

Title	TeleICU – Saving Lives from a Distance
Organisation	George Regional Hospital and Groote Schuur Hospital, Western Cape Department of Health
Innovation	<p>Telehealth service model aims to transform healthcare delivery for underdeveloped and rural facilities by overcoming barriers such as geographical distance, mobility challenges, time constraints, and limited access to critical care specialists. George Regional Hospital (GRH) partnered with Groote Schuur Hospital (GSH) to conduct joint Intensive Care Unit (ICU) ward rounds three times per week using a digital presence telehealth model. This collaboration ensures that all patients at GRH and surroundings receive enhanced care and equitable access to specialist services regardless of their location. Real-time interpretation of clinical data by GSH's ICU, facilitating comprehensive and collaborative patient health management. Unlike traditional telephonic consultations, their model supports simultaneous multi-party consultations, fostering collective decision-making among healthcare teams. This scalable and affordable solution bridges gaps in healthcare delivery, enhancing patient outcomes through continuous specialist support and knowledge-sharing.</p>
Impact	<ul style="list-style-type: none"> • Clinical consultation and collaboration: Telehealth has enabled GSH specialists to interpret clinical data in real-time for GRH, enhancing patient care with immediate feedback. • Patient management: Telehealth has transformed patient management at GRH by facilitating regular virtual rounds and consultations with GSH specialists. The high quality real-time video and audio technology improves communication and coordination. It helps with early identification of transfer needs, reducing unnecessary and costly patient transfers. • Patient and family satisfaction: Local access to expert consultations reduces the need for disruptive transfers to distant facilities, offering patients and their families comfort, support and a familiar environment which are crucial for recovery.