

Western NSW LHD

in Partnership with

CareWest Ltd

Collaboration in Action

ComPacks



Health
Western NSW
Local Health District

Demographics

- Western NSW LHD covers around 250,000 square kilometres. The LHD is diverse encompassing cities, inner regional, outer regional and remote communities, with a population of 270,775.
- There are 40 referring facilities ranging from Base Hospitals to Multi Purpose Services.



ComPacks Management Pre 2014



- LHD had four service outlets managing the ComPacks program.
- “Demand” was not managed at an LHD level.
- Inconsistent referral processes and acceptance criterion.
- A significant number of incidents were raised at operational meetings.



Referrals

- Referrers were “unruly” creating uncertainty for ComPacks providers and referring facilities.
- Not gaining consent before referring = AO.
- “Golden Handshake” presentations via preadmission and short stay surgical units.





Referrals (2)

- Poor quality referrals
- Poor information to assist Service Providers to decide whether to accept or reject referral.
- High care need clients were referred and accepted by some providers.
- Inconsistent management of quarterly target and service bands across providers.
- Lack of clear direction around prioritisation of available ComPacks



- Result – the LHD manager and staff consumed on a daily basis with micro-managing the ComPacks program
- The flexibility to reallocate packages to areas of demand due to provider boundaries and funding agreements was a significant problem
- SO.....



Moving Forward

- Strategic decisions were made to enable efficiencies for the program at LHD level.
- Key enablers:
 - Single Provider; and
 - Centralised access.



Single Provider

- The LHD opted for a single provider who could service the whole District and who was prepared to partner with the LHD in meeting patient flow demands.
- This allowed for the flexibility to provide packages to meet demand; AND
- Reduced confusion for the referrers as to who the provider was for their “patch”.





Operation – “Give me a stiff drink!!”



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Centralised Referrals

- To manage inappropriate referrals the LHD decided to manage all referrals centrally through the LHD Aged Care Access Centre.
- The intake officers began screening and accepting referrals before submitting to the ComPacks provider.
- Allocations were also managed by the LHD and not providers.



Post 2014

- A single provider, CareWest, was appointed following a contract review process.
- CareWest recruited Case Managers in Bathurst and Dubbo to complement the existing staff based in Orange and Parkes.
- This recruitment was done strategically based on:
 - projected referral data; and
 - the need to respond and support the Base Hospitals in their bed management strategies.



- A Case Management team of 6 FTE was put in place to manage approximately 1200 packages.
- CareWest undertook an extensive educational and promotional roadshow across all facilities in the Western LHD including the Aged Care Access Centre.



Referral Process

- The Intake Officers are on duty daily in the Aged Care Access Centre to manage and screen referrals.
- A revised referral process was put in place to:
 - ensure timely discharge;
 - gain Consent;
 - arrange Assessment (FTF / Telehealth /phone);
 - facilitate after hours and weekend referrals; and
 - prioritise allocation of packages across the LHD.



Client allocation process

- Referral received by Team Leader Case Management services from the Aged Care Access Centre.
- Referral reviewed and allocated to a Case Manager based on date of discharge, location and caseload.



Assessment

- Face to Face / Video Conference / Phone
- 92% of assessments were completed within 24 hours of receipt of referral
- 86% of clients received services within 2 working days of discharge
- 20% of assessments completed using video conference or phone
- 30% reduction in Assessment Only YTD – projected full year reduction of 35%



Service delivery

- Currently 70% of services are provided by CareWest Home Care Workers.
- The balance of service delivery is brokered to a network of skilled and professional providers across the District.



Reporting

- A report indicating number of referrals, predicted band, AO (and reasons for), referring hospital and Case Manager allocation is provided weekly by CareWest.
- Regular Operational meetings.
- Regular Steering Group meetings.
- Issues Log.



Where are we now?

- Minimal number of issues or concerns raised with the quality of the service.
- Minimal issues raised regarding allocation of packages.
- Referrals between ComPacks and TACP are sorted out through appropriate screening at the Aged Care Access Centre.
- Flexible utilisation of packages allocated across the year for the LHD.



Where are we now? cont...

- Hospital staff have an improved awareness of the ComPacks program and consider other community supports to enable safe discharge.
- Healthy at Home being considered.
- LHD and Provider have been collaboratively identifying areas of continuous improvement.



Integrated Care

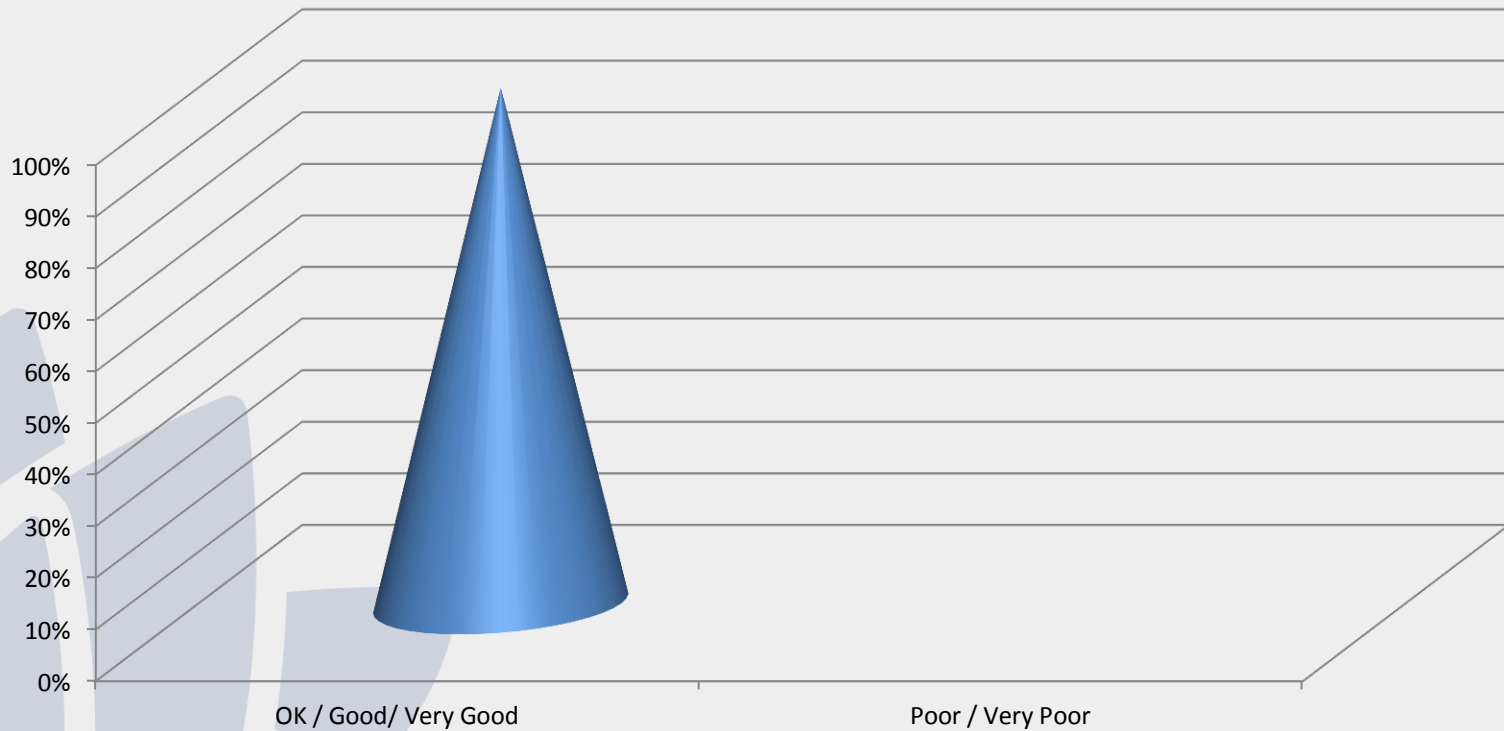
- Achieving Integrated Care!
- There is a sense that we are in this together and we do have the same program outcomes.



Client Satisfaction

All clients are sent a satisfaction survey on exit from program

Overall Support Received from CareWest ComPacks

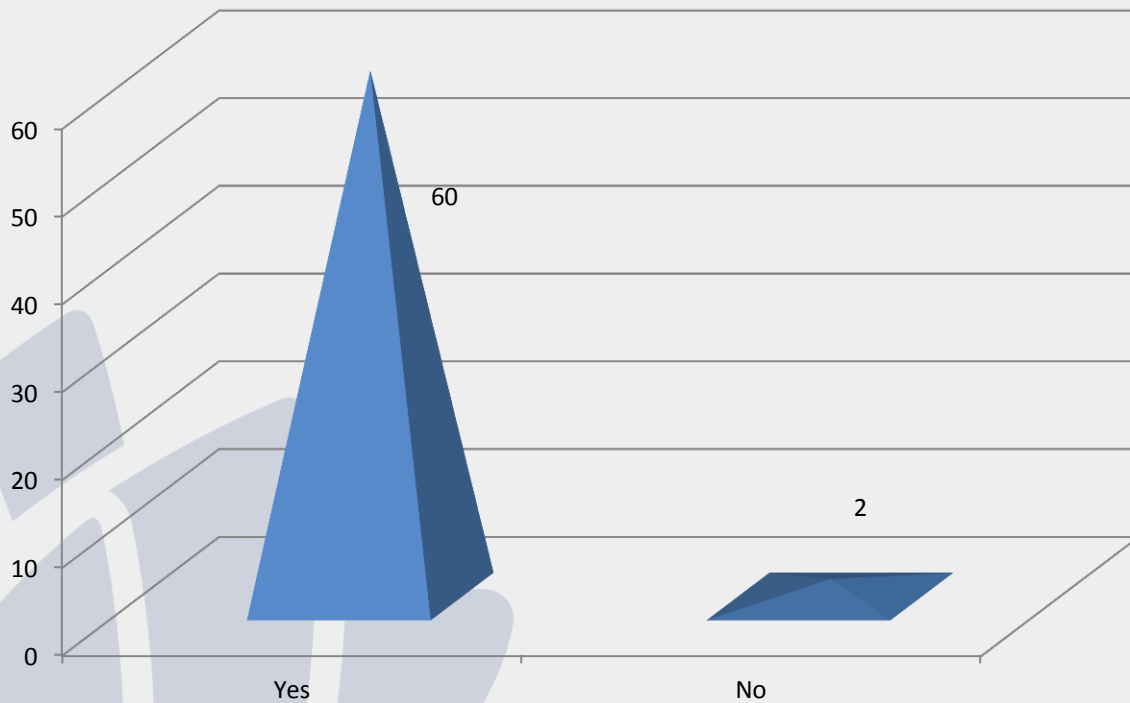


January 2015 to present



Client satisfaction

Did Compacks make going home easier

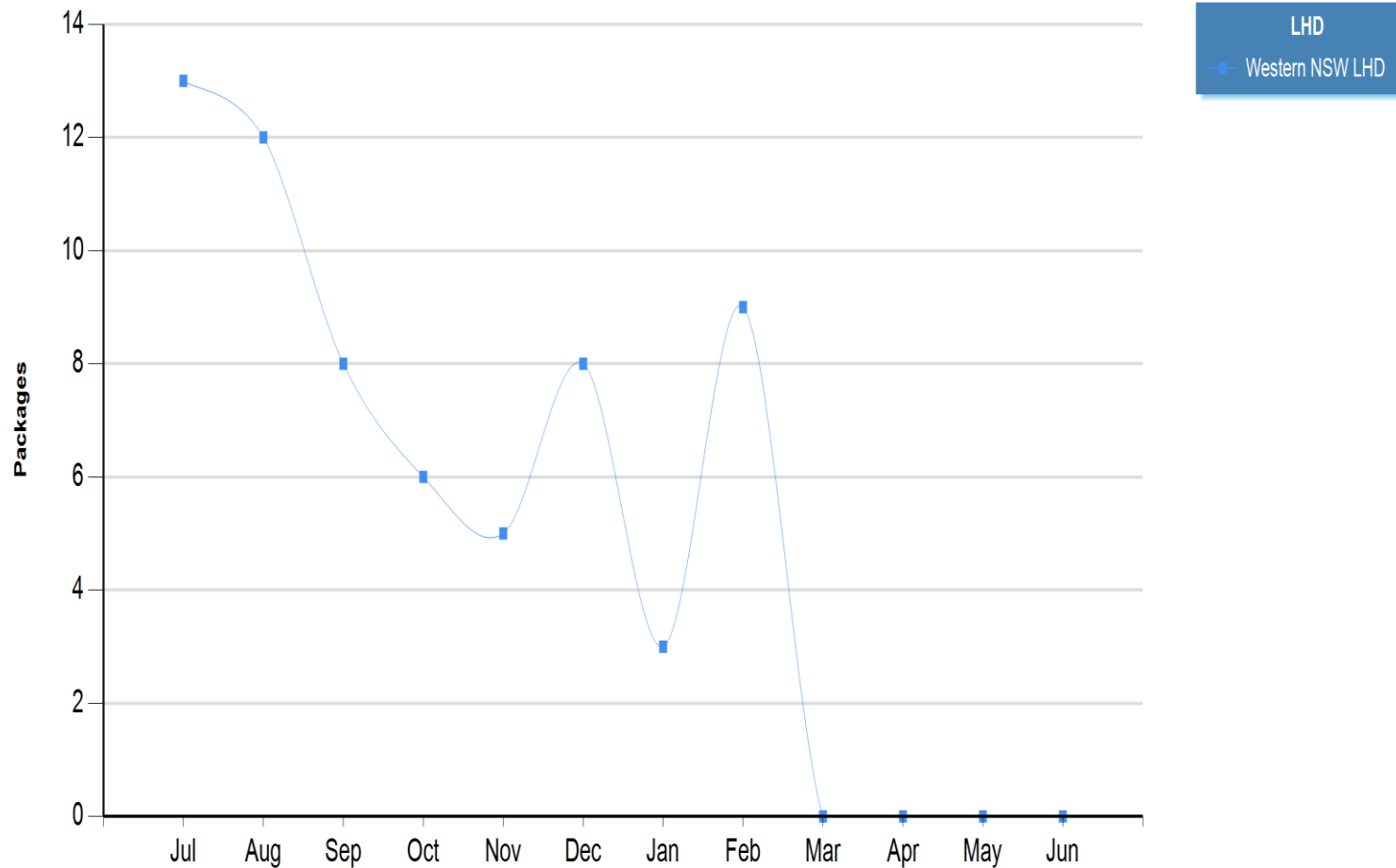


January 2015 to present



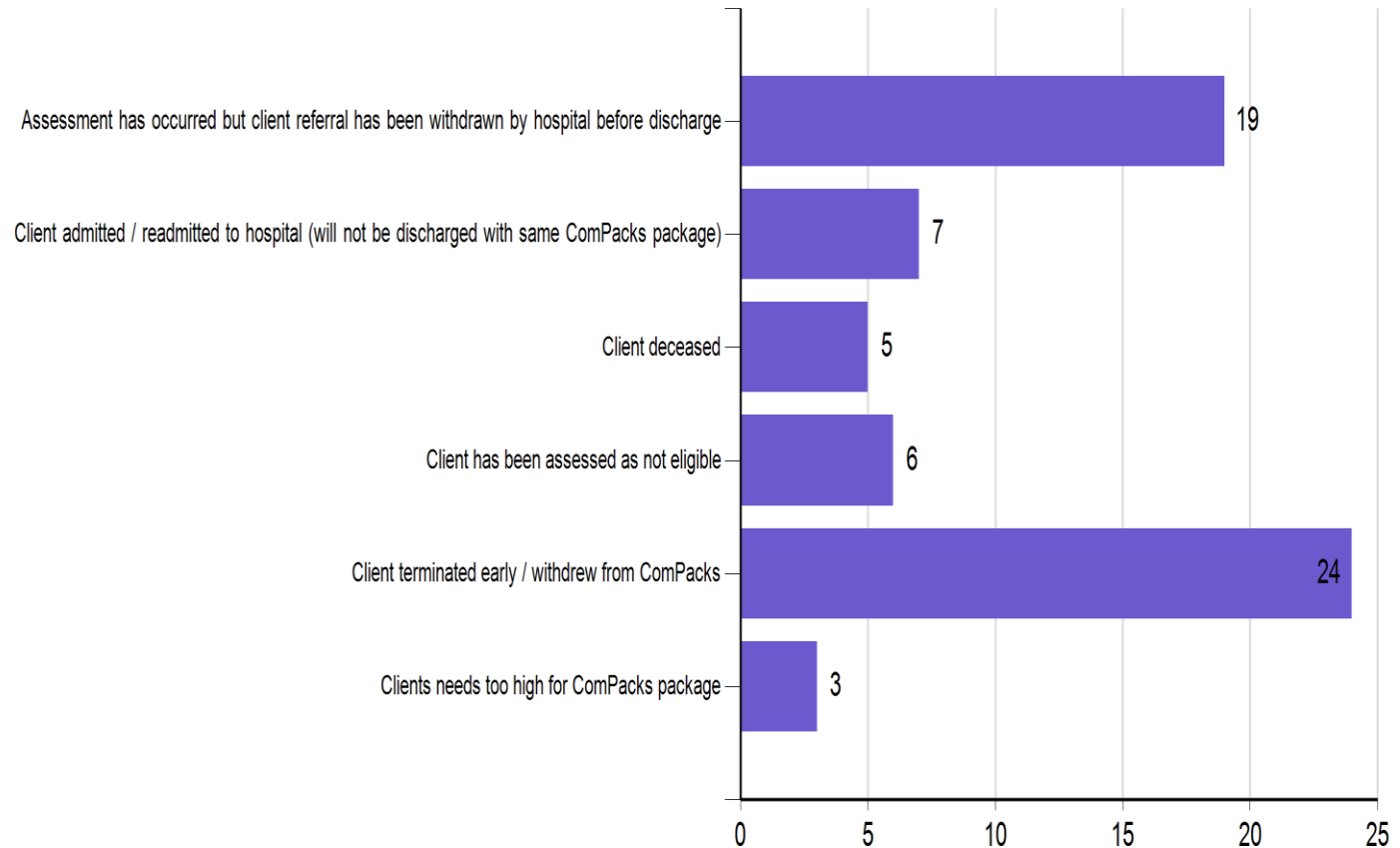
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Monthly Assessment Only Activities for Financial Year 2014/2015



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Exit Reason for Assessment only YTD (2014/2015)





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