### Telehealth occasions of service (specialist consultation)

**Key performance indicators 2017/18 – attribute sheets**

#### Identification and definitional attributes

<table>
<thead>
<tr>
<th>Short name:</th>
<th>Telehealth Occasions of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicator type:</td>
<td>SDA, Annual Report</td>
</tr>
</tbody>
</table>

**Description:**
This indicator measures number of health-related occasions of service provided via video technologies (Telehealth) to non-admitted patients within the reporting period, presented as a count.

**Definition:**
Telehealth refers to non-admitted health-related services provided via video technologies where there is a visual link between the patient and eligible specialist, consultant physician or psychiatrist. Occasions of service refers to the provision of services from an NT Health Service or an external healthcare provider or specialist, for a non-admitted NT Health Service Client.

**Rationale:**
Telehealth was established to improving access to care; reducing travel and inconvenience for individuals, carers and health service providers; and providing support and education. Telehealth is beneficial to the Northern Territory due to its geographically dispersed population, which poses challenges for the equitable and efficient delivery of quality health services.

#### Calculation attributes

**Calculation:**
Count numerator

**Inclusions and exclusions:**

[Attendance Financial Year (YYYY/YY)] previous and current reporting period AND [Clinic] in list any of the following: [appendix a] AND [ABF tier 2 cde] In list:
- 4061
- 2055

Exclusions:
- Scheduled telehealth occasions of service where the patient did not attend Voice calls where a service is not provided via video technology
- Telehealth related activity recorded within other operational clinical information systems (PCIS and CCIS)

**Numerator:**
The total number of Telehealth occasions of service (episode number) where the patient attended, during the reference period.

<table>
<thead>
<tr>
<th>Numerator variable/universe object</th>
<th>Variable</th>
<th>Universe Object</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishment</td>
<td>Hospital</td>
<td></td>
</tr>
<tr>
<td>Clinic</td>
<td>Clinic</td>
<td></td>
</tr>
<tr>
<td>Clinic Code(From Data)</td>
<td>Hospital</td>
<td></td>
</tr>
<tr>
<td>A count of episode no.</td>
<td>Episode No</td>
<td></td>
</tr>
</tbody>
</table>

**Denominator:**
n/a

**Target:**
- TEHS: 2000 (yearly)
- CAHS: 2540 (yearly)
### Telehealth occasions of service (specialist consultation)

<table>
<thead>
<tr>
<th>Target rationale:</th>
<th>Targets for TEHS and CAHS differ due to remoteness challenges in CAHS which therefore require a higher level of telehealth service</th>
</tr>
</thead>
</table>
| Target tolerances: | **Green (Performing):** on trajectory target  
**Amber (Performance concern):** ≤ 2% off trajectory target  
**Red (Not performing):** >2% off trajectory target |
| Scope: | NT Health Services |

#### Reporting and data attributes

<table>
<thead>
<tr>
<th>Standard report name:</th>
<th>BI Report: SDA Dashboard - Shared SDA Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard report location:</td>
<td>Public Folders / Shared Folders / Shared Performance and Reporting / SDA Automation / Completed Reports</td>
</tr>
<tr>
<td>Business intelligence universe:</td>
<td>SDA Reporting.unx</td>
</tr>
</tbody>
</table>

#### Reporting level:

- This indicator can be represented as a whole of health total, or disaggregated by:
  - Health Service
  - Hospital
  - Reference Period

#### Disaggregation data elements:

<table>
<thead>
<tr>
<th>Variable</th>
<th>Universe Object</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Service</td>
<td>Hospital Number</td>
</tr>
<tr>
<td>Hospital</td>
<td>Hospital</td>
</tr>
<tr>
<td>Reference Period</td>
<td>Attendance Year/month (YYYY/MM)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data source:</th>
<th>Hospital Outpatients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period available:</td>
<td>Data are available from 2013 onwards</td>
</tr>
<tr>
<td>Reporting frequency:</td>
<td>Monthly [✓] Quarterly [ ] Annually [ ]</td>
</tr>
</tbody>
</table>
| Timeliness: | Data are updated monthly by extracts from CareSys  
Data are available for reporting 3-4 working days after the end of the month |
| Unit of measure: | Attendances (count of Episode no.) |
| Known data issues and limitations: | Excludes the Telehealth related activity within other operational clinical information systems such as PCIS and CCIS |

#### Relational and compliance attributes

- Related national benchmark, target, relevant METeOR references or reporting:
  - n/a

#### Accountability attributes

<table>
<thead>
<tr>
<th>Data custodian:</th>
<th>Manager, Acute Care Information Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data steward:</td>
<td>Chief Data Officer</td>
</tr>
<tr>
<td>Data owner:</td>
<td>Senior Director, System Performance and Grants</td>
</tr>
</tbody>
</table>
Appendix A: Telehealth occasions of service (specialist consultation)

- CRT - Cardiac Rehab Teleh
- HAT-Haematology Teleh Dr End
- OCT-Occ Therapy Telehealth
- VHT - Viral Hepatitis Teleh
- RFT-RENAL OUT FD TELEHEALTH
- SLT-Sleep Study Telehealth
- MID-Med Infec Dis Telehealth
- MPT - Medicine Pain Telehealth
- T12-SO TI TREE TELEOTOLOGY
- TO1-S0 YUENDUMU TELEOTOLOGY
- RET-Respiratory Telehealth
- LIT-LIVER TELEHEALTH DR CL
- DET-Dietetics Telehealth
- GTH-GASTRO TELEHEALTH
- HEP-Hepatobiliary Telehealth
- TOC- TELEOTOLOGY ASH CL
- URT-Urology Telehealth
- ONT-Oncology Telehealth
- SET-SLEEP DISORDER TELEHEALT
- GAT-Gastro Telehealth
- OLT-Oncology Pat End Teleh
- RCT-Rapid Access Telehealth
- SKT-SO SURG TELEHELTH KALKRN
- STB-SO SURG TELEHELTH BORALU
- PST-Physiotherapy Telehealth
- RTT-Renal Telehealth SE
- EDT-Endocrine Teleh Pat End RN
- MA2-Addiction Medicine Teleh
- T09-SO ALI CURUNG TELEOTOLOGY
- T10-SO SANTA TERESA TELEOTOL
- T14-SO AMPILATWATJA TELEOTOL
- TO6-SO KINTORE TELEOTOLOGY
- EN5-Endoscopy Consults Teleh
- HET-Haemat Teleh Pat End Dr
- MIT-Med Infec Dis Telehealth
- MHT-Med Haematology Telehealth
- O1T-Oncol Pat End RN Teleh
- CCT-Cardiac Circul Teleh
- DRT-Darwin Respiratory Teleh
- PBC-Paeds Behavioral Teleheal
- RIT-Respiratory Telehealth
Appendix A: Telehealth occasions of service (specialist consultation) - continued

- RAO - Radiation Onc Telehealth
- DMT - Dermatology Telehealth
- EN6 - Endoscopy Consults Teleh
- GOB - Gynaec and Obs Telehealth
- TO8 - TOPIA TELEOTOLOGY
- EC1 - Endocrine Telehealth Cl
- GOT - Gynaec and Obs Telehealth
- OKT - Obs Rapid Assess Telehealt
- ETC - Endocrine Teleconference
- LTT - Lung Transplant Telehealth
- PVT - Med Palliative Care Tele
- SPT - Speech Path Telehealth
- QOT - PSYCHOLOGIST TELEHEALTH
- SDT - Sleep Disorder Telehealth
- NCT - NT Cardiac Telehealth
- QIT - PSYCHIATRIST TELEHEALTH
- APR - Anaes Pre-admit Telehealth
- GAR - Gastroenterology Telehealth
- HPT - Hepatobiliary Telehealth
- QTT - PSYCHIATRY TELEHEALTH Pt
- RTT - Renal Telehealth TCH
- EN4 - Endocrine Pat End Dr Teleh
- GMT - General Medical Telehealth
- KST - KH SURGICAL TELEHEALTH
- LIB - SO LIV TELEHLTH BORALOO
- OCC - Occ Therapy Teleh RN PE
- OHT - Orthotics Telehealth PE
- PB1 - Paeds Behav Sp End Teleh
- RHM - Rheumatology Telehealth
- EN8 - Endoscopy Telehth PE Cl
- MH1 - Medical Haemotology TELEH
- TO2 - SO KINGSCANYON TELEOTOLOGY
- TO4 - SO WILLOWRA TELEOTOLOGY
- TO5 - SO YUELAMU TELEOTOLOGY
- OTT - ORTHOPAEDIC TELEHEALTH
- TMG - Telehealth Memory Cl
- HHT - Haemat/Haemap RN Teleh
- PBT - Paeds Behavioural Telehlt
- SP3 - Speech Path Telehealth PE
- STL - SO SURG TELEHELTH LAJMNU
- AIT - Allergy/Immunology Teleh
- EMT - Endocrine Med Telehealth
Appendix A: Telehealth occasions of service (specialist consultation) - continued

- GST - Gen Surgery Telehealth
- RPT-Respiratory PE Tele
- RTE- Renal Telehealth RN
- RHT- Rheumatology Telehealth
- RST-Respiratory Telehealth
- SAT-SURG CL ALICE SP TELEHEALT
- EN7-Gastro Telehealth PE Cl
- MGT-MEDICAL GENERAL TELEHEALTH
- OAT - ORTHOPAEDIC TELEHEALTH
- T11-SO PAPUNYA TELEOTOLOGY
- TMC - Telehealth Memory Cl
- TO7-SO LAKE NASH TELEOTOLOGY
- RTT - Renal Telehealth TCH
- MTG - Gen Med Telehealth
- UUT - Urology Telehealth
- EAT-Ear Nose Throat Telehealth
- PT1-Physio Telehealth PE
- PT2-Prosthetics Telehealth PE
- IDT-Inf ectious Disease Teleh
- RCH-Resp Cystic Fibrosis Tele
- CDT-NT Cardiac Teleh Spec End
- DOCTOR TELEPHONE CONSULTATION
- ECC- Endocrine Telehealth Cl
- GAS-Gastroenterology Telehealth
- OTH-Oncology Telehealth
- T13-SO LARAMBA TELEOTOLOGY
- TO3-SO DOCKER RIVER TELEOTOLGY
- DNT - Dermatology Telehealth
- MA3-Addiction Medicine Teleh
- PMT - Pain Medicine Telehealth
- RTH-Radiation Onc Telehealth
- SUT-SURG CL TC TELEHEALTH
- ANV- Anaesthesics Telehealth
- DEM-Dermatology Telehealth
- IMT - Immunology Telehealth
- LIK - Liver Pat End RN Teleh
- NPT - Renal Pat End Dr Teleh
- PYT-Physio Spec End Teleh
- RLT-Renal Telehealth
- RTL- Respiratory Telehealth
- RUT-Rheumatology Telehealth
- AGT-Anaes Gove Telehealth