



Digitally enabled wound model of care



The Challenge

Current standard wound care in Australia is complex; there is:

- a lack of standardisation in wound assessment, interventions, and clear clinical pathways
- uncoordinated services with poor communication
- lengthy delays between specialist appointments
- inequitable access to quality wound products.
- lack of existing systems designed to track or store wound images or generate wound reports
- potential for breaches of patient confidentiality when clinicians take images on personal devices.

Wound documentation is integral to effective wound care, health data coding, and facilitating continuity of care. These factors contribute to poor wound-healing outcomes in Australia and support a case to create more patient-centred models of care in the community for patients with chronic wounds.

During the COVID-19 pandemic, Sydney Local Health District (SLHD) received some research funding from eHealth NSW and Medical Research Future Fund to introduce and test telehealth wound consultations in conjunction with the use of an artificial intelligence digital wound app to enable effective remote wound care monitoring, with timely interventions for patients with chronic wounds. Building on this, SLHD proposed and tested a new model of care for wound management utilising the app in the setting of a nurse-led specialist wound service in conjunction with the telehealth care being provided, to ensure optimum wound management practices. The success of this approach resulted in the development of a new model of care; The Digital Wound Model of Care.

The Solution

Sydney Local Health District's Digital Wound Model of Care is a new approach utilising a digital platform that empowers clinicians and engages patients providing them with cutting edge and timely access to wound care anytime, anywhere.

There are two major components to the model of care:

- The Wound Care Command Centre
- An artificial intelligence digital wound app called Tissue Analytics.

The Wound Care Command Centre is a nurse-led service, that provides specialist wound care and advice to clinicians, patients, and their treating general practitioner (GP). The Centre employs a hybrid approach to wound care involving both face-to-face care and virtual consultations. The Centre acts as a bridge between hospital, specialist services and community care, and utilises an artificial intelligence digital wound app (called Tissue Analytics) as a cornerstone of virtual wound care.

The Tissue Analytics digital wound app is supported and endorsed by eHealth NSW and comprises a clinician facing application, patient facing application, and clinician web portal with secure messaging and a clinical decision wound treatment algorithm. This app helps clinicians assess and manage wounds virtually whilst also involving and empowering patients in the management of their wounds.

The Digital Wound Model of Care ensures that every patient with a wound has prompt access to care.



Find out more:

Tissue Analytics

The Platform that Revolutionizes Wound Care tissue-analytics.com

Virtualcare virtual-care.com.au

Chronic wound management aci.health.nsw.gov.au