 2017)
- ▶ ***Neuropathic Pain*** (from March 2018)
- ▶ ***Deprescribing*** (from July 2018)

BOOK A VISIT:

- ▶ Via NPS website www.nps.org.au/bookavisit
- ▶ Call: 02 8217 8700 or your local CSS
- ▶ Email: bookavisit@nps.org.au or your local CSS

