

# Example 3 of Fast Track projects: Telemedicine service to newborn



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# The intervention

- Patient Briefcase for audio and video communication
- Between the parents of newborn babies and the hospital staff
- During the first week at home (24 \* 7).
- For families with minor problems e.g. breastfeeding, naval inflammation...

## Objective:

- To do a pilot test
- Get experience about the parents and the staffs perception of the intervention
- Mature the intervention – before a randomised study of clinical effects





# MAST – Model for Assessment of Telemedicine

## STEP 1:

### Preceding assessment:

- Is the technology and the organization matured?

## STEP 2:

### Multidisciplinary assessment (domains):

1. Health problem and characteristics of the application
2. Safety
3. Clinical effectiveness
4. Patient perspectives
5. Economic aspects
6. Organisational aspects
7. Socio-cultural, ethical and legal aspects

## STEP 3:

### Transferability assessment

# Data collection – based on MAST

D1: Patients, technology	Describe
D2. Safety	Technical reliability assessed by staff
D3. Clinical	No assessment
D4. Patient perception	Telephone interview 13 questions About their use, perception, technical issues...
D5. Economics	Business case: Hospital expenditures and reimbursement
D6. Organisation.	Focus group interview with 3 nurses Questions on perception, value for patients, technical issues, time used...
D7. Socio, legal	No new assessment. Legal aspects was taken care of.



# Results

September – December 2012



D1: Patients, technology	21 of 40 families would like to participate. 1,5 calls per family in 6 days
D2. Safety	No study
D3. Clinical	No study
D4. Patient perception	Increased confidence. No technical problems. No effects on need for outpatient visits. Maybe an offer to other families.
D5. Economics	Costs per family: € 800 – 900 . No reimbursement.
D6. Organisation	Calls about breastfeeding, jaundice, naval problems, bathing of the baby, .... Some technical problems with the device in the beginning. Increased use of time. Families do not need the service.
D7. Socio, legal	No new problems.

# Conclusion from the study



1. Find another patient group with more need for communication

2. Find another technology



3. Carry out a new pilot test...



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## Home heart failure monitoring fails to lower hospital readmissions or death

BY AMERICAN HEART ASSOCIATION NEWS

### Three lessons from UCLA's failed telemedicine study:

1. The type of technology could affect outcomes
2. Technology isn't for everyone
3. In such studies, there are many moving parts:
  - IT devices
  - IT infrastructure
  - Staff
  - Implementation
  - Recruitment of patients
  - ...









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*”Vi har jo altid en forventning om, at forsøgene går godt, men når det kommer til at få testet i real life, om det virker eller ej, eller om det måske endda er kontraproduktivt i forhold til dødelighed eller andre parametre, skal vi være gode til lukke det spor ned i en fart. ”*



MAY 16, 2017 @ 09:23 AM

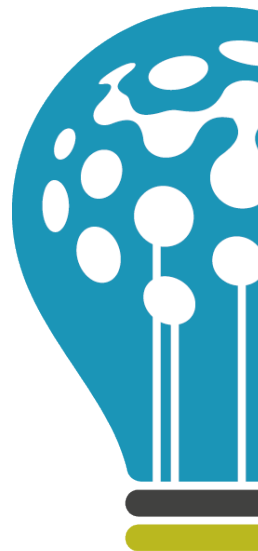
# Secret To Digital Transformation Success: Fail Fast To Innovate Faster



**Daniel Newman**, CONTRIBUTOR

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Questions?

