

Australian Healthcare Week 2019

ONEVIEW & THE CHILDREN'S HOSPITAL AT WESTMEAD

LEVERAGING APPLICATIONS & SMART TECHNOLOGIES TO OPTIMISE, STREAMLINE AND REVOLUTIONISE CARE DELIVERY





The Children's Hospital at Westmead, founded in 1880, is committed to providing the best possible care for children. The Hospital was designed to be a total healing environment, where the architecture, gardens, artwork and entertainment complements medical care. By encouraging medical innovation, and harnessing cutting edge technology, the Children's Hospital has been doing just that for almost 140 years.

The [Sydney Children's Hospital Network \(SCHN\)](#) is the largest network of hospitals and services for children in Australia. Made up of The Children's Hospital at Westmead and Sydney Children's Hospital, Randwick, as well as a number of specialised health services, SCHN manages 51,000 inpatient admissions, 92,000 Emergency Department presentations and more than 1,000,000 outpatient service visits every year.

As part of their aim to provide the best possible care for Sydney's children, and indeed those from the far reaches of Australia, and even the globe, the SCHN and Children's Hospital at Westmead have most recently partnered with the Australian-listed Irish based healthcare company [Oneview Healthcare PLC](#) (Oneview) to deliver the company's outpatient mobile application, Oneview Connect, which links patients to their care before, during and after their stay, and allows carers to more effectively track medication, manage appointment times and securely message their care team.

Ahead of [Australian Healthcare Week 2019](#) we take a look at the work platinum event sponsor Oneview has done in partnership with The Sydney Children's Hospital Network, and delve into the benefits these innovative technologies are delivering to patients and their carers.

Cheryl McCullagh, Director of Clinical Integration for The Sydney Children's Hospitals Network welcomed the roll-out of the application which forms part of the SCHN's strategy to create a single shared memory of a patient's healthcare events that will assist with improved transitions of care, shared care and self-management.

"We are delighted to introduce the Oneview Connect application to the Hospital and hope it will help us find new ways to enhance the experience of health care for patients and their families," said McCullagh. She adds; "the app will open up new ways for patients and parents to securely communicate, schedule appointments and share their health and treatment plans with other carers."

Through a co-design process, Oneview and the Children's Hospital at Westmead (Westmead), worked together to develop a fit-for-purpose mobile application that simply and seamlessly allows patients and their carers to engage with their healthcare journey.

Working first internally Oneview and Westmead rolled out phase one of Oneview Connect which enables patients to talk to their nurses and clinicians during their stay. As McCullagh notes; "we've had that [first phase] live for about two years now, and we've had great results in terms of patient experience, which has improved by about 20% since we introduced Oneview to the bedside."

Phase two of the project, rolled out in the second quarter of 2018 facilitates seamless information flow from inside the hospital to the outside so that patients can learn about conditions and treatments with engaging e-learning videos, keep track of medications with reminders and tracking and have their questions quickly answered through real-time messaging with their care team.



“The app is simple, it works like every other app. You don’t really have to train people how to use it, they open it up and once they’re in it, they’re off. It is very, very simple,” says McCullagh. She adds; “the app facilitates improved clinician-patient communication. We have pushed education through the application, and we also support to connect with Skype and social media. There is a place in for patients to start recording their own information so they’re collecting the narrative of their healthcare journey.

But also, this is creating that efficiency for healthcare, reducing duplication, empowering patients to make better provider decisions. Hopefully, making decisions that are really intelligent because they will have improved their health understanding and their own health literacy. There will be transparent communication between our providers and hopefully better lifelong skills outcomes, and a record for life which is really what we want to set the next generation up for.”

In the first three months Westmead saw a 60% uptake in the pilot group and around 300 patient registrations. Anecdotally patients and their parents are thrilled with the application, with many wishing it had been around sooner.

The SCHN and Westmead Hospital also harness Oneview’s innovative patient engagement solution, My Health Memory, an integrated bedside system that unlocks a new world of entertainment and communication options for patients and carers. The system also forms a foundation for future sharing of health information to support each child’s health journey.

The new bed-end TVs and bedside tablets give patients and families access to world class entertainment including free-of-charge Foxtel, web

browsing, social media, Skype, inbuilt games, movies on-demand and free- to-air TV.

Clinical features will be introduced in a phased approach, including education and patient goal assignment and screen-casting of radiology images to the bedside. These features will revolutionise care and will culminate in patients eventually being able to manage many aspects of their care.

AUSTRALIAN HEALTHCARE WEEK 2019

As platinum sponsors of [Australian Healthcare Week 2019](#) Oneview will be exhibiting their innovative inpatient and outpatient solutions, including Oneview Connect and My Health Memory at [Australian Healthcare Week 2019](#), held on the 27th-28th of March at the International Convention Centre, Sydney.

Australian Healthcare Week is the largest healthcare event in the Southern Hemisphere, featuring over 180+ expert speakers, and showcasing healthcare innovations from 250+ solution providers.

Want to provide solutions to meet healthcare challenges, meet decision makers one-on-one and showcase your innovations? Get involved in Australia’s largest, and fastest growing healthcare event, [Australian Healthcare Week 2019](#)

Download the Prospectus: [Here](#)

Email Us: Sponsorbranding@iqpc.com.au

Call: 02 9229 1050