

NURSE-ON-CALL

Quarterly Newsletter 1 July-30 September 2007



Are customers satisfied with NURSE-ON-CALL?

NURSE-ON-CALL has now been operational for over 15 months. 525,791 calls have been answered in this time and a recent Customer Satisfaction Survey Report indicated that 99% of respondents were satisfied with the service they received. The survey also indicated that:

- 48% of people heard about NURSE-ON-CALL via the television;
- 97% of people felt that the nurse who managed their call had listened carefully to their concerns;
- 98% of people felt that their contact with NURSE-ON-CALL was a valuable step in accessing health assistance and advice; and
- 97% of people cited that they would be likely to make use of the NURSE-ON-CALL service again.

Some comments from the Survey include:

"I felt the nurse was quick to respond. She was concerned and understanding and her response was calming to me as I was worried about my child knocking her head. It saved me a night sitting in the waiting room at the hospital for no reason."

"As a new mother, it's great to get a professional opinion."

"Wife and I both 80 years old. Both have heart problems so great service for us."

How have Victorians responded to NURSE-ON-CALL?

NURSE-ON-CALL answered over 107,791 calls between July and September 2007.

Weekends remain the busiest times, with most calls received on a Sunday evening. Calls received on the weekend account for 34.7% of total calls received by the service between July and September 2007.

Who calls NURSE-ON-CALL?

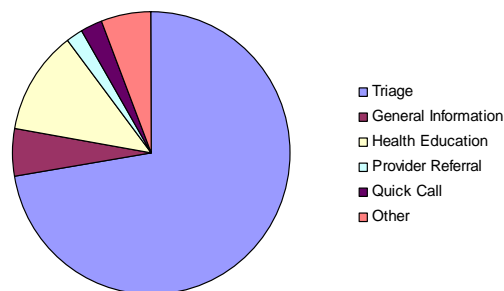
- 87% of calls received were directly from the public and 13% were transferred from hospitals.
- Women made 77.9% of callers.
- Males made up 41.4% of patients.
- The largest group of female patients were aged between 01-04 years (21.8%).
- The largest group of male patients were aged between 0-14 years (33.4%).
- In July – September, 73.02%* of calls received were from metropolitan Victoria and 26.98% were from regional Victoria. These figures are fairly consistent with the previous quarter, which were 75.41% of calls from metropolitan Victoria and 23.72% from rural Victoria.

**Approximately 86.3% of calls answered had a recorded postcode. Some calls such as very urgent 000 transfers, anonymous calls and quick calls will not have a postcode recorded*

What happened when people called NURSE-ON-CALL?

- On average, each caller spoke to a registered nurse for 9.5 minutes.
- Triage accounted for the majority of calls – a full summary of the call outcome is shown below.

Summary by Outcome - % of total calls	Number	Percentage
Triage	75,693	72.2%
General Information Provided	5,752	5.5%
Health Education	12,603	12%
Provider Referral	2,019	1.9%
Quick Call (Includes wrong numbers, prank calls, hoax calls)	2,658	2.5%
Other (not recorded, admin file, transferred internally, etc)	6,179	5.9%



NB: A single call made to NURSE-ON-CALL can result in two or more calls outcomes. For example, a caller might be provided with general information and a referral to a service.

What advice did callers seek?

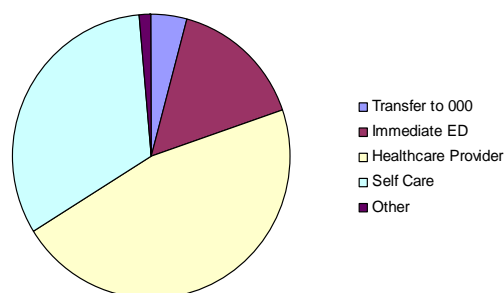
The most frequently requested Health Education topics were: Fever in children (10.7%), Chicken Pox (6.5%), Shingles (3.5%) and Slapped Face Disease (2.3%).

Summary of Top 10 Triage Guidelines Used	
1. Fever (Paediatric) 5.7%	6. Nausea/Vomiting 2.3%
2. Vomiting (Paediatric) 4.7%	7. Chest Pain/Discomfort 2.2%
3. Cough (Paediatric) 4.2%	8. Diarrhoea (Paediatric) 2%
4. Abdominal Pain/Discomfort 3.1%	9. Flu Like Symptoms 1.2%
5. Colds (Paediatric) 2.6%	10. Rashes, Widespread, Cause Unknown (Paediatric) 1.1%

Data from health call advice lines in other states indicates that the most frequently used guidelines and top topics for health information varies each season.

What were the final dispositions* of calls to NURSE-ON-CALL?

Summary of Final Disposition	Number	Percentage
Transfer to 000	3255	4.2%
Attend Emergency Department Immediately	12058	15.5%
See Healthcare Provider	36198	46.5%
Self Care	25160	32.3%
Other (includes Poisons, Police, etc)	1177	1.5%
Total	77848	100%



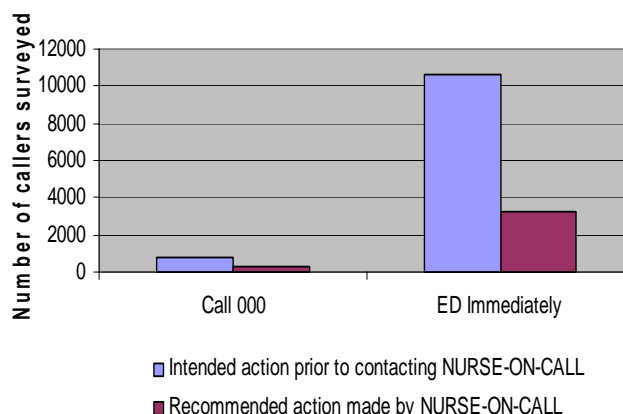
*Disposition refers to the recommendation made by NURSE-ON-CALL

What did Callers intend to do and what were they advised by NURSE-ON-CALL?

Approximately 70% of callers are asked what they would have done if they had not rung NURSE-ON-CALL. In some cases the action that callers intended to take was different to the action NURSE-ON-CALL advised them to take. See graph for examples.

Each month there are also a small proportion of callers who do not realise the severity of their illness and intend to stay at home and care for themselves. For example, of the 9504 callers surveyed in July-September 2007 who said that they would have stayed at home, 1273 of them needed urgent medical care and/or an ambulance transfer.

Potential decrease in the number of inappropriate actions 1 July 2007-30 September 2007



NB: It should be noted that whilst NURSE-ON-CALL may recommend a certain action the caller may not necessarily heed the advice given.

NURSE-ON-CALL – Review of Paediatric Guidelines

Since the launch of NURSE-ON-CALL, figures have shown that a high percentage of the calls answered are in relation to paediatric health. It was therefore an opportunity for McKesson to work with a range of paediatric professionals to review the Paediatric Guidelines.

Therefore, in 2007 McKesson invited a range of clinical experts from the Royal Children's Hospital, Southern Health, Northern Health and Western Health to participate in a series of consultation workshops.

Twenty of the most frequently used paediatric guidelines were identified, and out of the twenty guidelines, seventeen were the subject of some degree of edit, ranging from the change of a word, through to the deletion of a piece of care advice, or the addition of a new question.

Participants provided positive feedback about the process, and the opportunity to collaborate and contribute to the NURSE-On-CALL Guidelines. McKesson reviews the NURSE-ON-CALL guidelines on an ongoing basis, and for the next six months will be focussing on reviewing guidelines related to Emergency Department dispositions.

For more information about NURSE-ON-CALL see our website www.health.vic.gov.au/nurseoncall