WESTERN HEALTH LINKS

Helping chronic and complex patients to stay at home.

Jason Plant, Program Director
Western HealthLinks

A new approach by Western Health, with Silver Chain Group.
“There comes a point where we need to stop just pulling people out of the river. We need to go upstream and find out why they’re falling in.”

- Desmond Tutu
Evidence based elements to providing Quality Integrated Care

1. Identification System
2. Collaborative Care and Transition Planning
3. Post Discharge Support Program
4. Expert Clinical and Psycho-social care in the home
5. Care Coordination/Care Navigation
6. Integrate with GP’s and Primary Care
7. Pharmacy Review
8. E-Health
9. Advanced Care Planning
10. Multicomponent, integrated and collaborative strategies
EQUITY
HealthLinks Model of Care

Priority Response
- Rapid Access to Specialist Advice
- Rapid Access to Specialist Clinic (Telehealth)
- Planned Admission
- ED Transfer

GP Care

- Internal Care Navigation
- Care & Action Plan Development
- Risk Screening (H, M, L)
- Patient Identification
- Connection with Clinical Portal
- Rapid Discharge Support Service (RDSS)

- Clinical Care
- Self-Management / Health Literacy
- Medical, Nursing, Allied Health, Pharmacy Support
- Psychosocial Support
- Telehealth
- Social Interaction
- 24/7 Phone Support

- System Navigation
- Clinical Portal
Research and Evaluation, Patient Experience:
What works well?

“The HealthLinks program is a service sent from heaven”

“If they can keep this system going, it is just marvelous, it really is”

“It’s changed my life”

“The help we have had from HealthLinks is extraordinary”

“I feel like my old self again, the service is great”