

Virtual care initiatives for older adults in Australia: a rapid review

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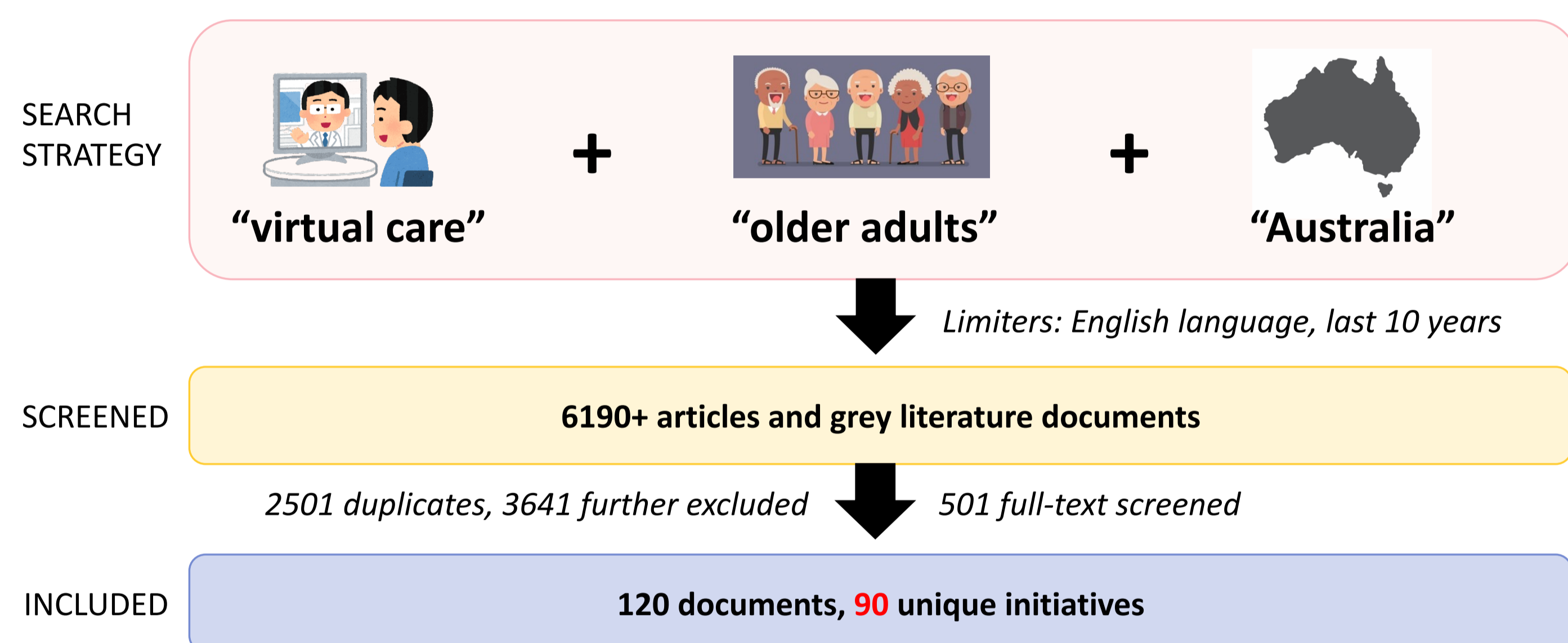
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Introduction

Virtual care is defined as provision of care with the support of technology. We reviewed currently available virtual care for older Australians, and explored the strengths, limitations, and boundaries of these initiatives. *This work was identified as a part of the Victorian Collaborative Healthcare Recovery Initiative.*

Method

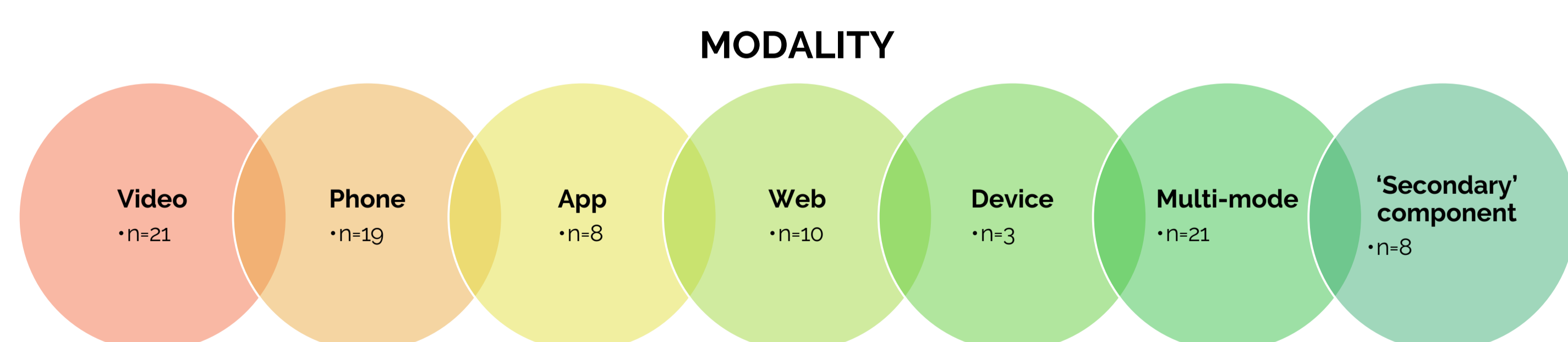
A rapid review was conducted. Medline, EMBASE, PsycInfo, CINAHL, AgeLine and grey literature were searched (2011 – March 2021) for virtual care for older Australians. Results are synthesised using WHO digital health evaluation framework.



Population/setting

Older adults receiving virtual care in community, aged care facilities or in-hospital/clinic.

Results



89% pilot/controlled, 11% mature; new infrastructure (n=25); built on existing infrastructure (n=15); embedded trials (n=2).

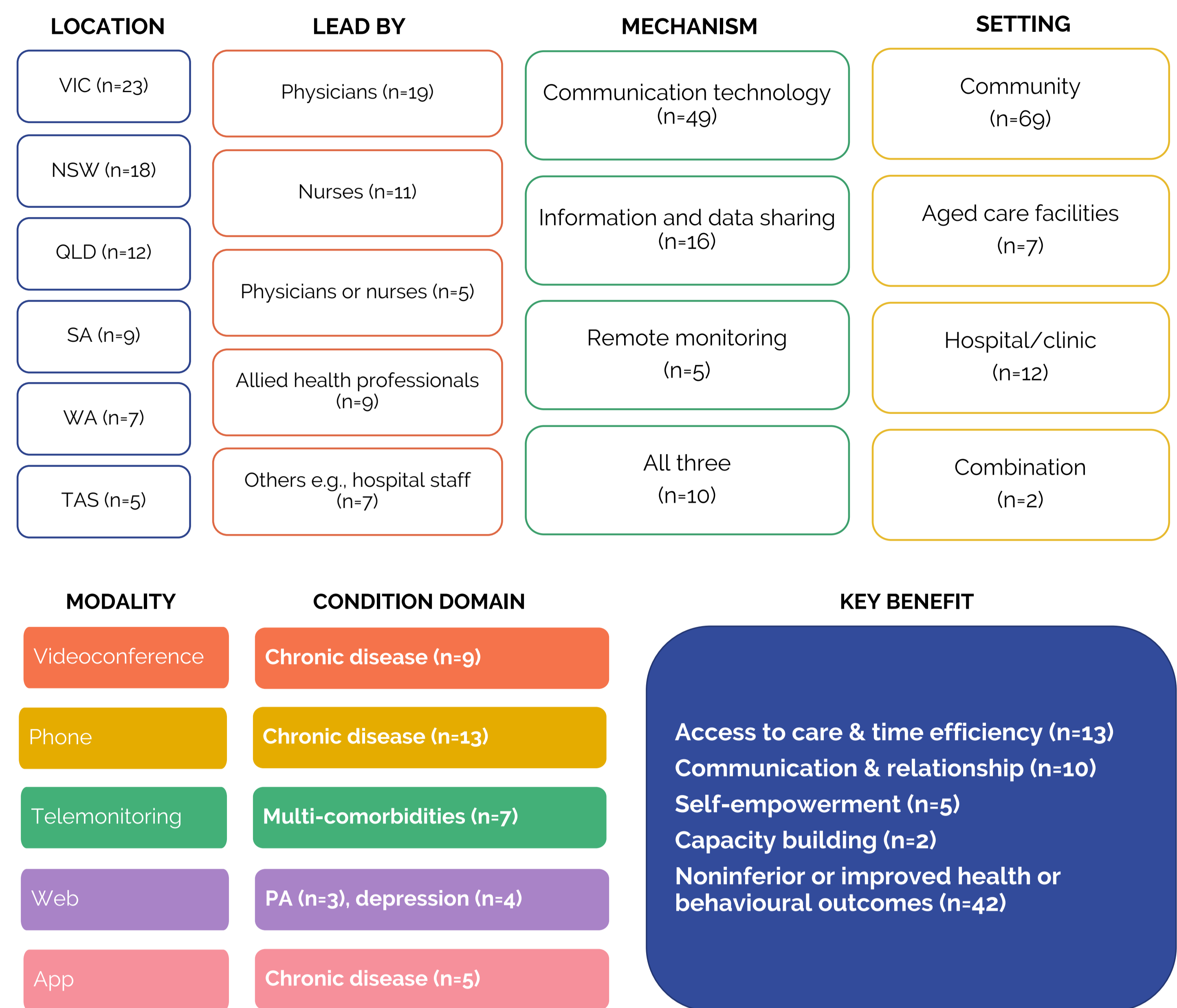
Interface

- Difficulties in using modality due to physical, sensory and cognitive decline
- Lack of consensus re. ideal interface, functionality, size

Others

- Over-engagement

Results (cont'd)



Enablers

- Technological proficiency
- Rapid feedback from healthcare providers
- Leisure time*
- Motivated to care for their health*

Adoption inputs

- Trainings and clear protocols
- Building positive experience

Implications/recommendations

Modality selection

- Consider:
 - Clinical use
 - Practicalities
 - Technical difficulty

Interface design

- Cater to:
 - Physical decline
 - Cognitive decline
 - Sensory decline
- Informed by co-design

Guideline development

- Increase awareness in patients and providers
- Inform proper use in older people
- Address integration needs

Take home messages

Virtual care is a viable model of care for older Australians. Majority of available evidence were early-stage evaluations. More effort is needed to integrate virtual care with mainstream model of care.