

Healthdirect Australia

Performance of healthdirect services during winter in NSW

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Healthdirect Australia designs and delivers innovative services for governments to provide every Australian with 24/7 access to the trusted information and advice they need to manage their own health and health related issues.



healthdirect service

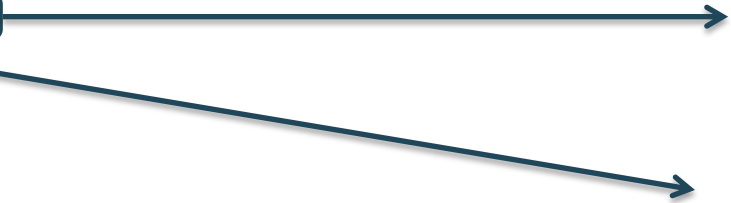
Access to free trusted, quality health information and advice online and over the phone.



healthdirect



healthdirect website
www.healthdirect.gov.au

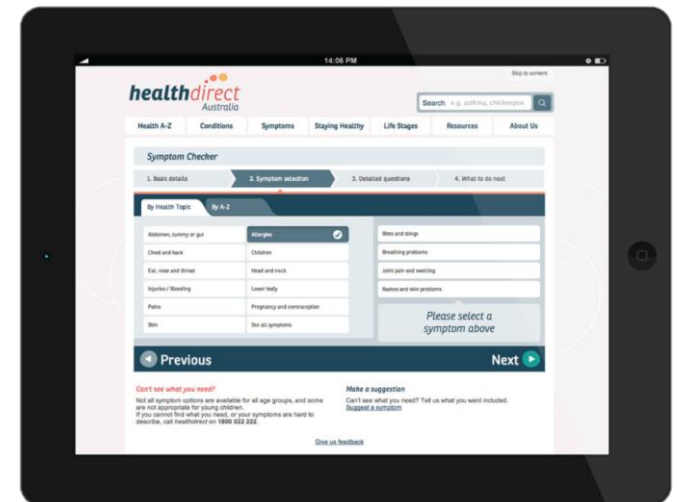
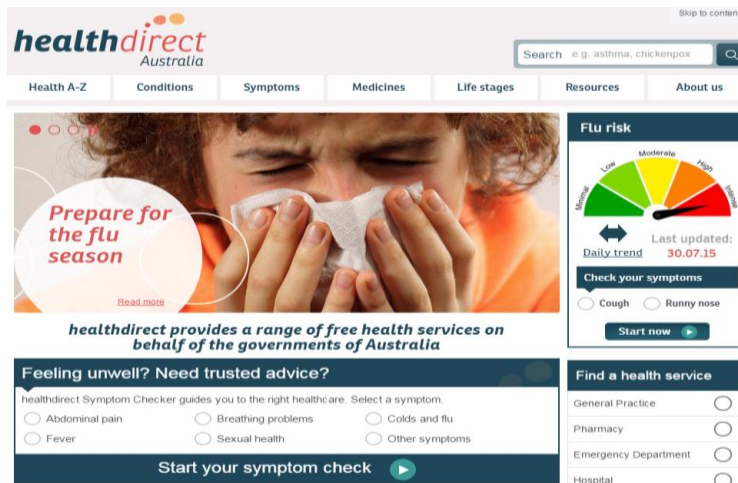


healthdirect helpline

healthdirect

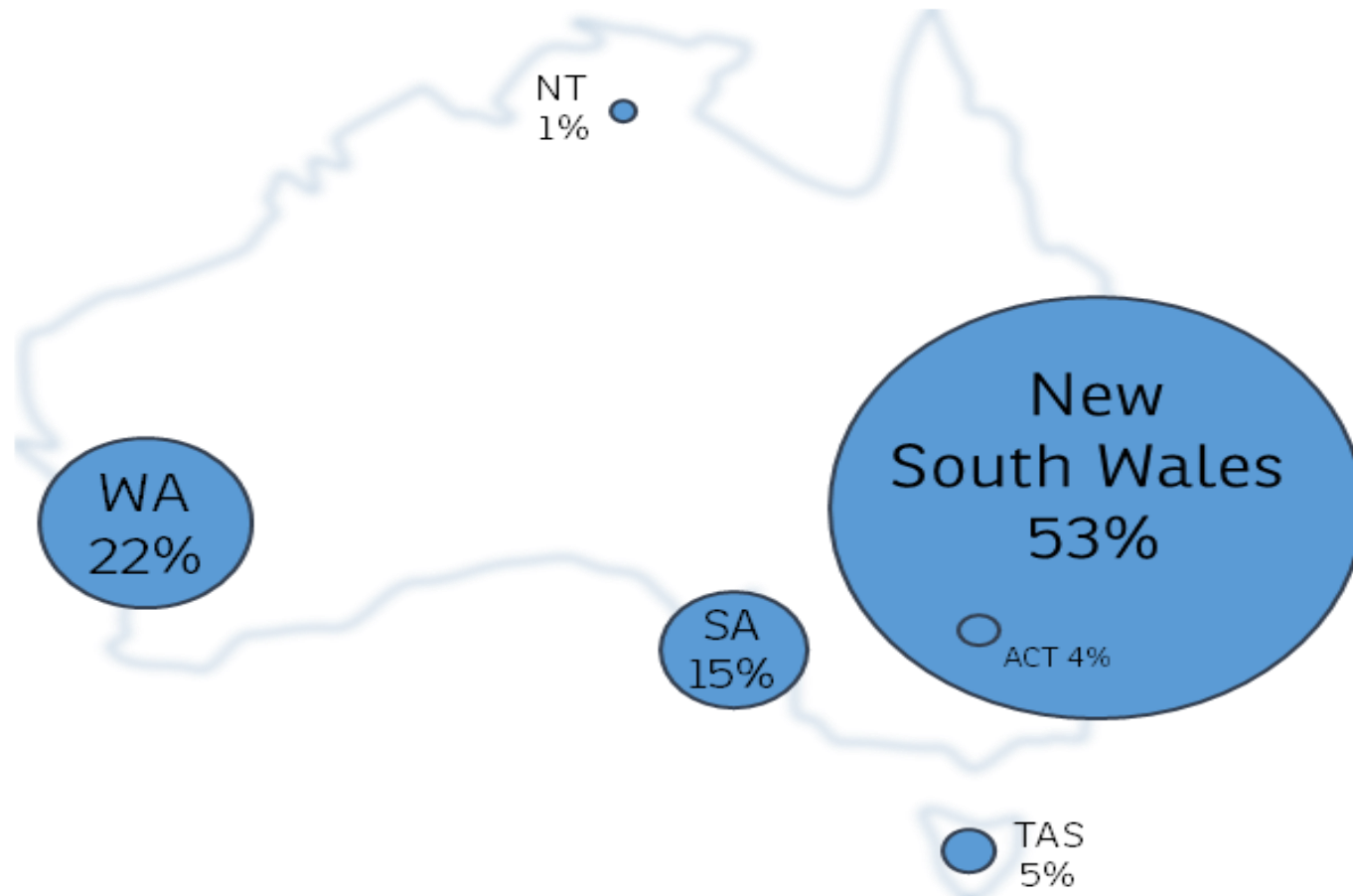
> 1800 022 222

healthdirect Symptom Checker



Healthdirect helpline use - NSW

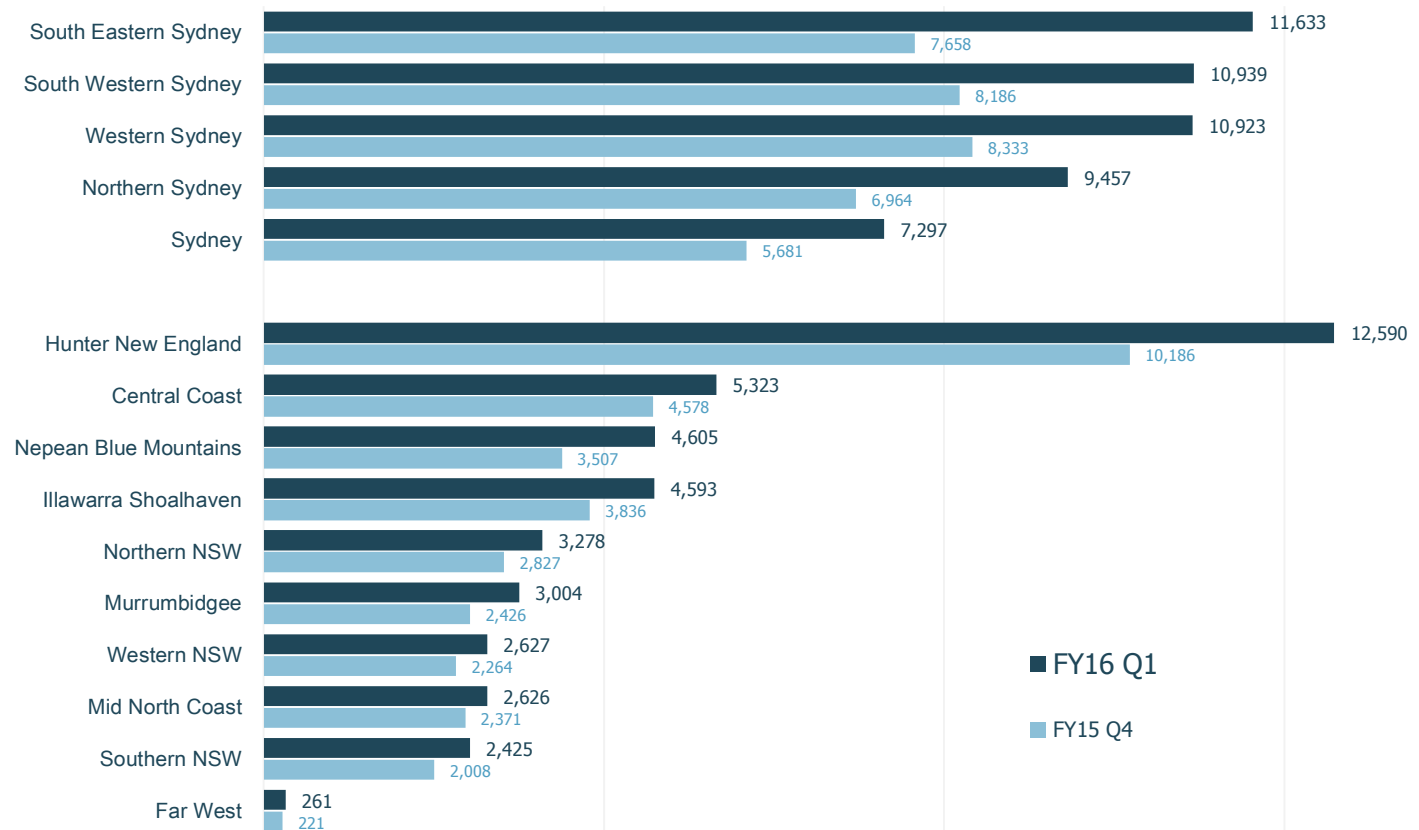
QUARTERLY CALLS OFFERED BY STATE



High volume telephone triage

Triages by LHD – autumn vs winter 2015

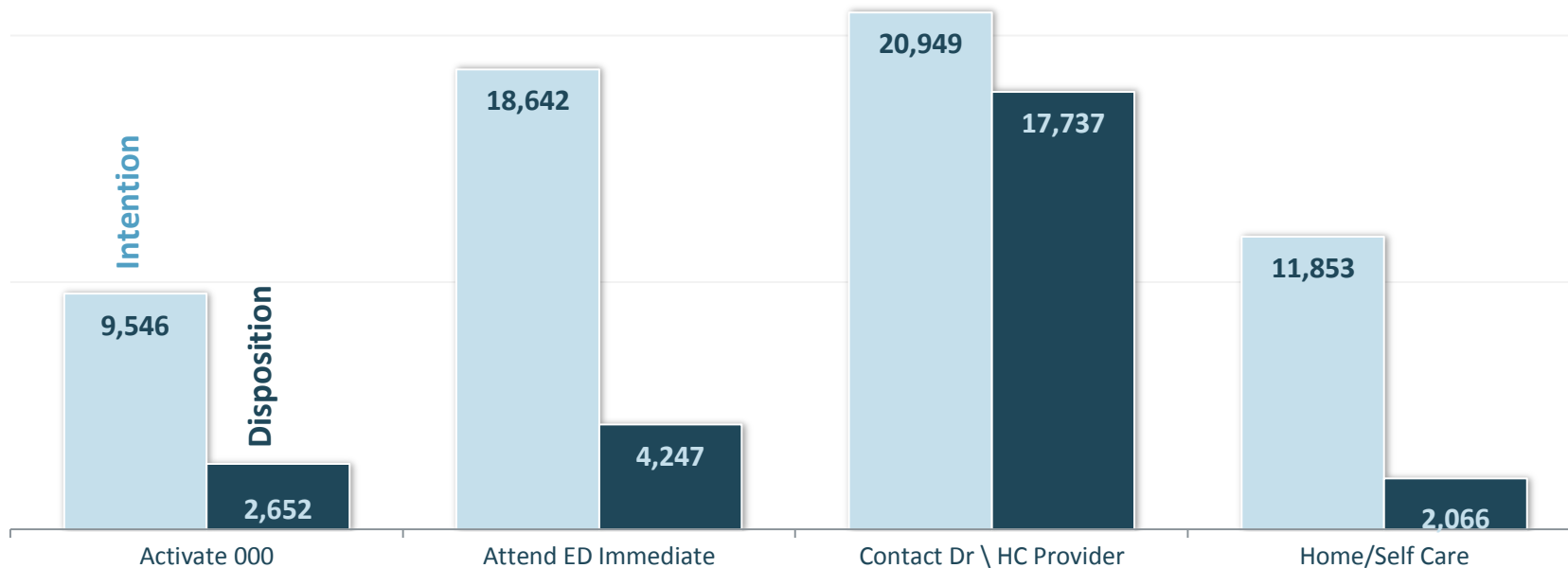
NSW LOCAL HEALTH DISTRICT TRIAGES QUARTER ON QUARTER



Right Place Right Time

Managing NSW inappropriate 000 and ED demand

ORIGINAL INTENTION COMPARED TO **FINAL** DISPOSITION
NSW FY16 QTR1



Right Place Right Time

NSW Ambulance Secondary Triage service – July 14 to June 15

Month	Calls received from NSW	Calls received from NSW daily average	Calls returned to NSW	Calls returned to NSW %	Calls returned to NSW daily average
Jul-14	2,439	79	399	16%	13
Aug-14	2,569	83	417	16%	13
Sep-14	3,530	118	684	19%	23
Oct-14	3,889	125	820	21%	26
Nov-14	3,682	123	726	20%	24
Dec-14	3,830	124	763	20%	25
Jan-15	3,924	127	808	21%	26
Feb-15	3,379	121	689	20%	25
Mar-15	3,738	121	734	20%	24
Apr-15	3,546	118	695	20%	23
May-15	3,493	113	689	20%	22
Jun-15	3,403	113	652	19%	22
Total	41,422	114	8076	19%	22

Services: NSW specific data

healthdirect – nurse triage service top 5 issues

Top 5 Paediatric Clinical Issues

healthdirect helpline

	Clinical issue
1	Previously Assessed By Health Care Provider
2	Cough (Child & Toddler)
3	Colds & Flu
4	Rash
5	Vomiting Toddler

Top 5 Adult Clinical Issues

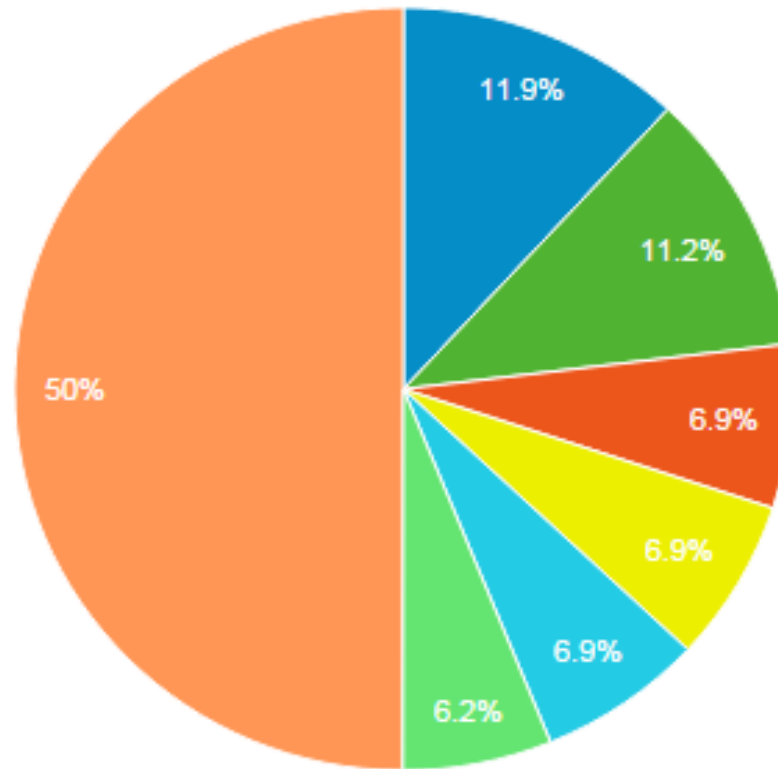
healthdirect helpline

	Clinical issue
1	Medication Questions
2	Previously Assessed By Health Care Provider
3	Abdominal Pain (Adult)
4	Limb Pain
5	Chest Pain

Symptom Checker – self triage - top symptoms

Overall Selected Symptom

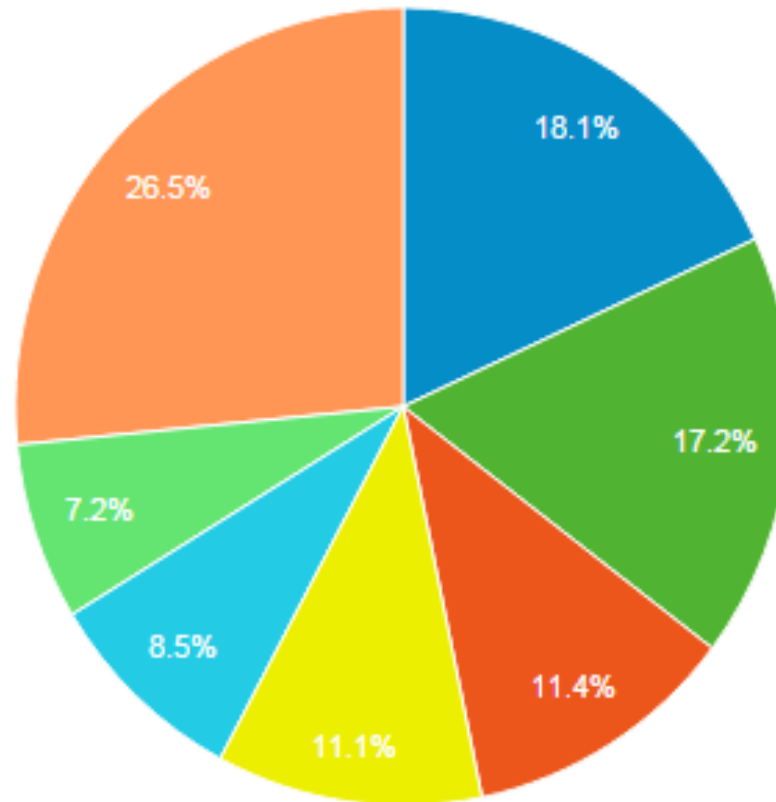
■ Abdominal pain ■ Colds and flu ■ Sexual health and lower body
■ Rashes and skin problems ■ Diarrhoea and vomiting ■ Feeling sick or unwell ■ Other



Symptom Checker dispositions

Overall Disposition

■ GPU ■ ED ■ GPS ■ 000 ■ SC ■ Call hd ■ Other



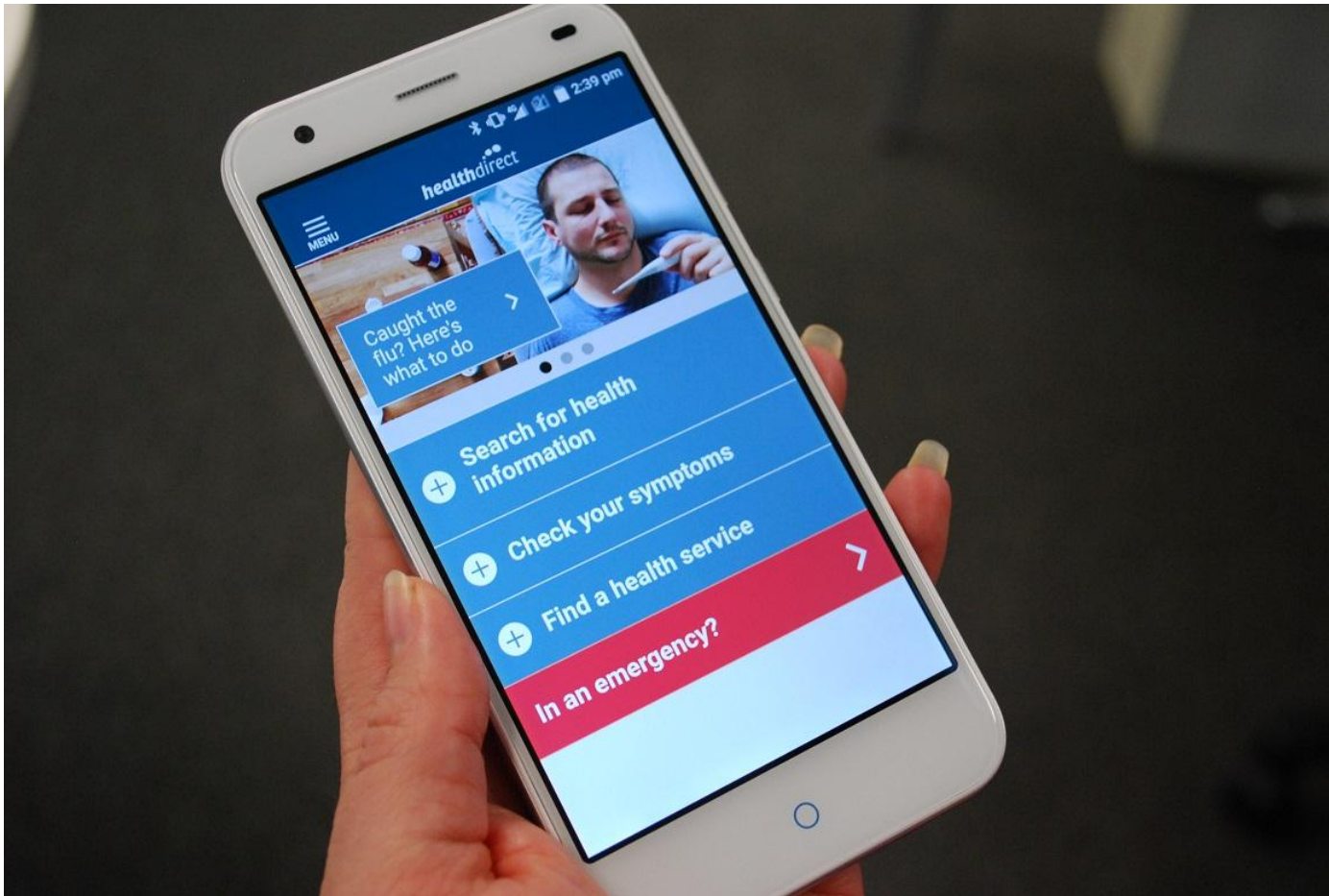
healthdirect website

Over 299,000 people from NSW visited the healthdirect website during Jul-Sep 2015 - representing 3.9% of the NSW population, up from 3.6% in the previous quarter

The top 3 things visitors from NSW are searching for are the Symptom Checker, After Hours GP Helpline and how to lower cholesterol

The most visited page on healthdirect from NSW visitors is the Symptom Checker, home page followed by colds and flu

healthdirect mobile app – launched in October



Search 'healthdirect' in the app store

Thank you!

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