



CARE CO-ORDINATION

Maroondah Hospital

EMERGENCY DEPARTMENT



Members of Eastern Health: Angliss Hospital, Box Hill Hospital, Healesville & District Hospital, Maroondah Hospital, Peter James Centre, Turning Point Alcohol & Drug Centre, Wantirna Health, Yarra Ranges Health and Yarra Valley Community Health





AIMS

- Improve patients care and discharge planning from ED
- Prevent unnecessary admissions
- To efficiently engage internal and external resources



- Provide information and support to patients and their Next of Kin
- Provide advocacy to benefit patients care planning
- Influence the patients length of stay which can influence the need for bypass
- Assist in the reduction of representations



Availability

- Monday to Friday 07:30 – 21:30
 - Weekends 08:30 – 1700

2.9 EFT

Attendances to ED 12 yrs ago on CC commencement was 28000 p/a, increased to 55000 in 2012 p/a.



Referrals

- Screen (self referrals)
- Doctors, Nurses and Clerical staff
- Ambulance Victoria
- ED Volunteers
- Allied Health
- Psychiatric Liaison
- Case Managers
- Royal District Nursing Service (RDNS)



Reasons for referrals

- Change in function (especially mobility)
- Over 65yrs of age
- Home alone
- Drug & Alcohol issues
- DHS – Child First and/or Child Protection
- Homelessness



- Domestic Violence
- Grief and Trauma
- Emergency Accommodation
- Carer for others (including animals)
- Sexual Abuse
- Transport
- After Hours Referrals



When things
don't quite fit..



PORTFOLIOS

- Brochures/Pamphlets
- Frequent Presenters
- Closing the Gap Committee - Improving access to Health Care for Indigenous Australians
- Clothing
- Transport





Care Co-ordination facilitates

Efficient use of:

Time

Energy

&

Resources





Internal Resources

- Allied Health
 - Physiotherapy
 - Occupational Therapy
 - Dietician
 - Speech Therapy
 - Social Work
- Aboriginal Support Officer



- Post Acute Care
- InReach
- Hospital Admission Risk Program (HARP):
 - Respiratory
 - Cardiac
 - Diabetic
 - Psychosocial
- Psychiatric Triage



External Resources

- Home and Community Care (HACC)
- Centre against Sexual Assault (CASA)
- Drug and Alcohol Services
- Homelessness Services/Supported Residential Services
- Seniors Rights Victoria



High Risk Patients

Patients at risk of representing or having ongoing concerns

ED Care Co-ordination Team follow these Patients up with **Follow Up Phone Calls**

Previous days discharged pts that meet the ED's criteria of "high risk" are phoned. All DNW pts with no clear plan from triage are phoned to provide opportunity for improved customer service and quality care review



Patients presenting with:

- Falls
- Abdominal pain
- Chest pain
- Back pain (>50 years)
- Asthma (<14 years)
- Febrile (<3 years)
- Retention of urine
- Soft tissue injuries (<10 years & >65 years)
- **Did Not Wait** to be seen by a Clinician



When reviewing these patients the following is taken into account:

- Location
- Next of kin – supports
- Local Doctor
- Nationality
- Reason for presentation
- Medical plan
- Number of presentations to EH



Outcomes

- Patient current status – advice provided
- Links to services and referrals
- Any concerns discussed with a Clinician
- Feedback +/- is provided to the Nurse Unit Manager who is able to pass this onto staff at the staff meeting (minutes taken for all staff to access)



QUESTIONS

If you have further enquiries please
contact Joanne Laukart

Joanne.laukart@easternhealth.org.au

