Reduce MILES spread SMILES

Initiative Type

Model of Care

Service Improvement

Status

Sustained

Added

29 January 2018

Last updated

13 February 2021

URL

https://clinicalexcellence.qld.gov.au/improvement-exchange/reduce-miles

Summary

The project provides renal services to the fast geographic region, in addition to the neighbouring South West HHS where there are no renal services. Clinical data shows that the predominantly elderly cohort with multiple comorbidities, were traveling long distances to access specialist care,

often depending on family, friends or carers to bring them to Toowoomba with great difficulty and disadvantage. The project won the Regional, Rural and Remote Award for Outstanding Achievement at the 2017 Queensland Health Awards for Excellence.

Key dates

Jan 2017

Dec 2017

Implementation sites

Downs Hospital and Health Service

Partnerships

Telehealth Service, Queensland health

Key Contacts

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Aim

Reduce MILES, spread SMILES provides specialist renal care in the Darling Downs Hospital and Health Service (DDHHS) via telehealth.

Benefits

Saves renal patients hundreds of hours in travel time.

Background

Telehealth enabled services started in September 2011 with a 3 monthly clinic at Kingaroy Hospital to provide specialist care locally. These clinics expanded to more than 10 locations throughout the region., with 25 per cent of all chronic kidney disease patients now seen via telehealth. Telehealth clinics from Cherbourg have played a vital role in providing quality care to the local aboriginal population who have very high rates of kidney disease and are at a higher risk of multiple co-morbid conditions and complications.

Solutions Implemented

All patients are seen at the Toowoomba Hospital for their initial appointment. They are then offered a choice for future appointments to occur via telehealth at their local Queensland Health facility.

Evaluation and Results

The clinics resulted in improved accessibility and affordability of care in regional, rural and remote Queensland.

Lessons Learnt

Specialist medical care can be successfully delivered via telemedicine.

Further Reading

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