Healthy@Home – Reducing avoidable presentations in a rural Health Service

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Rural setting

Population 11,600
  - 8,076 Ararat, 3,524 rural residents
  - 30% lone households (24% Vic)
  - 20.6% = 65+ years (14.2% Vic)

41/1000 potentially preventable hospitalisations
(33/1000 Vic)

2016/17 - 4231 UCC presentations = 447 unplanned admissions
Rural trial

Convert 50 WIES two years to June 2019 (started Nov 17)

Aim:
- Identify vulnerable people at risk of unplanned admission or presenting UCC
- Respond-multi-disciplinary, wrap around home & community care.
- Financially sustainable and viable
- Care is cost effective
- Integrated service delivery

Evaluation – Federation University:
- Patient outcomes
- Patient and clinician satisfaction
- Economics of model in a rural setting
Project activities

PaJR telephone calls to identify deteriorating health:
  – Screening tool to identify vulnerable people
    • Post Acute Care discharge
    • Urgent Care presentations
    • Occupational Therapist waiting list
  – 2+ admission and 3+ UCC presentations
Taxi vouchers – discharging from Urgent Care
COPD audit – fail to attend Pulmonary Rehab
Hospital in the Home
Trial of PM shift for District Nursing (8pm)
Early Results

- 32 people receiving PaJR phone calls (started April 2018)
- One enrollee no longer presenting at Urgent Care
- 2 UC presentations & one admission.
- Integrated service with District Nursing & PAC
- 7 rural HARP clients transferred to PaJR
- PM District Nursing shift
- Links with Bush Nursing Centres
Challenges

- Silos within EGHS – activity funding / data and services
- Resistance to change
- Changing mind-sets
- “Tripping over” the same patients
- Identifying the vulnerable people we don’t know
- HITH traction
Ideal outcomes...

From silos of funding and services to....

1. A united and integrated health system where EGHS services work together to meet the needs of the patient & improve their access to services.

2. Every patient contact is an opportunity to "check in" and assess what other services may be needed.