



Gippsland Residential Aged Care Facilities: Telehealth Infrastructure Grants Program Expressions of Interest (EOI) Guidance Document

Gippsland Primary Health Network has received Australian Government funding to improve telehealth infrastructure in Residential Aged Care Facilities (RACFs) so that residents have increased access to primary care services where they choose to have a virtual consultation and it's safe and reasonable to do so.

Timely access to primary health care professionals, whether through face-to-face consultation or telehealth, is recognised as an issue for many RACFs that in some cases can lead to potentially preventable hospitalisations.

The purpose of this grant program is to support Gippsland RACFs to improve access to telehealth to support virtual consultations for their residents. Funding under this grants program is available to private and public facilities and can be used for any of the activities outlined below:

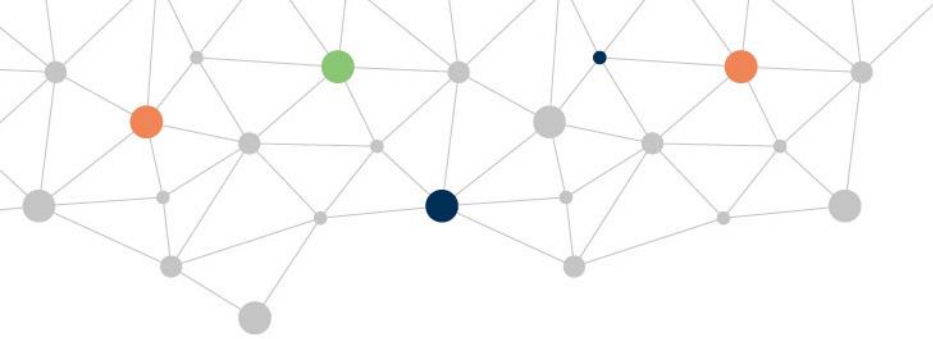
- Improve (or offset the improvement of) internet connectivity across the RACF
- Purchase (or offset the purchase of) telehealth equipment
- Make minor improvements (or offset the improvement of) the telehealth environment to enable telehealth consultation in a manner conformant with the [ACCRM Framework and Guidelines for Telehealth Services](#) (for example, soundproofing a room to use for telehealth consultations).

A limited funding pool is available for this grants program and fixed funding of \$8,750 is available to each eligible RACF in Gippsland. Gippsland PHN encourages RACFs to consider how the funding can be used to strengthen their telehealth capability into the future.

The table on the following page provides some examples of the types of solutions your RACF might consider when planning what telehealth infrastructure might be required to better facilitate virtual care. Your facility can identify solutions that are not listed below provided that fit within the activity areas (connectivity, telehealth equipment and minor improvements) and meet funding objectives to improve and enhance resident access to virtual care.



Available Solutions
Connectivity
<ul style="list-style-type: none"><input type="checkbox"/> Wi-Fi Boosters or Extenders: expand the range of the network. These can be used to expand internet access to rooms in RACF where currently there is no connection.<input type="checkbox"/> Wi-Fi Mesh Systems: is a network of ports that expand the range of the network. These ports work independent of each other, if one goes down the others can still provide Wi-Fi. These can be plugged in to computers, laptops and tablet devices. Like boosters or extenders these can be used to expand internet connection.<input type="checkbox"/> Powerline Adaptors: plug into existing power points. The first adaptor connects to the router using an Ethernet cable. The second adaptor plugs into an outlet closes to the device. The internet connection is sent through the RACFs wiring. Powerline Adaptors can be used where a single room is being set up to support telehealth consults for patients.<input type="checkbox"/> Satellite Internet: satellite internet access is provided through communication satellites and can be used where other internet options are unavailable. Like other internet providers satellite internet will have ongoing costs.
Equipment (refer to attached document <i>Telehealth Panel of Suppliers</i> for more information)
<ul style="list-style-type: none"><input type="checkbox"/> Laptops or tablets: Laptops and tablets can assist with the delivery of telehealth in residents' rooms due to the portability. These can be used to support patients who are unable to access telehealth from a consult room due to mobility or in emergency situations.<input type="checkbox"/> Telehealth carts or trollies: sometimes called telemedicine carts are a portable system that includes a camera, displays or screen. These can be used in a single room or moved around the facility based on the needs of the residents.<input type="checkbox"/> Portable telehealth kits: these are small portable kits that can be carried. Telehealth kits usually include a camera, display or screen. These systems can be moved around the facility.<input type="checkbox"/> Telehealth cabinet or wall mount: these are fix telemedicine systems and can be used to provide telehealth consults from a single room.<input type="checkbox"/> iHealth or connected medical device: to support clinical diagnosis and assessment through virtual means: such as digital stethoscope, portable ultrasound device, pulse oximeter, and EKG and blood pressure monitors. These can be used with existing equipment, telehealth carts or kits.<input type="checkbox"/> Webcam and/ or speakers: these plug into desktop computers and can be used to enhance the sound and video quality of a telehealth consult. These are a good option for RACFs who have an existing room with a desktop that can be used for telehealth consults.
Minor Improvements:
<ul style="list-style-type: none"><input type="checkbox"/> Structural change: examples include, expanding a doorway to a telehealth consult room to make it more accessible to residents who are immobile. Sinking a telehealth cabinet into a wall.<input type="checkbox"/> Soundproofing: can be used to block out outside noise and give greater privacy and sound for residents during the telehealth consult.



The table below provides some practical examples which may further guide you when considering how your RACF might utilise funds:

<p>Situation: The RACF has low connectivity. There is a room the General Practitioner uses which has an existing laptop and the RACF would like to extend the use of this room to include telehealth.</p> <p>Option:</p> <ul style="list-style-type: none"><input type="checkbox"/> Connectivity: Powerline adaptor<input type="checkbox"/> Equipment: iHealth devices, webcam and speakers, tablet<input type="checkbox"/> Minor improvements: Door widening
<p>Situation: The RACF has several wings based on resident's needs and requires a telehealth option that is accessible across the facility. The facility already has Wi-Fi boosters or extenders.</p> <p>Option:</p> <ul style="list-style-type: none"><input type="checkbox"/> Equipment: Telehealth cart with large screen monitor, webcam laptop, speakers and integrated clinical devices
<p>Situation: The RACF experiences continued internet connection issues which directly impact the facility providing any telehealth option. The RACF has a laptop and tablets that can be used for telehealth.</p> <p>Option:</p> <ul style="list-style-type: none"><input type="checkbox"/> Connectivity: Satellite internet
<p>Situation: The RACF has some blackspots across the facility. The RACF is a large facility and telehealth equipment needs to be portable.</p> <p>Option:</p> <ul style="list-style-type: none"><input type="checkbox"/> Connectivity: Wi-Fi mesh<input type="checkbox"/> Equipment: Telehealth kit

Some additional resources to assist your RACF in preparing your EOI are listed below:

[ACCRM Telehealth Framework and Guidelines \(accrm.org.au\)](http://accrm.org.au)

[Allied-Health-Telehealth-Guide-FINAL.pdf \(ahpa.com.au\)](http://ahpa.com.au)

[Client-Related Telehealth-Checklist FINAL.pdf \(ahpa.com.au\)](http://ahpa.com.au)

[RACGP - Telehealth](#)

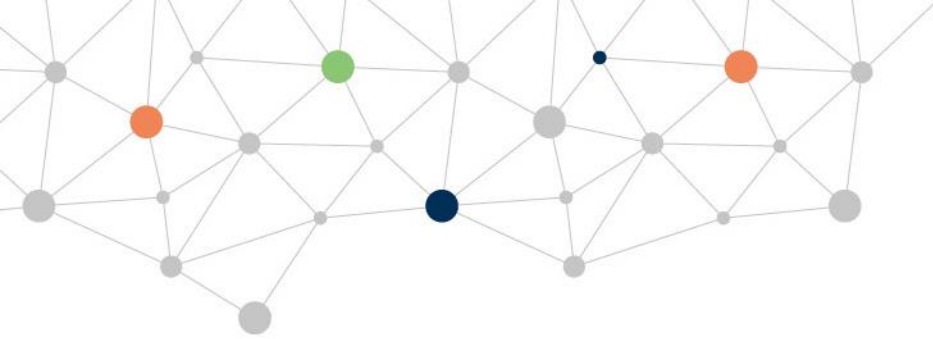
[RACGP - Guide to providing telephone and video consultations in general practice](#)

[RACGP - Telephone and video consultations in general practice: Flowcharts](#)

[RACGP - Telehealth consultations using an interpreter](#)

[RACGP - Telehealth and supervision: A guide for GPs in training and their supervisors](#)

[RACGP - Having a phone or video consultation with your regular GP: Information and support for patients](#)



Eligibility Requirements:

Applicants must:

- Be a registered Residential Aged Care Facility
- Have an Australian Business Number (ABN)
- The facility must be physically located within the Gippsland PHN catchment
- Demonstrate current insurance of the below as a minimum:
 - Public Liability: \$20,000,000
 - Workcover Insurance for the State of Victoria

Out of Scope Activities:

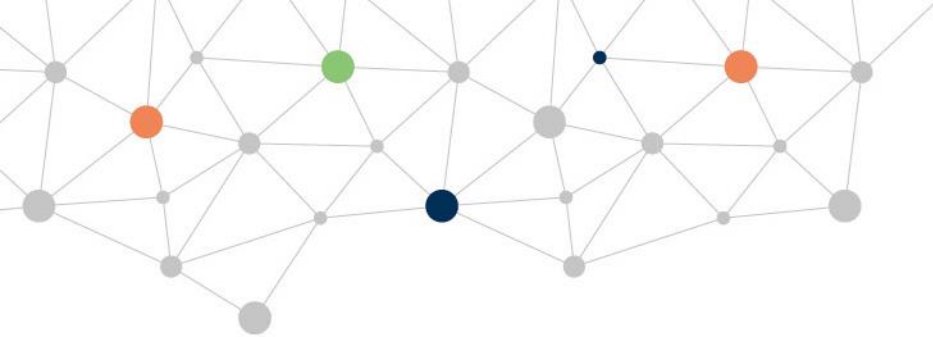
Activities that are considered out of scope include:

- Those that do not increase the RACFs telehealth infrastructure and capability
- Duplicate or replace existing services or programs provided by other organisations including state and territory government services
- Require significant expenditure on capital items (e.g. purchase of a car)
- Require interstate travel/costs not associated with the funded service, any overseas travel or related expenses
- Require legal costs or compensation associated with employment related disputes or actions
- Are retrospective activities or are activities in progress (already commenced)
- Are for a research project, strategic, business or organisational planning activity
- Are within an existing contracted arrangement by the organisation
- Provide sponsorship for attending conferences
- Provide clinical health services

Application Process

How to Apply

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| Step 1 | Read these Grant Guidelines, the ACCRM Telehealth Framework and Guidelines , and consider what your facility may need to improve access to telehealth virtual consultations for residents. |
| Step 2 | Consider how your facility might use the grant, outline costs, any foreseeable risks and anticipated outcomes for residents as a result of the grant |
| Step 3 | Complete the online application form using this link and submit |
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Evaluation Criteria

Each application will be assessed on the following criteria:

Evaluation Criteria	Weighting
Demonstration of how the proposed activity aligns with funding and will improve telehealth infrastructure and capability.	30%
Demonstration of how the RACF will mitigate and manage risks associated with the grant.	20%
Demonstration of how the RACF will facilitate meaningful use of the telehealth infrastructure and capability to support residents' access to care	30%
Demonstration of overall value for money	20%
TOTAL WEIGHTING	100 %

Applicants will be advised of the outcome and if successful, will be required to complete the following steps:

- Sign and return the Participation Agreement via DocuSign, and submit the first tax invoice as per the agreement;
- Implement activities as per the RACFs application; and
- Report back to Gippsland PHN based on the requirements set out in the Participation Agreement and submit the second tax invoice as per the agreement

Key Dates

Applications will close at **5:00 pm on Friday, 17 March 2022**

Grant funding must be expended by **Friday 30 June 2023** in accordance with the terms and conditions set out in the Participation Agreement.

Additional Information

Email [GPHN Aged Care](#) or call Melissa Collinson, Project Officer Health Innovation and Integration – Telehealth on 5175 5444.