St Vincent’s Heart Health website – a culturally appropriate and accessible web based resource for Aboriginal patients, families and health workers to improve heart health

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https://svhhearthealth.com.au
CARDIOVASCULAR DISEASE
leading cause of death in Aboriginal and Torres Strait Islander people

80%

Patients forget 80% of what clinicians tell them

20%

50% of all remembered data is recalled incorrectly

Higher Rates of Risk Factors

- Smoking
- Hypertension
- Obesity
- Diabetes

Barriers such as transport difficulties, limited access to culturally appropriate services and inflexible session times.
Aims

The SVHHH website was developed to improve patient outcomes for Aboriginal people by:

• **Reaching out** and engaging with Aboriginal communities - to **define** their needs
• Providing **early access** to information – **available 24/7**
• Offering a **flexible model** for delivering cardiac education
• Enabling **access to cardiac rehabilitation** information
Vision
2016 - To provide a culturally appropriate and accessible resource for Aboriginal people to improve heart health

Plan

Develop
Freely available on any smartphone, tablet or computer PLUS on USB. Inpatient devices

Design
Web layout, content (lay-friendly), videos, animations & images.

Launch
Due to complete July 2017. Ongoing education, promotion, outreach

Optimise
Enhancements – user feedback
Outcomes

• Enabling patient and family education prior to hospital admission
• Improving awareness and understanding
• Up-skilling staff

Feedback survey – 143 users
• 99% of users believe that the website is useful
• 92% believe that the information is very easy or extremely easy to understand
• 96% trust the information a lot or a great deal
• 95% are extremely likely or very likely to recommend the website to others

Analytics (Feb 16-May 17)
• Over 34,000 users continues to grow globally (viewed > 96,000 pages)
Future Directions

- **Optimise** - make enhancements based on user feedback
- **Outreach** – various communities
- **Ongoing research** – measuring effectiveness