

## Virtual health innovations: Strategies for clinical pharmacy

### Course outline

Topics	Presenter	Learning objectives
<b>Virtual pharmacy: how, what, why</b>	<b>Cristen Fleming</b> , Virtual Clinical Pharmacist, Virtual Clinical Pharmacy Service, Operations Directorate, Western NSW Local Health District, Dubbo, NSW	<ul style="list-style-type: none"> <li>• Overview what is considered virtual pharmacy services</li> <li>• Explain the development and implementation of virtual pharmacy services in Western NSW and Far West NSW Local Health Districts</li> <li>• Describe how virtual pharmacy services take place in daily practice</li> <li>• Evaluate the benefits of virtual pharmacy services</li> </ul>
<b>RPA Virtual</b>	<b>Dr Owen Hutchings</b> , Clinical Director, RPA Virtual Hospital, Sydney, NSW	<ul style="list-style-type: none"> <li>• Describe the establishment of Australia's first virtual hospital</li> <li>• Identify what is required to run a 24/7 service to successfully support patients and clinicians</li> <li>• Explain how a virtual hospital works</li> <li>• Explain how pharmacy services work within a virtual hospital</li> </ul>
<b>Holograms in healthcare</b>	<b>Julie Lawrence</b> , <i>Manager Strategic Projects, Bairnsdale Regional Health Service, Bairnsdale, VIC</i>	<ul style="list-style-type: none"> <li>• Explain how holograms can be used in healthcare</li> <li>• Describe the future scope of holograms in healthcare</li> </ul>
<b>Role play example: Counselling in the virtual environment</b>	<b>Nicole O'Shea &amp; Jocelyn Tabb</b> , <i>Grampians Health, Ballarat, VIC</i>	<ul style="list-style-type: none"> <li>• Critique a role play example of counselling in the virtual environment</li> <li>• Identify areas that worked well and areas requiring improvement</li> </ul>

<b>WA Health: virtual oncology services</b>	<b>Sarah Heward</b> , Lead Pharmacist, Cancer Services, WA Country health Service, Perth, WA	<ul style="list-style-type: none"> <li>• Overview of virtual cancer services in Western Australia</li> <li>• Why and how was this service was developed</li> <li>• How this service is implemented in daily practice</li> <li>• Benefits of this service</li> </ul>
<b>Telehealth</b>	<b>Caitlin Hardman</b> , Senior Pharmacist Education and Training, Ipswich Hospital; Conjoint Associate Lecturer, School of Pharmacy, University of Queensland, Ipswich, Qld	<ul style="list-style-type: none"> <li>• Explain the set-up, practical considerations and workflows of telehealth</li> <li>• Discuss a case example of telehealth in clinical practice</li> </ul>
<b>The economics of telehealth</b>	<b>Dr Centaine Snoswell</b> , Centre for Online Health, Centre for Health Services Research, The University of Queensland, Brisbane, Qld	<ul style="list-style-type: none"> <li>• To understand how a health economics research program can be designed and grown from a catalyst event</li> <li>• To appreciate the value of quantitative and qualitative data</li> </ul>
<b>Tele-supervision</b>	<b>Andrew McKeon</b> , Senior Specialist in Poisons Information, Clinical Pharmacist, NSW Poisons Information Centre, Sydney, NSW	<ul style="list-style-type: none"> <li>• Explain how to conduct a peer-review in a virtual environment</li> <li>• Overview the NSW PIC self-reflection tool used as an example of tele-supervision</li> <li>• Compare processes for virtual and face to face peer reviews</li> <li>• Describe the benefits and challenges of conducting a peer-review in a virtual environment</li> </ul>
<b>Overview of the Western NSW virtual clinical pharmacy service</b>	<b>Anna Packer</b> , Virtual Clinical Pharmacist, Virtual Clinical Pharmacy Service, Western NSW Local Health District, NSW	<ul style="list-style-type: none"> <li>• Overview of the telehealth service</li> <li>• Explain how this service is implemented</li> <li>• Discuss the key benefits and challenges of this service to clinical practice</li> </ul>