



**IN ACTION CONFERENCE**

# Heart Outreach Program for Health Equity (HOPE)

Dr Halina Clare- MATSICHS Clinical Director  
Tiffany Roberts- HOPE Program Cardiac  
Scientist

# Key Priority Areas

## SEQ First Nations Health Equity Strategy Key Priority Areas

- **KPA1 Cultural Safety:** Actively eliminating racial discrimination and institutional racism within services.
- **KPA2 Access:** Increasing access to healthcare services.
- **KPA3 Determinants:** Influencing the social, cultural, and economic determinants of health.
- **KPA4 Delivering Quality Healthcare:** Delivering sustainable, culturally safe, and responsive healthcare services.
- **KPA5 Service Delivery Partnerships:** Working with First Nations people, communities, and organisations to design, deliver, monitor, and review health services.
- **KPA6 A Strong and Capable Workforce:** Strengthening the First Nations health workforce.

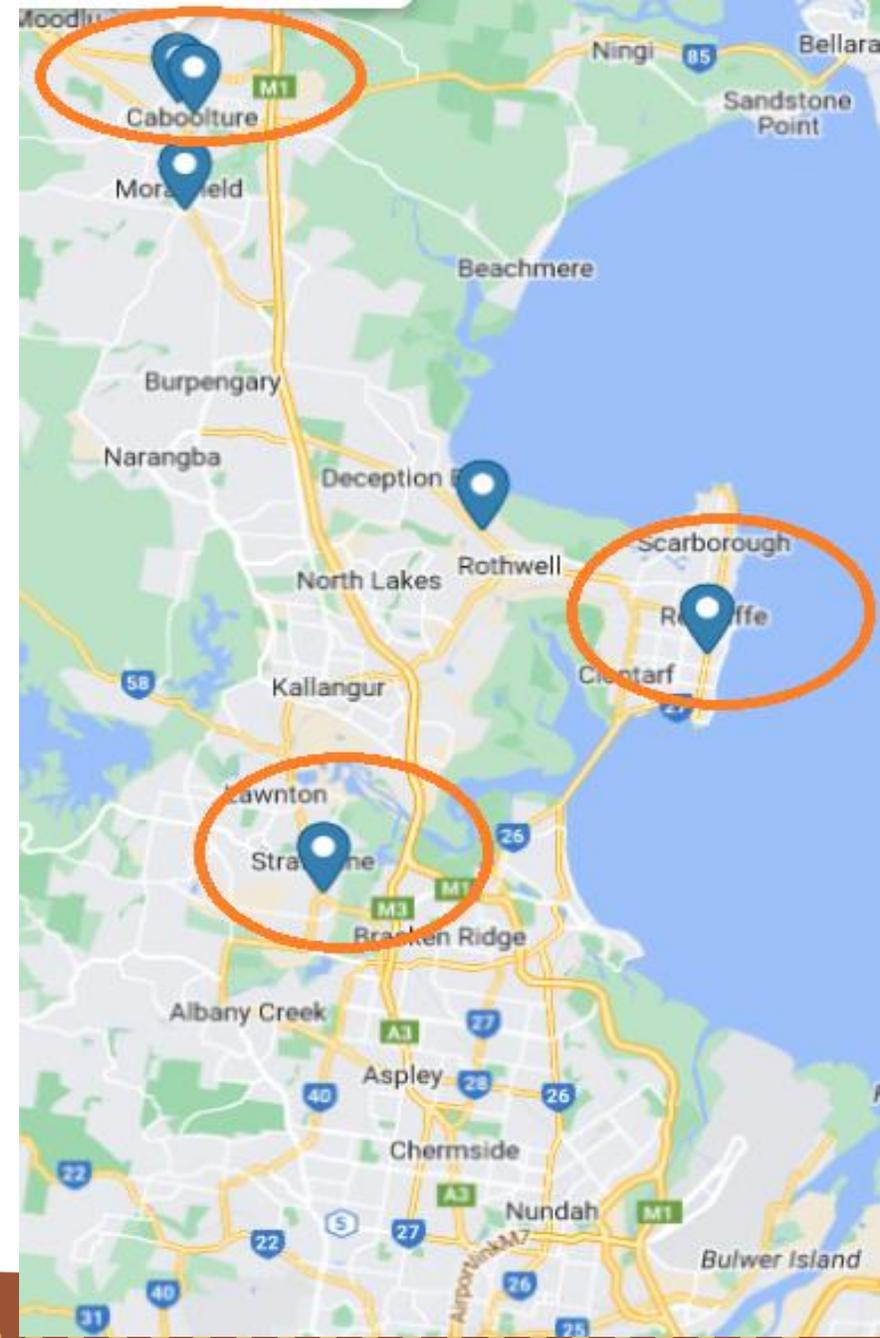


# HOPE Program

Built from the successful partnership and model of Urban Respiratory Outreach Clinic (UROC) to deliver specialist cardiac services to Aboriginal and Torres Strait Islander People closer to home.

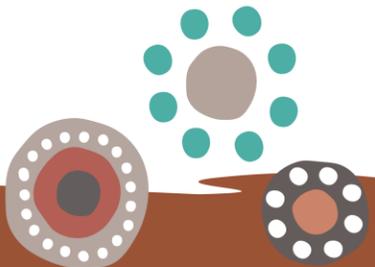
Aims:

- **KPA1 Cultural Safety:** IUIH Clinic Environment
- **KPA2 Access:** Increasing access to healthcare services closer to home
- **KPA3 Determinants:** Removing cost and transport barriers to access
- **KPA4 Delivering Quality Healthcare:** Delivering sustainable, culturally safe, and responsive healthcare services
- **KPA5 Service Delivery Partnerships:** Working with First Nations people, communities, and organisations to design, deliver, monitor, and review health services.
- **KPA6 A Strong and Capable Workforce:** Strengthening the First Nations health workforce.



# Co-Design, Co-Owned, Co- Delivered

- Review of the original CCP proposal and proposed staffing model through co-design.
- Direct GP referrals to Tele-Cardiac Investigations as well as from Cardiologists.
- Upskilling of MATSICHS Nursing Staff to fit ECG, Holters and monitors Mon- Friday, ideally the day the client is seen by the GP.
- Flexibility and Safety when abnormalities identified in timely review by Cardiologist and communication with GP
- Results communication process back to GPs within 24 hours.
- Weekly Cardiology Clinics at Margate and Caboolture
- MATSICHS and Metro-North AO's directly communicating with clinical staff and supporting clients by connecting the day before with an identified phone number. Offering transport assistance.
- MATSICHS Nurses and MN Nurse working alongside Metro-North Tele-Cardiac Scientists and Cardiologists
- Clients on MN waitlists offered the opportunity to be seen at HOPE as well as GP referrals.



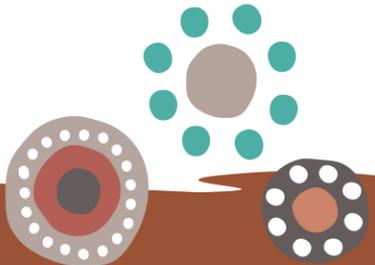


# HOPE Services

- 24 or 48-Hour Holter recordings
- 7 or 14-day Event recordings
- 24-Hour Ambulatory Blood Pressure Monitoring
- 12-Lead Electrocardiography
- Echocardiography (onsite)
- Cardiology Consultations (onsite)

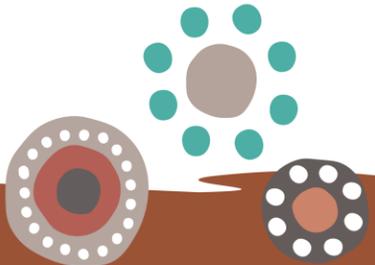
# Tele-Cardiac Investigations Background

- Formed in 2016 to increase access to cardiac investigations in regional and rural areas across Queensland.
- Collaborating with 29 active hospitals and health facilities (soon to be 30 sites with Strathpine UIH coming on 'live' in December 2024).
- Published in New England Journal of Medicine in 2021.
- Tele-Cardiac Investigation appointments operate Monday- Friday



# Tele-Cardiac Investigations

- Tele-Cardiac Scientists dial in via Telehealth trolleys, which are present in the room, with the MATSICHS Nurse and patient.
- QLD Health Laptop and equipment located on site at MATSICHS Clinic
- Tele-Cardiac Scientist can remote into laptop to configure relevant recorder appropriately.
- Recording uploaded, and the preliminary data is transferred instantaneously to Tele-Cardiac team at RBWH.
- Data checked immediately with significant findings actioned.
  - Where required, the Cardiology Consultant can be contacted to facilitate additional testing.
- Reported and returned signed by the Cardiology Registrar to the UIH Facility same day as removal.
- Referring GP notified by email and result available in secure file transfer.
  - All reports uploaded onto 'The Viewer' for statewide access.
- Administration across UIH and Metro North work collaboratively to share results



# HOPE Program Outcomes

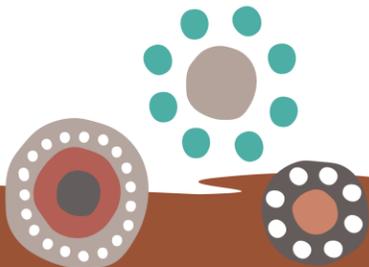
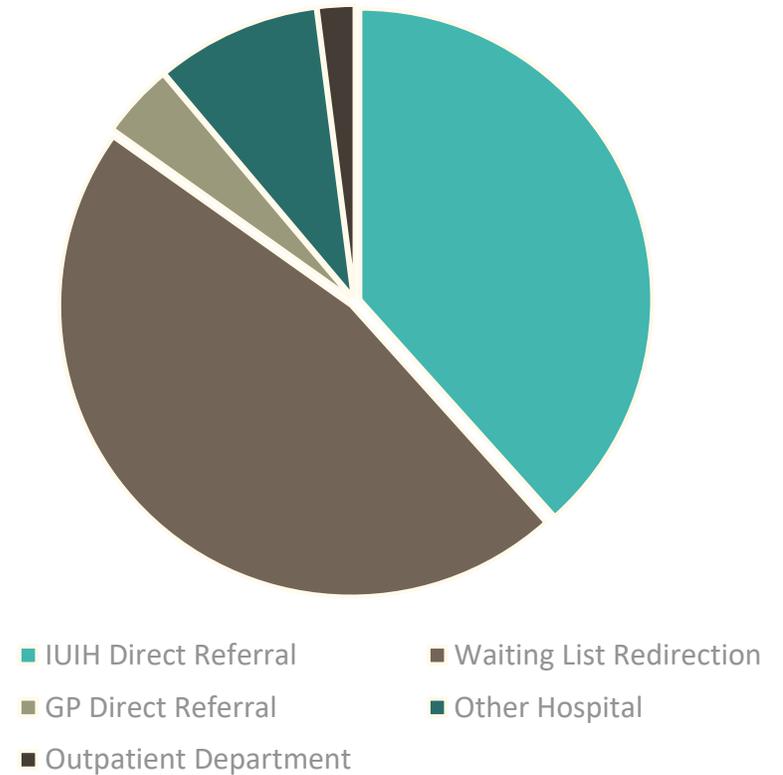
Since 14/12/2023, the Tele-Cardiac Investigations Service have completed 395 investigations (as of 15/10/2024):

- 65 Holter Monitors
- 19 Ambulatory Blood Pressure Monitors
- 9 Event Monitors
- 132 Electrocardiographs
- 170 Cardiac Echocardiograms

Cardiology Consultants since February 2024:

- 212 patients seen total
  - 117 at Caboolture IUIH
  - 95 at Margate IUIH

Diversity of Referrals



# Case Study



54-year year-old patient was referred to HOPE Clinic due to shortness of breath on exertion.

No history of cardiac problems and not known to Cardiology.

Echocardiogram performed on the 10/10/2024 with Cardiologist alerted to findings.

Echo findings:

- Severely dilated, pressure overloaded right ventricle.
- Severely reduced systolic function
- Severely increased right ventricular size.
- Severe dilated right atrium
- Severe functional tricuspid regurgitation.

Due to findings and symptoms (patient was falling asleep during the echo), patient immediately taken to Hospital via Ambulance.

As of 15/10/24, patient remains in hospital.

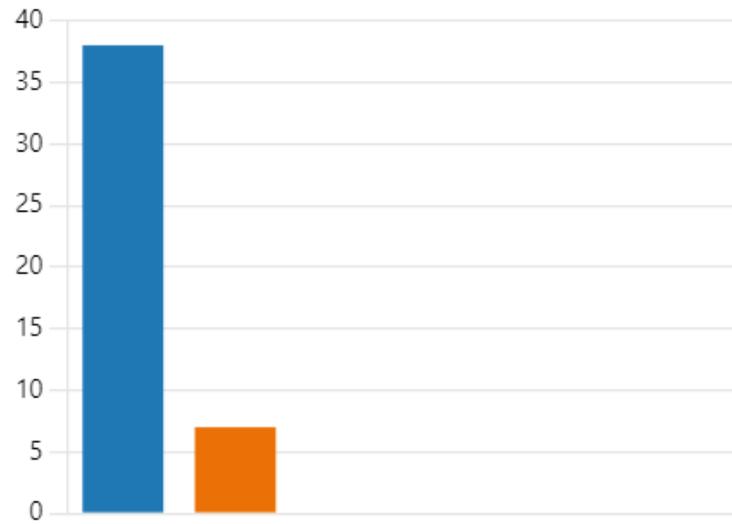


# Patient Feedback

6. Overall, how would you rate your experience attending the HOPE clinic?

[More Details](#)

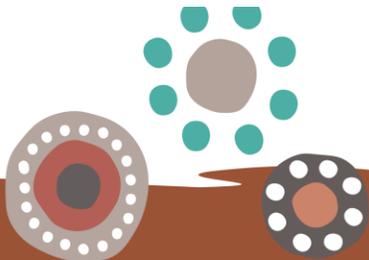
 Insights



*“Having genuine caring staff that went above and beyond to explain everything regarding my heart health, including all procedures. It felt very comfortable.”*

*“Everyone was so kind and respectfully explained everything so that I could understand”*

*“Everyone was kind, happy and helpful and made me feel comfortable and safe...thank you :)”*



# Future Direction

- Scale and spread to additional MATSICHS clinics.
- Incorporation of cardiac rehabilitation into model of care.
- Referral from ED including clients presenting who chose not to complete their care journey.

