



Expanding the role of ambulance services into chronic disease prevention and management in rural areas

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Ambulance Environment



- Established emergency primary care network across rural and regional Victoria
- Well developed governance frameworks
- Paramedic base qualification now university degree
- Emergency demand increasing by 8% per annum & is not sustainable without a change in thinking & doing
- Chronic disease a major contributor to increased demand
- Ambulance well placed to contribute to chronic disease management and prevention in rural Victoria



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Paramedic Community Support Coordinator

- Innovative paramedic role in two isolated communities in SE Victoria
- Key function the development and delivery of community and emergency education programs with an emphasis on health maintenance and prevention
- Programs delivered include asthma education, men's health and simple health screening

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UK Emergency Care Practitioner

- Expanded scope paramedic role
- Broad primary care competencies able to be adapted to particular community needs
- Reports of 36% reduction in A&E admission
- Key aim to develop innovative ways to manage patients with chronic disease who access unscheduled care.
 - Diabetes
 - COPD
 - Coronary Heart Disease
 - Long term therapies e.g. medicine review

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Acute illness and common minor ailments

- Common rashes and other skin problems
- Ear Nose and Throat problems
- Common infections
- Use of medicines

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Chronic illness and Health Surveillance of chronic diseases

- Diabetes
- COPD
- Coronary Heart Disease (CHD)
- Neurological disorders
- Long term therapies and review of medicines

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Therapeutic Interventions.

- Patient Group Directions (PGD's).
- Legal and Ethical considerations in the use of medicines
- Supply of Medicines in Out of Hours situations.

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Evolving Canadian Models of Care

- Extended paramedic model operating in Nova Scotia which reduced hospital admissions by 23% by providing:
 - Wound evaluation and care
 - Post discharge evaluation of congestive heart failure
 - Medication compliance
 - Blood pressure checks
 - Diabetic Patient blood sugar checks
 - Post treat and release checks post hypoglycaemic episode
 - Urinalysis
 - Elderly evaluation in the home
 - Immunisations
- EMS White Paper recommends national approach to development of extended scope roles

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VACIS

- A clinical information system designed by Ambulance Victoria with a vision of contributing to the provision of comprehensive and integrated healthcare service planning and delivery across the whole patient journey
- VACIS is a \$4.1M project which provides for the systematic electronic capture and reporting of all elements of cases attended by RAV paramedics
 - Patient information
 - Incident details
 - Clinical care
 - Response to treatment



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VACIS

- Paramedics complete case details on VACIS software developed by Ambulance Victoria utilising a ruggedised laptop computer (e-PCR)
- Printed e-PCR provided at handover using dedicated hospital or vehicle printer. HL7 interface under development to provide for future electronic handover
- Information automatically downloaded to RAV information management system via wireless connection on return to ambulance branch for governance, billing, interrogation and reporting purposes.

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Implementation within RAV

- Comprehensive project planning and implementation using Prince 2 methodology
- Strong emphasis on change management, communication and staff training



- Implementation complete in Barwon South-West and Hume regions with remainder of RAV to be completed by October 2008

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So where to now

