

Residential Care Placement from Hospital - 2 Innovative Approaches

The Sutherland Hospital

Melissa Franke – Social Work Unit Head Southcare

Prince of Wales Hospital (POWH and Sydney/Sydney Eye Hospital

Dimity Cooper

Aged Care Social Worker

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Health

South Eastern Sydney
Local Health District



The Sutherland Hospital(TSH) Residential Aged Care Placement Officer

- Welfare Officer project funded through SESLHD Innovation program The Inspiring Ideas Challenge (TIIC)
- Funding for July 2016 - June 2017 to assist patients and families with aged care placement process from hospital through to community



Prince of Wales Hospital and Sydney/Sydney Eye Hospital (POWH/SSEH)

Residential Aged Care Placement Officer – RACPO

- RACP Officer is part of the Winter strategy for 2016 at POWH and SSEH
- The project began in May 2016 and was completed in December 2016

Residential Aged Care Placement Officer – (TSH)

Goal and Objective:

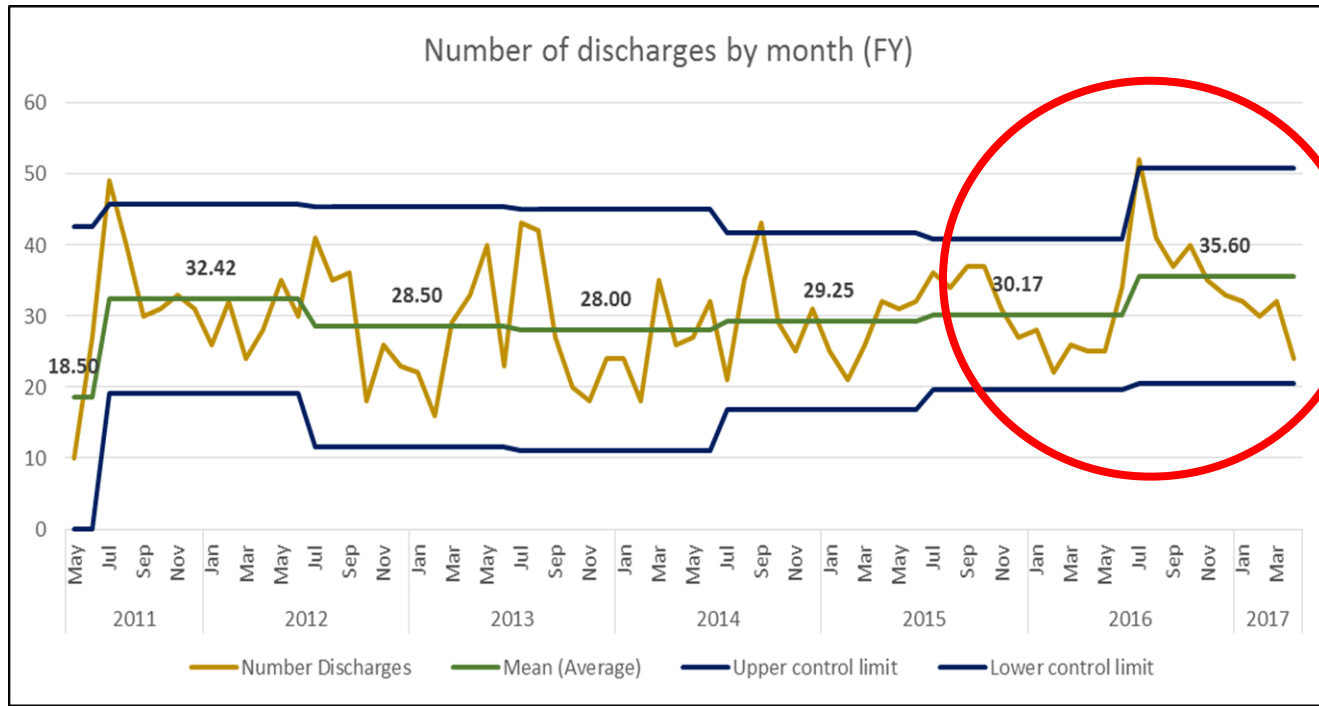
- Innovative and integrated approach to securing permanent placement from hospital
- Welfare officer employed to assist patients and families with residential placement process from hospital through to community from July 2016 to June 2017

Key performance Indicators:

- Improved patient/family experience of placement
- Improved partnerships with Residential Aged Care Facilities (RACF)
- Improved efficiencies with residential placement from hospital

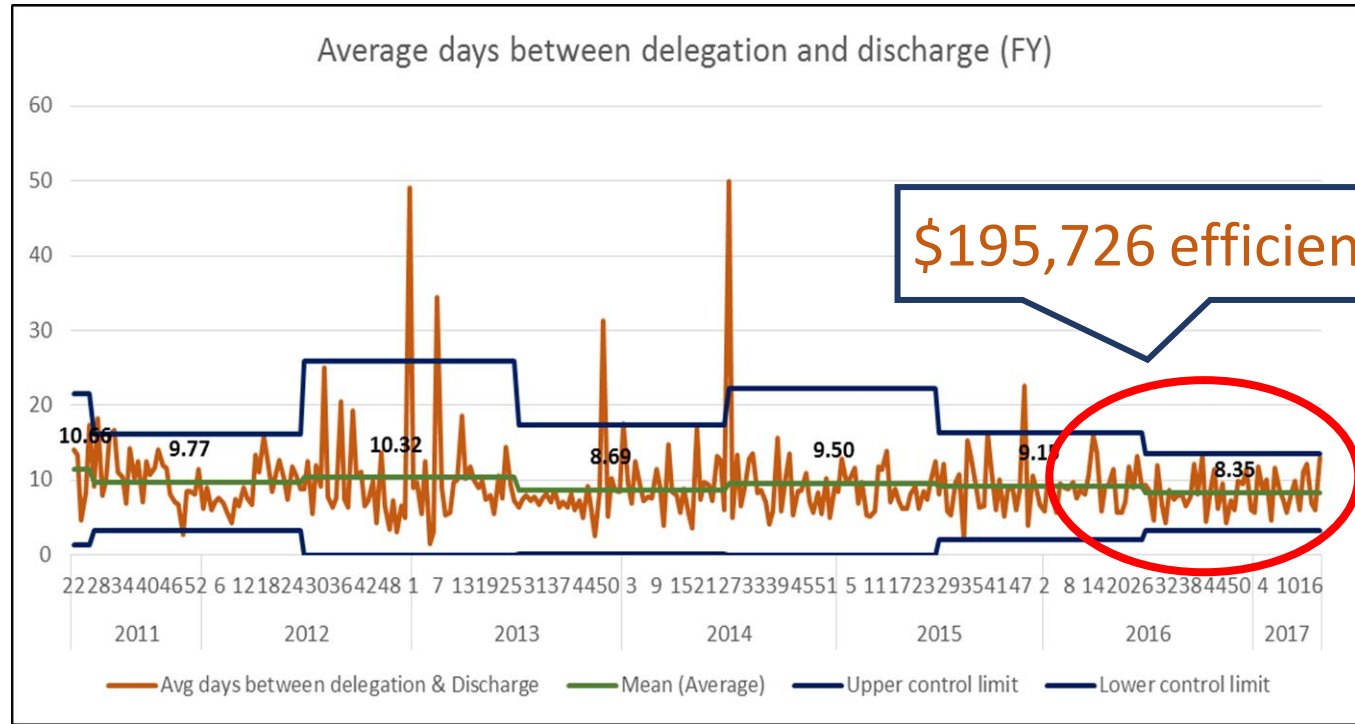


THE SUTHERLAND HOSPITAL WELFARE OFFICER PROJECT- ACHIEVEMENTS





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\$195,726 efficiency savings



THE SUTHERLAND HOSPITAL WELFARE OFFICER PROJECT- ACHIEVEMENTS

- **Low readmission rates from residential aged care facilities - 0.8%**

Only 2 out of 248 patients discharged to a nursing home for the duration of the project “bounced back” due to the nursing home not being the “best fit” for the patient

- **Dramatic reduction in respite extensions**

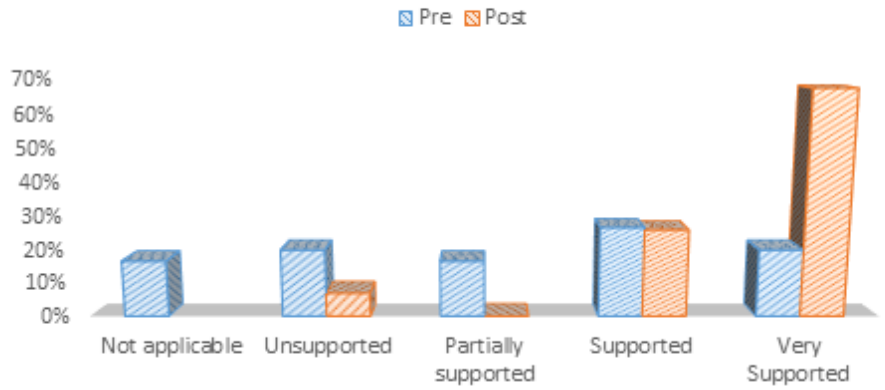
Only 15 since the commencement of the project (↓from 101 in 2014-2015)



THE SUTHERLAND HOSPITAL WELFARE OFFICER PROJECT- ACHIEVEMENTS

Improved patient/consumer experience

PATIENT/FAMILY EXPERIENCE OF PLACEMENT PROCESS



- Audio of Consumer





Residential Aged Care Placement Officer (RACPO)

- RACP Officer is part of the Winter strategy for 2016 at POWH and SSEH
- The project began in May 2016, and is now approved as a permanent full time position



POWH/SSEH

The role of the RACP Officer

- Arrange the discharge of all patients from POWH and SSEH who need an aged care facility
- Work with patients, families and carers to facilitate discharge to residential care
- Work with treating teams and Social Workers to arrange the discharge destination
- Introduce the RACP role to key stakeholders
- Meet with managers at all local facilities
- Produce weekly and monthly reports to record outcomes
- Develop evaluation strategies



POWH/SSEH - Achievements

- Improved the patient journey from hospital to residential care
- Generated capacity within the hospital system
- Created sustainable relationships with external stakeholders



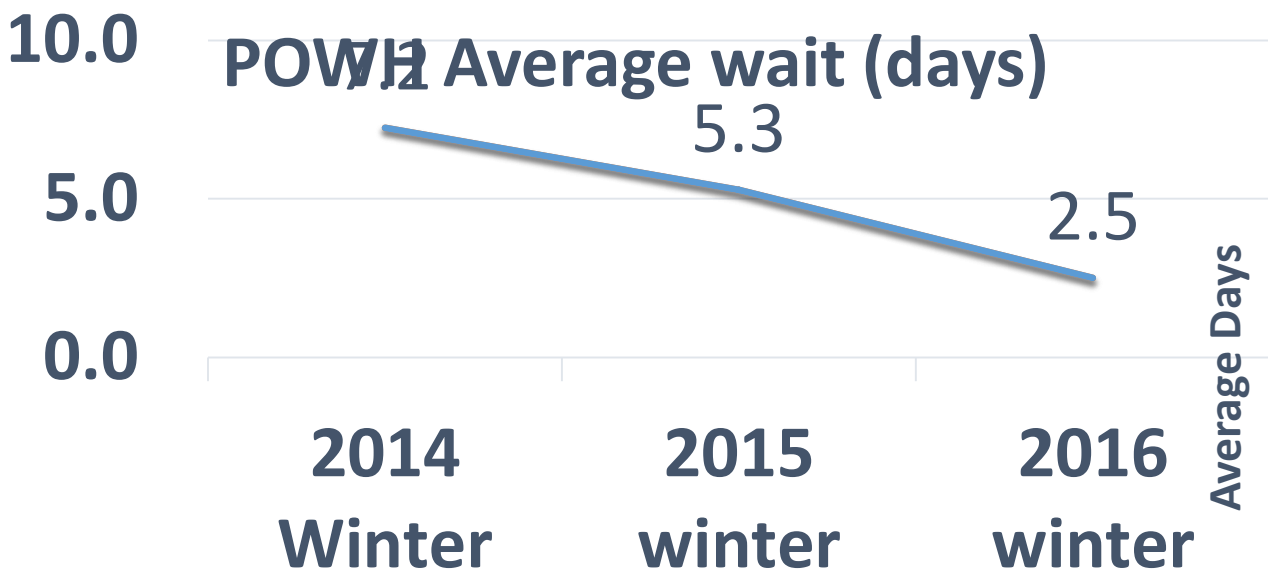
What did patients, families and carers say...?

- “Helpful because the officer had the list of all the nursing homes in the area and knew what the vacancies were and arranged all the appointments. Knew what would be a good fit.”
- “Really good service and essential to have in hospital. Decreases a lot of anxiety in that process. Such a unique role and we need that kind of assistance.”
- “She [RACF Officer] assisted me with finding a place, because it's a bit traumatizing at best of times.”



POWH/SSEH – Achievements

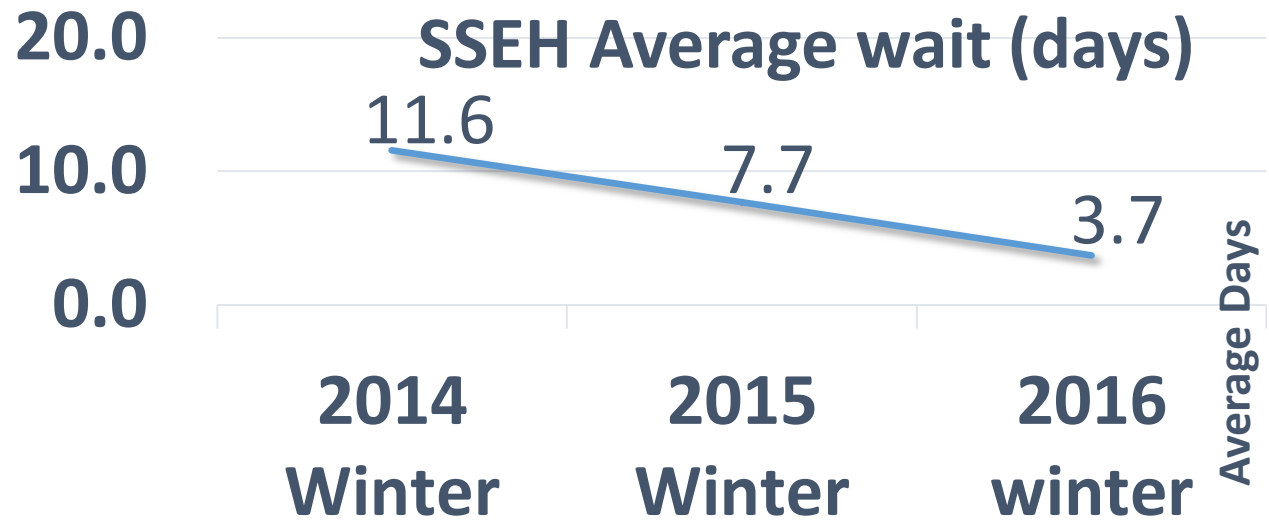
Improved access and capacity in the hospital setting





POWH/SSEH – Achievements

Improved access and capacity in the hospital setting





POWH/SSEH – Achievements

Improved access and capacity in the hospital setting

In comparison to the same period last year:

- **178% reduction** in wait times of patients awaiting transfer to RACF
- Estimated **\$2.18 million** in annual efficiencies
- Saved 1037 beds
- **Increased capacity of 7.6 bed days**



POWH/SSEH – Achievements

Built relationships with external stakeholders

Facilities report the benefits to them included:

- Single point of contact
- Streamlined admissions
- Ensured clinical handovers and information for social, emotional and financial factors



TSH:

- Acknowledgement in the importance of a Welfare Officer in both hospital and community
- 1 FTE not sustainable across both
- Funding secured for 1 FTE in community and 1 FTE in hospital through a redistribution of funds

POWH:

- Patients and families appreciate and benefit one on one guidance
- A coordinated approach to discharge planning results in reduced length of stay for this cohort of patients
- The volume of referrals managed by 1 RACPO is currently being assessed

Sutherland Hospital

- Project team-Ronald Davis, Melissa Franke, Karen Buckley, Sandra Foley
- Management/Executive support - Benjamin Birrell, Jackie Primmer
- Executive sponsors - Karen Becker and A/Professor Peter Gonski

Prince of Wales Hospital and Sydney/Sydney Eye Hospital

- Executive sponsor - Tobi Wilson, GM of POWH and SSEH
- Previous Director of Clinical Services - Patrick Bolton
- Operations Manager Clinical Services - Steve Woods
- Acting Director Of Allied Health and SW advisor of SESLHD - Lara Boss
- Acting Social Work Dep Head POWH/SSEH - Grace Baldwin
- Previous Deputy Head – Bobbi Henao Urrego
- Aged Care Team Leaders - Annabelle Bains and Sue Armstrong
- Social Workers– Dimity Cooper, Louise Harvey and Rebecca Johnson

