Care Coordination
Navigating patients through the health system to minimise waits

What is Care Coordination?

Navigating the patient through the patient journey

Avoiding or reducing delays

Involving all relevant staff in the planning of a patient's care from admission

It should commence from the entry to a service and progress through to discharge and beyond.

Care Coordination in practice

- On admission, all patients have a Transfer of Care Risk Screen Assessment completed to identify patients in need of further requirements.
- If a patient uses Community Services and has a General Practitioner, inform them of the admission.
- A Patient’s Estimated Date of Discharge (EDD) must be allocated, displayed at the bedside, recorded in the Patient Administration System (PAS), reviewed regularly and changed when clinically appropriate. EDD’s can be reviewed using the Patient Flow Portal.
- Plan interdisciplinary team review and use the EDD to coordinate referrals and services during the patient’s stay.
- Use the Patient Flow Portal to document delays in the patient’s journey using the “Waiting for What” function.
- Discuss the patient’s EDD with them. If the patient requires services in the community, the Service Provider should be aware of the patient’s EDD. They should be involved planning the patient’s transfer of care.
- Involve the GP in the transfer of care planning process and ensure they receive the appropriate referral letter and patient information.
- Referral and liaison to Community Health Service Providers needs to occur early and appropriately.

Goals

- Establish a Transfer of Care Risk Screen that addresses the five risk areas
- Structure Multidisciplinary Team Reviews in each ward/unit an allocated responsible person for the coordination
- record all patients Estimated Date of Discharge (EDD) using your Patient Administration Systems (PAS)
- Ensure a Transfer of Care Checklist is completed for all patients
- Provide all referrals, appointments and follow up information to the patient

For more information please contact the Patient Flow Team on 9391 9368 or patientflow@doh.health.nsw.gov.au