Reduce MILES spread SMILES

**Initiative Type**  
Model of Care Service Improvement  

**Status**  
Sustained

**Added**  
29 January 2018  

**Last updated**  
20 September 2019

**URL**  

**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

How a telehealth technology program won a state-wide award

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