

Telehealth Service Review

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Purpose of the Review

Telehealth Service Review purpose:

- **Inform a broader telehealth service commissioning plan**
- **Inform procurement options for any changes to the National Telehealth Service**

Telehealth services are an important option for primary care and community health service delivery, and it is timely to review current services and to plan further development, especially given that the National Telehealth Service contract is due to end on 30 June 2025.

Key findings – overall evidence 1

- Telehealth/teletriage – valued services, but evidence of their impact on health systems is less clear
- Need to be responsive to different populations and contexts, e.g. different use of channels
- Indigenous telehealth delivery facilitating cultural safety and relational care is key to addressing health inequities requiring further provision for Māori delivered telehealth services

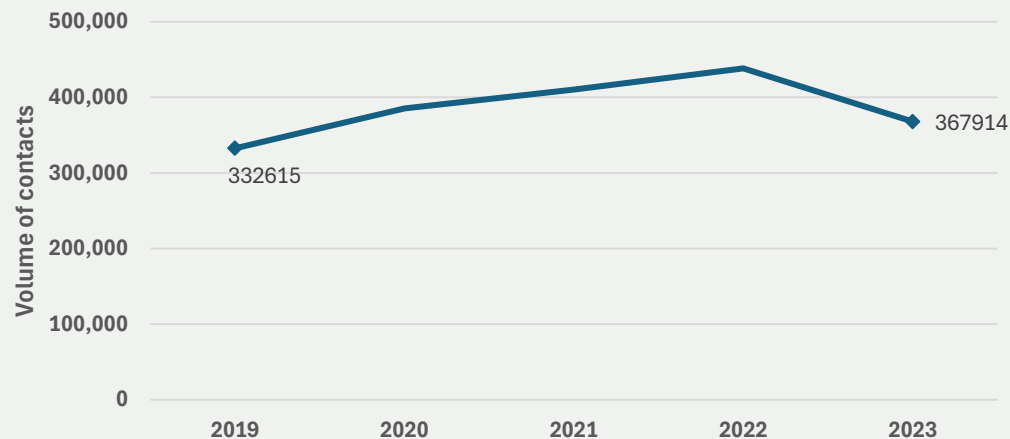
Key findings – overall evidence 2

- Workforce training and wellbeing are important for ongoing effectiveness and implementation within telehealth services
- The NTS has evolved in line with overseas trends, but has highlighted further opportunities, e.g. the ability to book appointments, ensuring seamless transfer and better use of health information, etc
- Currently there is limited research evidence to support benefits of symptom checkers for general health concerns

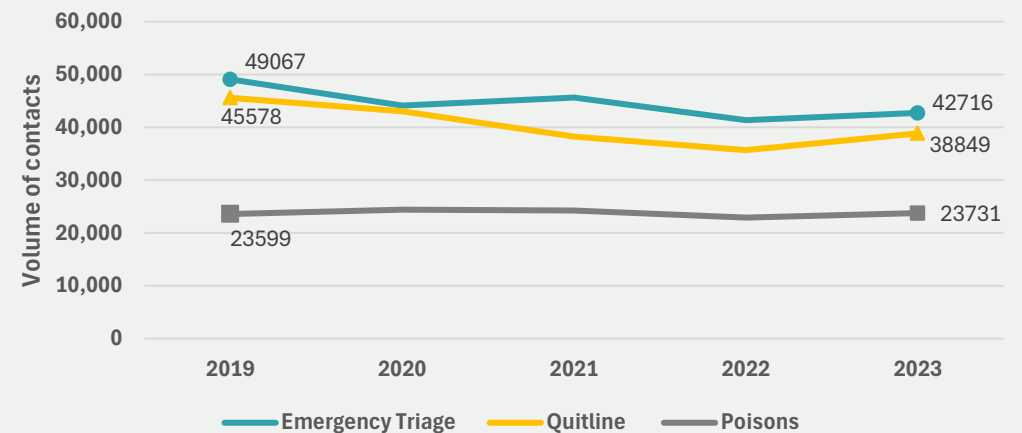
Key findings – NTS utilisation

- From 2019 to 2023 there were 5,013,997 contacts to Whakaronograu provided services (NTS & Crisis Lines). There was a 24% increase over the 5 years.

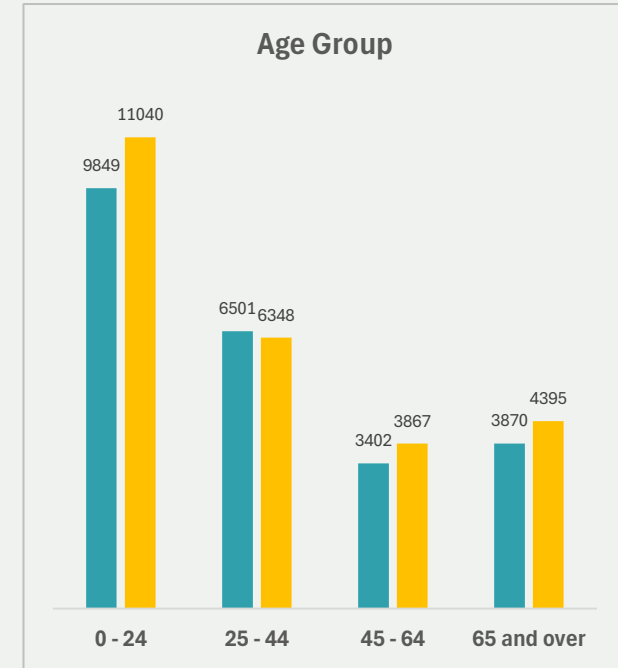
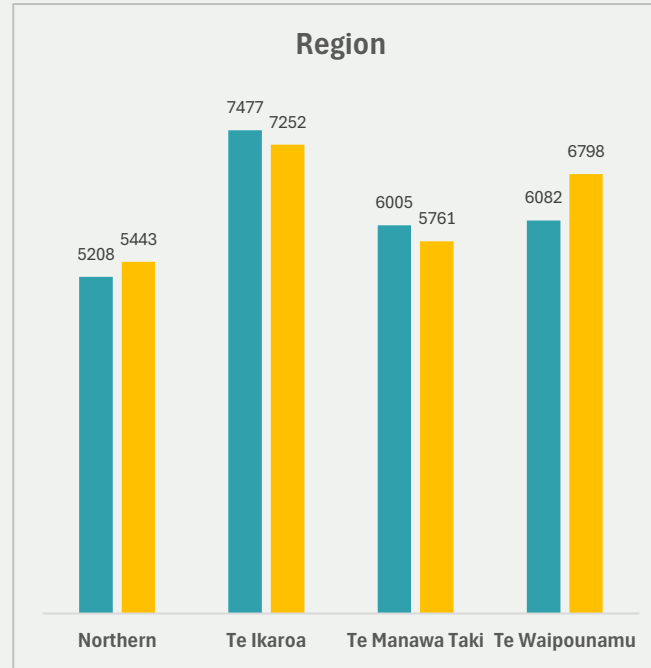
Contacts over the last 5 years - Healthline



Contacts over the last 5 years



Key findings – NTS utilisation



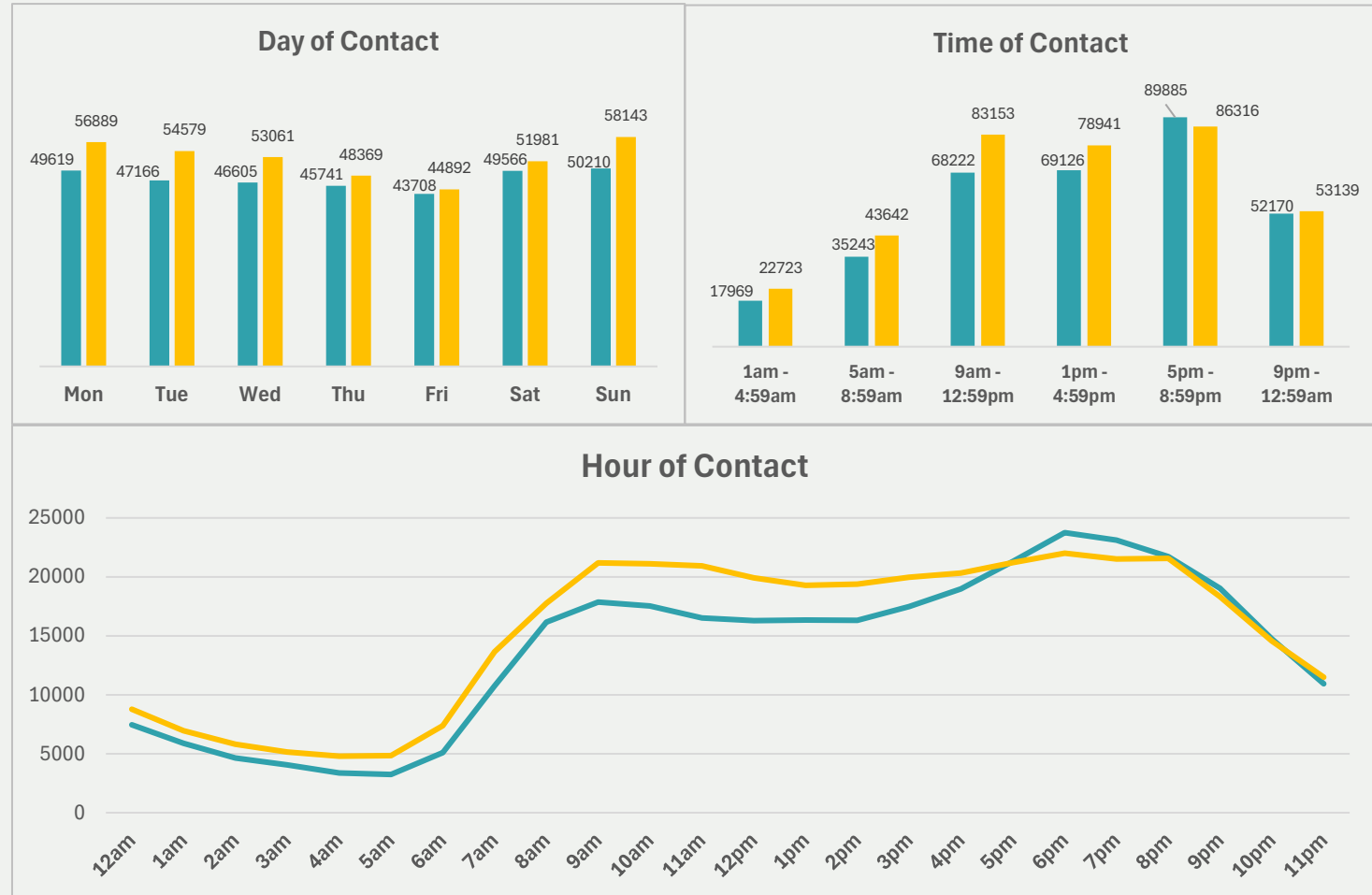
Key findings – NTS utilisation

30% of 2023 Healthline contacts occurred over the weekend (Saturday/ Sunday).

In 2023, 44% of Healthline contacts occurred during 9am to 5pm.

3% of all contacts to the Healthline service lines happened on a public holiday.

The hour that received the most contacts was 6pm.



Key findings – NTS utilisation

Healthline Outcomes (ordered by 2023)	2019 Volume, % of total	2023 Volume, % of total	% Difference
See GP	99,827 (30%)	92,943 (25%)	-7%
Self-care advice	107,667 (32%)	88,119 (24%)	-18%
Attend A&M	62,356 (19%)	84,520 (23%)	+36%
Attend ED	23,281 (7%)	36,180 (10%)	+55%
111	15,634 (5%)	20,503 (6%)	+31%
Other Provider / Health Professional	12,809 (4%)	14,111 (4%)	+10%
General Info / Practice Info	1,098 (<1%)	13,013 (4%)	+1085%
Queued For Whakarongorau Doctor	N/A	6,254 (2%)	N/A
Other	3,961 (1%)	4,787 (1%)	+21%
GP on call	3,377 (1%)	4,706 (1%)	+39%
Assessment or Advice Declined	2,178 (1%)	2,325 (1%)	+7%
Mental Health	410 (<1%)	367 (<1%)	-10%
Paramedic/ Ambulance	17 (<1%)	86 (<1%)	+406%

Possible Future Direction

- Strengthen partnership of Health NZ, ACC, and the NTS provider
- Enhance the NTS governance structure
- Build stronger integration between the NTS and other services
- Improve integration of the NTS with online health information platforms
- Consider development of a 3 or 4-digit number (e.g. '999') for the NTS
- Consider further service development of the NTS platform
- Improve equity through building stronger engagement with priority populations