

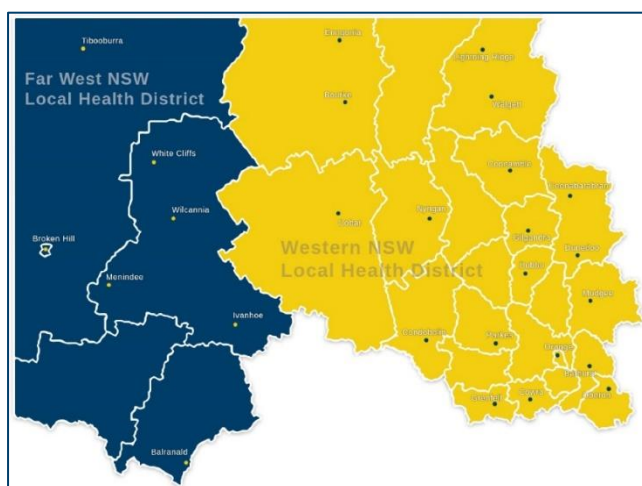
Telehealth Support Grant Guidelines

Enhancing virtual consultation capabilities in Residential Aged Care Facilities

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Western NSW Primary Health Network (WNSW PHN) is one of 31 Primary Health Networks established to support frontline health services and increase the efficiency and effectiveness of primary health care. Our focus is patients who are at risk of poor health outcomes and working to improve the coordination of their care, so they receive the right care in the right place at the right time. We work closely with key stakeholders including general practice, other health care providers, Local Health Districts, hospitals, and the broader community to align services with the health needs of the region. WNSW PHN is a not-for-profit organisation primarily funded by the Australian Government. Our region covers both Far West and Western NSW Local Health Districts.



Our Vision

Supporting, strengthening, and shaping a world class person-centred primary health care system in Western NSW.

- Aboriginal Health
- Chronic and Complex Care
- Older Person Care
- Maternal and Child Health
- Mental Health and Substance Abuse
- Risk Factors/Prevention
- Workforce
- Access to Services
- Coordination, Integration, Collaboration

The WNSW PHN's Strategic Plan is the foundation for our vision, purpose, values, and goals.

Purpose and Objectives of the Telehealth Support Grant

Western NSW Primary Health Network is distributing one- time Telehealth Support Grants to assist RACFs in Western and Far West NSW region to enhance their virtual consultation capabilities. In line with recommendations following the Royal Commission into Aged Care Quality, residents in aged care facilities should have equal access to support and care irrespective of their location or personal circumstances or preferences which includes access to specialist telehealth services. Digital health enablers such as My Health Record, National Residential Medication Charts, Shared Care Planning Tools, and Secure Messaging may also assist clinicians in providing telehealth services for residents in RACFs.

WNSW PHN currently supports 49 Residential Aged Care Facilities across Far West and Western NSW Region which include facilities that are community owned, not for profit, individually owned or part of an organization. An additional 15 Residential Aged Care Facilities are co-located with a Multi-Purpose Service operated by the Western NSW Local Health District.

Target Market

RACFs in Western & Far West NSW and which include facilities that have a current Australian Business Number and are registered for GST. The grant extends to RACFs which are owned and/ or managed by.

- Local Community
- Local Council
- Not for profit / Registered charity
- Organisation
- Individual business entity
- Co- located within a Multi- Purpose Service and operated by Western NSW Local Health District

RACF Eligibility

1. Before submitting a tender application, the RACF accepts responsibility for ensuring the appropriate internal approvals and governance in place to acquire technologies.
2. RACF has completed a Digital Health Outlook Survey prior to submitting this application (excluding MPS RACFs).
3. RACF application must include an indication for the type of telehealth equipment, solutions, packages that will be purchased using this grant.
4. RACF application is subject to review and approval by the WNSW PHN evaluation panel prior to release of funds.
5. RACF is responsible for procurement of all telehealth/ digital health items (meeting the criteria for enhancing virtual consultation capabilities) directly with the chosen vendor/distributor and within the designated timeframe of July 1st- December 31st, 2023.
6. RACF Agrees to provide proof of purchase receipts to the WNSW PHN before December 31st, 2023. (RACF may be requested to provide other forms of proof of purchase by the Western NSW PHN).
7. Agrees to refund any unspent funds to the Western NSW PHN before December 31st, 2023.
8. RACF is responsible for any costs incurred in excess of the approved funding provided. This includes for example, any ongoing annual licensing fees, annual subscriptions, support of maintenance costs etc.
9. RACFs with more than one RAC ID as of 1st July 2023 and who have completed the digital health outlook survey are eligible to apply.

Funding and timelines

A one-time Telehealth Support Grant of approximately \$10k ex GST per RACF will be made available from 15th May 2023 with funds issued from 1st July 2023. RACFs are responsible for procuring items for their facility with the vendor /distributor. Items procured must meet the criteria of enhancing virtual consultations. Funds are required to be spent before 31st December 2023.

An indicative timeline is outlined below. WNSW PHN reserves the right to change the proposed timeline. All changes will be notified via Tenderlink: <https://portal.tenderlink.com/wnswwphn/login>

Activity	Date
Register in Tenderlink	04/05/2023- 14/05/2023
Expression of interest released- applications open	15/05/2023
Last day for WNSW PHN to respond to questions from respondent	29/05/2023
Closing date for applications	09/06/2023
Evaluation of proposals	14/06/2023 to 16/06/2023
Contracts awarded	21/06/2023
Contracts commence	01/07/2023

Conditions of Funding

RACFs will be required to enter into a Grant Agreement with WNSW PHN. The term of the agreement will be from the date of execution until the {agreement end date}. It is a requirement to provide a signed financial acquittal detailing how funds have been used in accordance with the grant requirements and a signed end of activity report detailing on how the telehealth equipment enabled their residents to have virtual consultation with the primary health care professionals.

How to apply

Step 1. Ensure RACF has completed the Digital Health Outlook Maturity Survey before 14 May 2023.

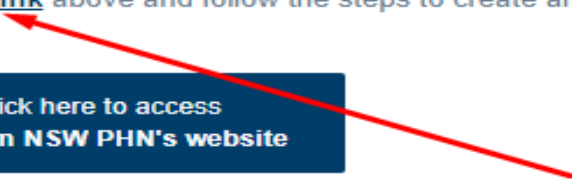
Step 2. Register in Western NSW PHN Tenderlink from 4th May and before 14th May . How to register- go to tenderlink.com/wnswwphn and then click on the registration link as shown below with the red arrow to register for TenderLink.

Why register?

Once confirmed as a registered provider, you will receive email notification of any new opportunities we publish. You will also be able to access this portal to:

- view any associated documentation;
- participate in Q&A forums; and
- submit electronic bid responses through our secure, eTender box facility.

To register, click on the [registration link](#) above and follow the steps to create an account.



Click here to access
Western NSW PHN's website

All communications will be via tenderlink. If you have not registered for tenderlink you will not be able to apply.

Step 3. Complete the online application form on TenderLink from 15th May 2023. Applications can only be submitted through TenderLink.

Important: Applications open 15th May and close 9th June 2023 at 5pm. Funds will be made available from 1st July 2023 for eligible approved applicants and must be spent before 31st December 2023.

For more information contact Lisa Boes - Digital Health Support Officer.

Phone: 0474 263 516

Email: digitalhealth.team@wnswphn.org.au

What this grant can be used for

Enhancing your facilities virtual consultation capabilities e.g.

- Improving Internet Connectivity / Wi-Fi for clinical consultations
- Telehealth setup for a designated clinical consultation room
- Mobile telehealth setup-able to be moved to residents as needed
- Advanced mobile telehealth setup + clinical diagnostic devices
- Remote clinical monitoring / telehealth diagnostic add-on devices
- Digital health software e.g., secure messaging service software
- Other items meeting criteria for enhancing virtual consultation capabilities

Criteria for Enhanced Virtual Consultation Capabilities

Telehealth grants (ex GST) may be spent on purchasing items meeting these criteria.

- Telehealth consultation equipment and hardware such as computers, tablets, monitor screens, cameras, speakers, headsets, or other audio-visual equipment, small -portable video-conferencing unit, telehealth cart/trolleys.
- Telehealth software
- Combination of telehealth equipment and clinical software
- Telehealth diagnostic add-on devices, remote monitoring devices
- Infrastructure necessary for equipment outlined above to operate effectively. This may include networking Infrastructure e.g., additional or upgraded wireless access point; cellular repeaters; fibre internet connections; modifications to rooms or spaces dedicated to virtual care.
- Digital health software e.g., secure messaging service software
- Improving internet connectivity e.g., Wi-Fi, Internet used for clinical consultations e.g., Wi-Fi booster, Starlink Satellite Service

What this grant cannot be used for

- Staffing or administrative costs
- Services which are remunerable through Medicare such as GP services
- Infrastructure or equipment intended to solely support services for family members or carers, who are not residents.
- Infrastructure or equipment intended solely to support services social or recreational services.
- Subscriptions without a description of how this will be sustained over time.

Telehealth Options and Procurement

RACFs are responsible for selection and procurement of telehealth packages/solutions that are fit for purpose between July 1st and December 31st, 2023 . However, RACFs are free to spend the grant funds with any vendor in market that best fits their requirements, provided they meet the criteria for enhancing virtual care capabilities. RACFs wishing to procure items / additional options in excess of approved funding are welcome to do so and required to use their own funds to supplement their purchase.

To assist RACFs with ordering, Western NSW PHN has provided examples of telehealth package solutions and options which can be procured through Australian vendors and distributors such as Visionflex and Propellhealth. (Prices in these guidelines are indicative only and ex. GST).

Examples of Telehealth packages & optional accessories- Visionflex

Telehealth Consultation Equipment & Solutions Packages (indicative pricing ex. GST)

Example A: Telehealth Laptop Solution – Visionflex

The Laptop Solution is designed to provide mobility for carers who visit patients at their homes. It features an easy-to-view monitor that allows both the patient and carer to communicate with the doctor. The Bluetooth Jabra Speaker/Microphone ensures clear audio for the patient, with a microphone that is sensitive enough to pick up even the quietest voices. Additionally, the solution is scalable, allowing accessories to be added over time as needed. A backpack is included to keep the laptop and accessories safe and secure during transport.



☐ **A: Laptop Computer Kit** **\$5,465**

Laptop Computer Kit includes:

Laptop Computer, Win11-Pro	Qty: 1
Vision Clinical Video Conferencing Software – 12-month subscription	Qty: 1
Jabra Bluetooth® microphone/speaker	Qty: 1
Backpack with wheels and telescopic handle	Qty: 1
Wireless keyboard & mouse	Qty: 1
Packaging & Freight to RACF	Qty: 1

Example B: Telehealth Mobile Solution – Visionflex

The ruggedized ProEX-Mobile Solution is designed to provide mobility for carers who visit patients at their homes. It features an easy-to-view monitor that allows both the patient and carer to communicate with the doctor. The Bluetooth Jabra Speaker/Microphone ensures clear audio for the patient, with a microphone that is sensitive enough to pick up even the quietest voices. Additionally, the ProEX-Mobile kit is scalable, allowing accessories to be added over time as needed. A backpack is included to keep the ProEX-Mobile and accessories safe and secure during transport.



☐ **B: Mobile Telehealth Kit** **\$9,465**

Mobile Telehealth Kit includes:

ProEX Mobile ruggedized tablet with SIM card & dual batteries	Qty: 1
Backpack with wheels and telescopic handle	Qty: 1
Vision Clinical Video Conferencing Software – 12-month subscription	Qty: 1
Jabra Bluetooth® microphone/speaker	Qty: 1
Wireless keyboard & mouse	Qty: 1
Packaging & Freight to RACF	Qty: 1

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Example C: Telehealth Cart – Visionflex



☐ **C: Telehealth Cart** with Battery Power

\$10,735

Telehealth Cart with Battery Power includes:

Telehealth Cart with Drawer	Qty: 1
Battery power module for cart	Qty: 1
All-In-One 24" Computer, Intel i5, 256GB with HD Webcam	Qty: 1
Jabra Bluetooth® microphone/speaker	Qty: 1
Wireless keyboard & mouse	Qty: 1
Packaging & Freight to RACF	Qty: 1

Example D: Advanced Telehealth Cart with positional camera and patient-facing monitor.- Visionflex



☐ **D: Telehealth Cart Pro** with PTZ and forward-facing monitor

\$13,580

Telehealth Cart with PTZ and forward-facing monitor includes:

Telehealth Cart with Drawer	Qty: 1
Battery power module for cart	Qty: 1
Patient Facing Monitor on swing arm, 24"	Qty: 1
PTZ patient facing camera on telescopic pole	Qty: 1
All-In-One 24" Computer, Intel i5, 256GB with HD Webcam	Qty: 1
Jabra Bluetooth® microphone/speaker	Qty: 1
Wireless keyboard & mouse	Qty: 1
Packaging & Freight to RACF	Qty: 1

Examples: Remote monitoring /clinical diagnostic devices - Visionflex



Fingertip Pulse Oximeter

Non-invasive, fast, accurate measurement for patients' oxygen saturation (SpO2) and pulse rate (PR). Bluetooth® connection.



Handheld Pulse Oximeter

At-a-glance analysis of SpO2 and PR in both a table and graph format. Easy to use and packed full of features which greatly enhance patient care. USB connection.



Blood Pressure Cuff with Integrated Pump

Quick and easy blood pressure monitor with A&Ds Continua Certified system, ensuring consistent, precise readings. Bluetooth® connection.



Multi-Functional HD Camera Kit

Versatile, wireless medical camera to quickly and efficiently capture and share HD clinical images. Available with multiple lens attachments. USB connection.



Digital Stethoscope

Designed specifically for telemedicine, stream crystal clear heart, lung and body sounds to make informed medical decisions from a distance. USB connection.



Infrared Thermometers

Fast and simple patient temperature readings in one second with in-ear or forehead models, all with Bluetooth® connection.



Portable ECG Heart Monitor

Easy to use, large display, battery operated, Bluetooth®. 4 measurement patterns. Single channel: palm, leg, chest and optional 3-lead for chest/torso.



Flexible Video Rhino Laryngoscope

For HD examination of upper respiratory tract structures, including the nasal tract, nasopharynx, oropharynx and larynx. USB connection.



Blood Glucose Meter

Quickly transfer accurate blood glucose readings via Bluetooth® to a ProEX telehealth device. Easy to read backlit display with fast glucose readings and auto power-off.



Weighing Scales

Weighing scales assist patients to develop good habits for management of diabetes, diet, exercise and weight. Industrial and Bluetooth® scales available.



Video Examination Glasses HD

HD, USB connected video glasses with 3 metre cable for hands free imaging.



Horus+ Video Otoscope HD

Capture HD images or record/stream video with the touch of a button. Observe external auditory ear canal and tympanic membrane. Local storage and USB connection.

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Examples: Remote monitoring and clinical diagnostic devices -Propellhealth


iHealth®
THE GLOBAL LEADER IN CONSUMER
CONNECTED HEALTH DEVICES

HOW DO YOU BETTER MONITOR?

HYPERTENSION
RESPIRATORY
TEMPERATURE
WEIGHT
DIABETES

TRACK Automatically record and list your readings
MEASURE Understand what your vital signs mean
SHARE Share your vital signs with your doctor

iHealth
Health MyVital FREE APP
Available on the App Store
GET IT ON Google Play
Bluetooth®



Propell is the Australian and New Zealand distributor and TGA sponsor of iHealth

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Examples: Remote monitoring and clinical diagnostic devices -Propellhealth



THE GLOBAL LEADER IN CONSUMER
CONNECTED HEALTH DEVICES

CONDITION	BLOOD PRESSURE	OXYGEN SATURATION	TEMPERATURE	WEIGHT	BLOOD GLUCOSE
					
	Blood Pressure Monitor	Pulse Oximeter	Thermometer	Scales	Blood Glucose Monitor
	TRACK, NEO, VIEW	AIR	PT3, PT3SBT	LITE, NEXUS	GLUCO +
AF - Arrhythmia	✓	✓		✓	
Alzheimer's Disease	✓	✓			✓
Asthma (Adult)		✓			
Back Pain				✓	
Cancer	✓	✓	✓	✓	
Chronic Heart Failure	✓	✓		✓	
Chronic Kidney Disease	✓	✓		✓	
COPD		✓	✓		
Dementia (early stage)	✓	✓			✓
Hypertension	✓	✓		✓	
Hypothyroidism				✓	
Ischemic Heart Disease	✓	✓		✓	
Obesity				✓	
Osteoporosis	✓	✓	✓	✓	
Rheumatoid Arthritis				✓	
Post-Stroke Management	✓	✓			
Type 1 & 2 Diabetes		✓		✓	✓

Evaluation of applications

Western NSW PHN reserves the right to make recommendations in line with the outcomes of the digital health outlook survey to assist RACFs with the selection of fit for purpose telehealth solutions. An evaluation of applications will be made before funds are approved.

Applications must meet all the Evaluation Criteria to be successful for Grant Funding.

	Criteria	Evaluation Criteria	Yes/No
1.	Maturity Assessment	Has the RACF completed the Maturity Assessment? (Not applicable to MPSs)	Y/N
2.	Eligibility	Have the RACF/MPS met the eligibility requirements?	Y/N
3.	Appropriateness	Is the RACF purchasing the appropriate equipment for their level of maturity as outlined in their maturity assessment? (Not applicable to MPSs)	Y/N
4.	Internal Approval	Has the RACF/MPS had approval from their IT department?	Y/N
5.	Criteria Satisfaction	Has the application been satisfactorily filled and have they met the required criteria?	Y/N

Terms and Conditions of the Expression of Interest

Upon receiving funding, the RACF agrees to.

- Engage the RACF internal or regular external outsourced Information Technology (IT) teams to support the setup, installation, and ongoing maintenance of equipment. Having a designated clinic consult room and/or mobile internet connectivity to handle the bandwidths required are necessary.
- For RACFs requesting grant money to acquire more advanced mobile telehealth cart + remote clinical diagnostics equipment must be prepared to address the following requirements: Have good Wi-Fi coverage throughout the facility, with minimum upload speed of 1 Mb/second.
- Recruit one or all of the general practice team to participate in virtual consultations i.e., prepared to undertake training, work remotely with telehealth diagnostics ECG, stethoscope, camera, wounds, oral and ear. Note that use of HD cameras, ECG and stethoscope equipment requires higher internet bandwidth requirements; ensure Wi-fi coverage in the facility can handle such equipment.
- Review their ability to take on any ongoing investment post 12-month period. For example, with Visionflex there is an \$820.00 yearly software fee (max 500mins/month) + Platinum support for telehealth cart including accessories, calculated at 15% per year ~\$2,200.00 yearly. Total ~\$3k per year.
- Appoint a change champion (e.g., facility manager, contact person as liaison to the PHN) to coordinate adoption of this technology and support staff as they adjust to a new way of working with external clinical professionals.
- Staff delivering virtual consultations must participate in telehealth training programs.
- Provide requested information to WNSW PHN by the due date. Information requests may include e.g., post- implementation surveys and evaluation, utilisation reports etc.
- Participate in ongoing community-of-practice during first 12 months in adopting and using equipment. (*Communities of practice are groups of people working in the same field. They bring those people together to share ideas, show their work, solve problems, and explore best practice.*)

The RACF confirms it.

- Is physically located in Western NSW or Far West NSW PHN Region.
- Is financially viable and able to manage the funding within the timeframe and within budget.
- Has a current Australian Business Number (ABN) and is registered for GST.