



# The viability and acceptability of a Virtual Wound Care Command Centre in Australia

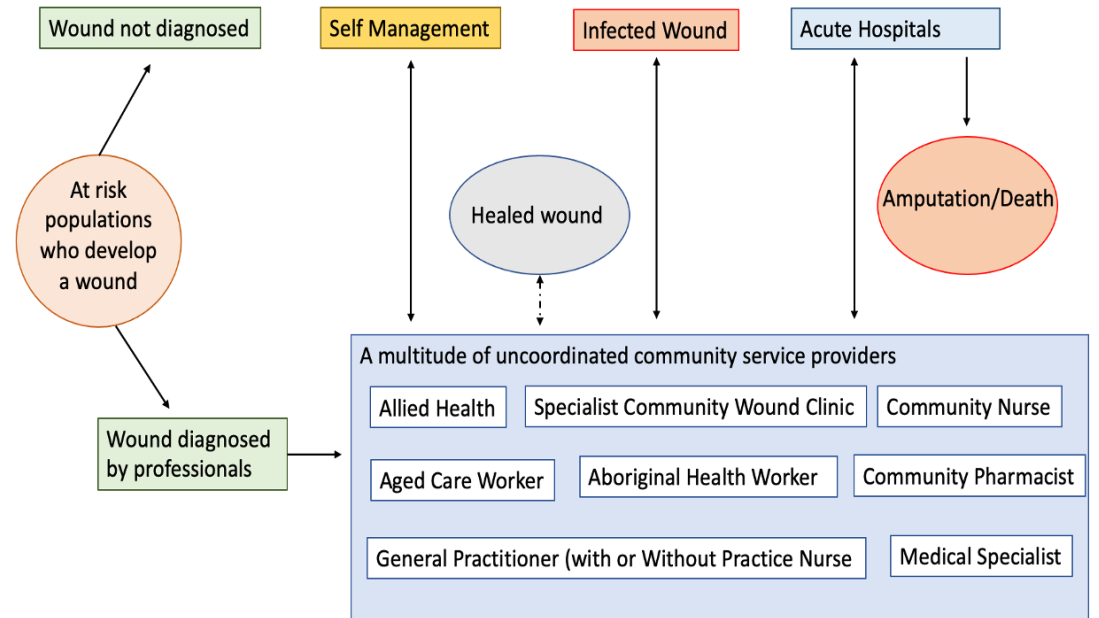
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Clinical Associate Professor University of Sydney

Research fellow University of Huddersfield, UK

# Wound Care in Australia



INCONSISTENT

\$ COSTLY

FRAGMENTED

# State of Play Wound Care



450,000

chronic wounds



32,000

hospital admissions



200,000

people visited ED

# Tissue Analytics

Cutting-edge imaging technology and sophisticated analysis algorithms to provide accurate and detailed assessments of wounds

1 Advanced Imaging and Analysis 2D, 3D, dimensions, tissue

2 Real-time Monitoring and Tracking

3 Data-Driven Insights and Predictive Analytics

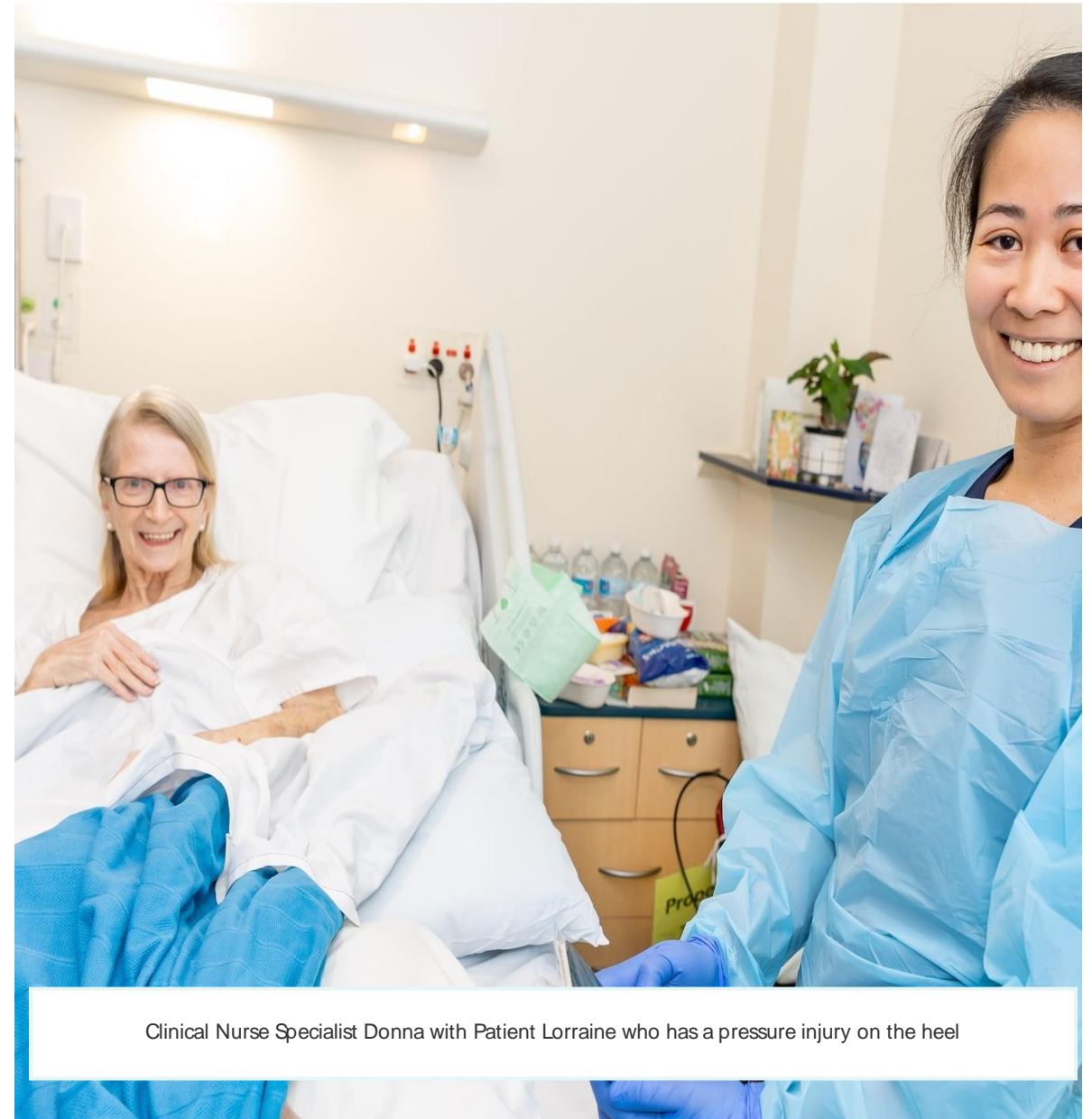


# Tissue Analytics Study

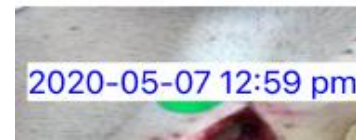
Four settings at Royal Prince Alfred Hospital

Outcomes of Interest

Clinical usability and acceptability  
Documentation and wound Capture  
Reduction in wound size

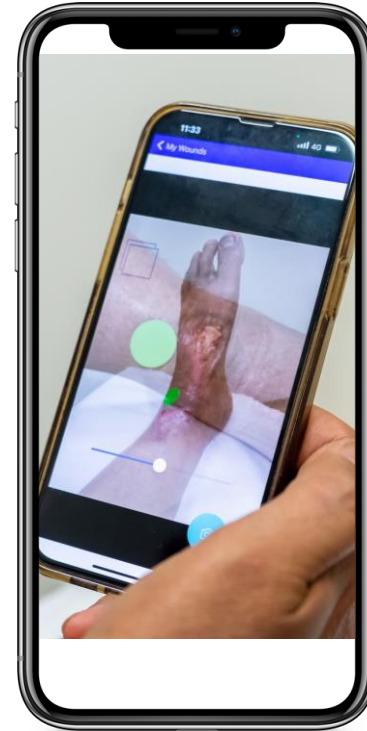
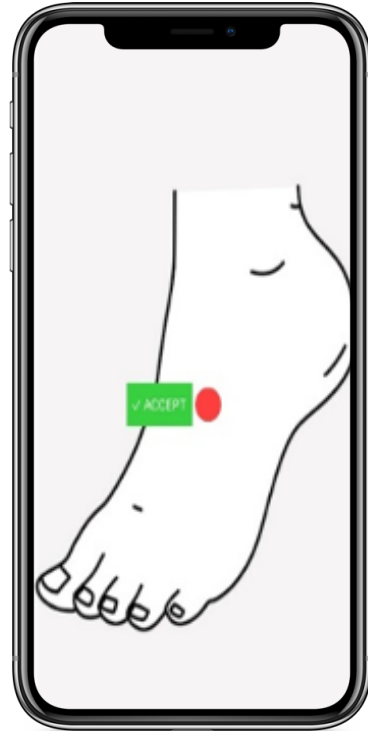


Clinical Nurse Specialist Donna with Patient Lorraine who has a pressure injury on the heel





# Patient facing application



1/ Patient enters a 4-digit pin

Clinician registers patient with their app

2/ Wound location

Patient marks the wound location

3/ Image capture

Patient takes an image of their wound using the shadow feature

4/ Clinician receives notification

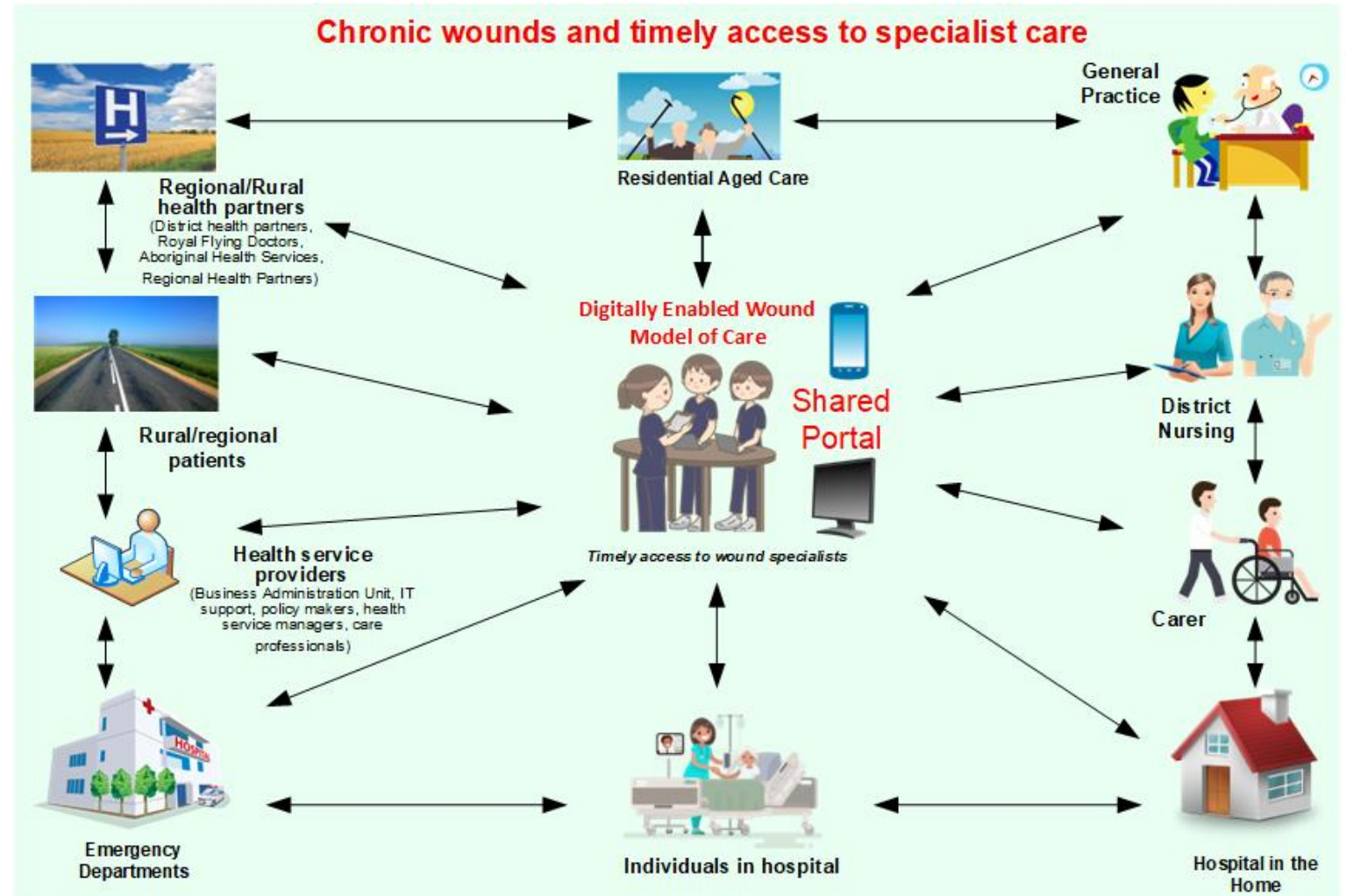
Clinician receives a notification that the patient has uploaded their photo or has sent a message

wound care - anytime, anywhere

# Wound Care Command Centre

- Coordinate care, triaging patients with wounds
- Provide wound expert advice to patients, and their treating clinician or GP
- Deliver shared care with clinicians and general practitioners

Powered by Tissue Analytics



## The viability and acceptability of a Virtual Wound Care Command Centre in Australia

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 Jana Pinkova<sup>12</sup> | Georgina Frank<sup>13</sup> | Natalie Ko<sup>14</sup> | Andrea Kirk<sup>15</sup> |  
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### Correspondence

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### Abstract

The objective of this study was to assess the viability and acceptability of an

# Study Conducted July 2020 and August 2021

Viability and acceptability of the Wound Care Command Centre

Access to a digitally enabled wound care specialist service.

Patient Enrolment: **Nine healthcare centres**, NSW

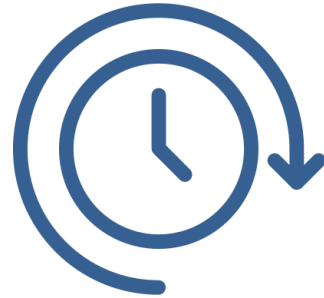
Hospitals, outpatient clinics, and community nursing services

Over a period of 8 months, a total of **59 patients/61 wounds** were analysed using TA application and Via the Command Centre

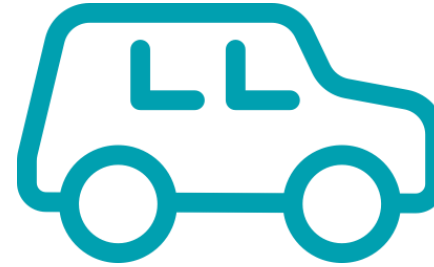
# Results of the Study



Occasions of Service every  
**4 days**



**1.5 hours** average  
time to care



Travel time reduction



**\$99.65 travel savings**  
visit for rural patients

# Results of the Study



77% 

**Wounds** healed during the study period

86% 

**Patients** recommended the **Virtual Wound Care Command** to others

84% 

**Patients** found the **digital wound application** easy to use and that it enhance their access to care.



Myself with Tom in the infancy stages, conducting a virtual consult with a GP and their patient to provide wound advice



Tom, Nurse Consultant conducting a virtual consult with a patient.



Tom CNC conducting a virtual consult and rpa Virtual Wound Care Command Centre



Andrea Nurse Practitioner and Tom Nurse Consultant reviewing patient wound progress to provide advice to another nurse who has called in from the ward



WOUND CARE TOOL PROMPT ACCESS CARE TO

WOUND CARE ANYTIME PATIENT OWNERSHIP TRAVEL

CHANGER CARE

TRACKING

PROGRESS

CUTTING-EDGE

GAME

EASE

IMPROVED

ABILITY

CARE AND

INSPIRED

DECISION

PATIENT IN

COMMUNICATION

GUIDE CARE

YOUR

TO

ANYTIME

PATIENT

OWNERSHIP

TRAVEL

INNOVATIVE

SHARED

TECHNOLOGY

EFFICIENCY

SELF

THE

WOUND

CLINICAL

FINGERTIPS

OF OF

WOUND

WOUND

INNOVATIONAL

ANYWHERE

EMPOWERMENT

AT

EXPERT

WOUND

CLINICAL

INCREASE

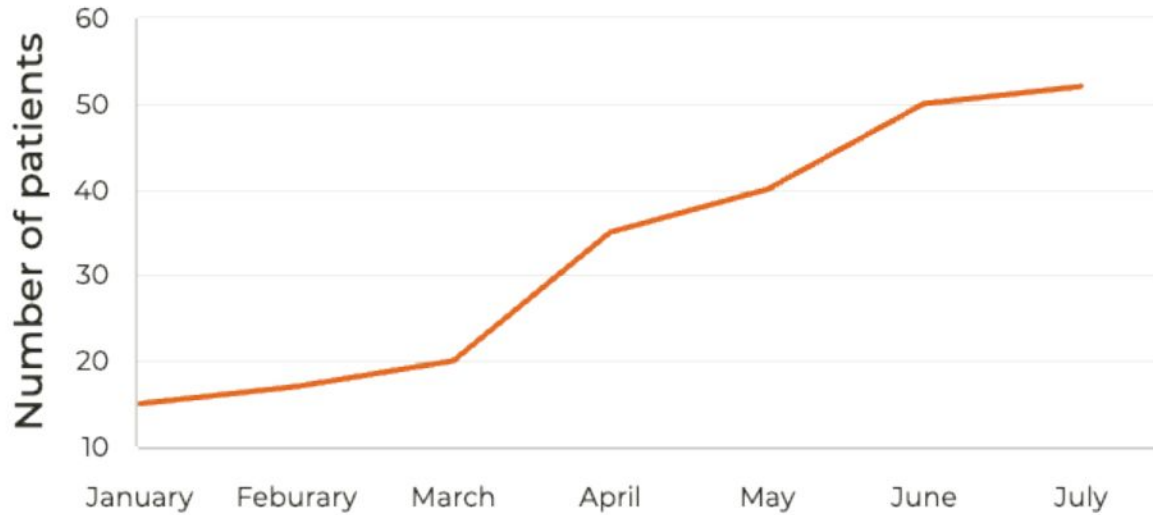
VIEW

INNOVATORY

COLLEGIAL

## Wound Care Command Centre first in the World

# rpaVirtual is the Leading Superhero



● Accumulative patients/month Wound Care Command Centre

**\$250,000**  
cost avoidance

**52 Patients**

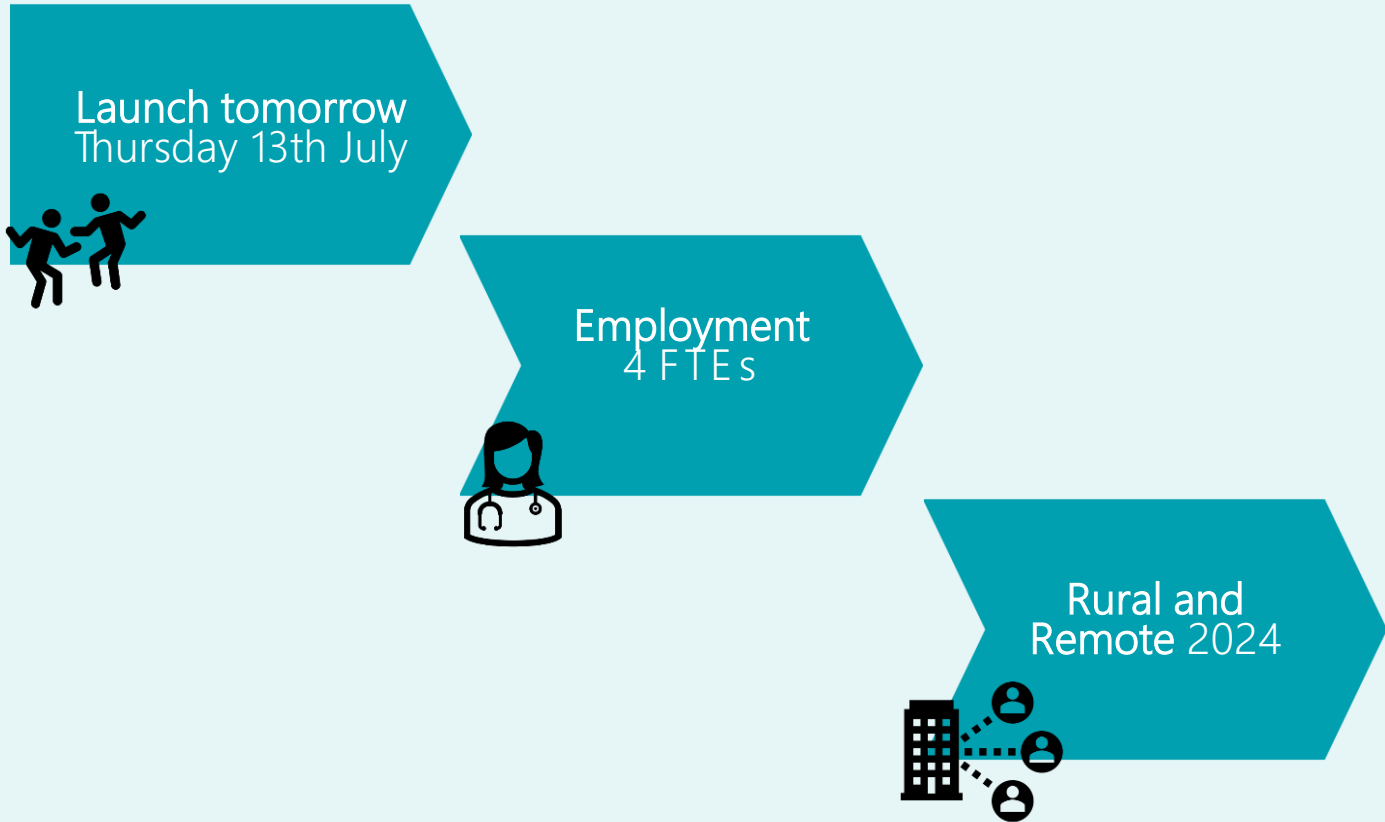
**432 Occasions  
of Service**

**47 Days**

- 6 months - avoided 28 hospital admissions
  - 18 patients reduced length of stay



# Next steps



*"Our vision is to ensure every person with a chronic wound has prompt and timely access to wound care"*



“There was no need to physically go and see the wound care specialist because you can see the progress and they can provide feedback just like that”

”

John, 44, Diabetic Foot Ulcer

“So, for me to actually go in as an outpatient to be treated, but also have the confidence and reassurance to leave and know that if something did happen, I could actually monitor it and communicate with practitioner

”

Anita, 55 Leg Ulcer

“you don't need to wait so long to get feedback, you don't feel like you're out of contact which helps greatly because you can at least get a faster response

”

Ben, 33, Complex Surgical Wound

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- Natalie Ko (SLHD)
- Jana Pinkova (SLHD)
- Mitch Burger (SLHD)
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- Marc Pelusi (SLHD)
- Dr Astrid Frotjold (USYD)
- Prof Kate White (SLHD & USYD)