

Frequent User Management Patients as Partners

Introduction

The Frequent User Management (FUM) initiative works with patients and other key stakeholders to provide timely and appropriate treatment to patients who have been identified as frequent callers to ambulance.

Aim

To work proactively and collaboratively with stakeholders to provide appropriate treatment to patients who have been identified as frequent callers, and break the cycle of reliance on NSW Ambulance.

Patient Name
Patient Address

Dear (insert patient name)

I'm writing on behalf of NSW Ambulance, I hope this letter finds you well.

NSW Ambulance offers follow up to patients who have required an ambulance on more than ten occasions in the past twelve months. This is an optional service aiming to provide assistance and support to patients with the goal of reducing future health crises.

As you have required an ambulance on (insert figure) occasions over the past 12 months, a registered nurse will call you within the next five to seven days to provide more information about how this service works and discuss how Ambulance may be able to assist you.

The Registered Nurse will also:

- Seek your opinion on the reasons that led to your recent health crisis, Ensure you have been provided with information and / or follow up appointments to help manage your health issues, Ensure you are able to access eligible services which may help maintain better health. Determine if Ambulance can help with any issues you identify in relation to your health needs and need for ambulance services.
- If, after the initial contact, you feel you would benefit from this optional service, a follow-up appointment will be made. Ambulance will then develop a plan with you and any existing care provider's, e.g family doctor, to address any problems or unmet needs with the aim of reducing the number of times you experience a health emergency in future.

Please be assured our aim is to be supportive of patients who use the services of Ambulance. The intention of our contact is not to cause you additional stress or anxiety. Should you wish to discuss the content of this letter, please contact Paul Wildin on (02) 9779 3891.

Sample letter to patient inviting participation in the initiative

- 1) Notification to existing care providers only.
- 2) Notification to Patient only
- 3) Notification to Patient, LHD and development of multi-agency plan
- 4) Designated Case Management
- 5) Agreement of Appropriate NSW Ambulance Use

Hierarchy of interventions

Method

'Frequent' = 10 or more uses in a 12 month period

Data sourced from NSW Ambulance Computer Aided Dispatch (CAD) database.

Partnerships with LHDs

Partnerships with patients

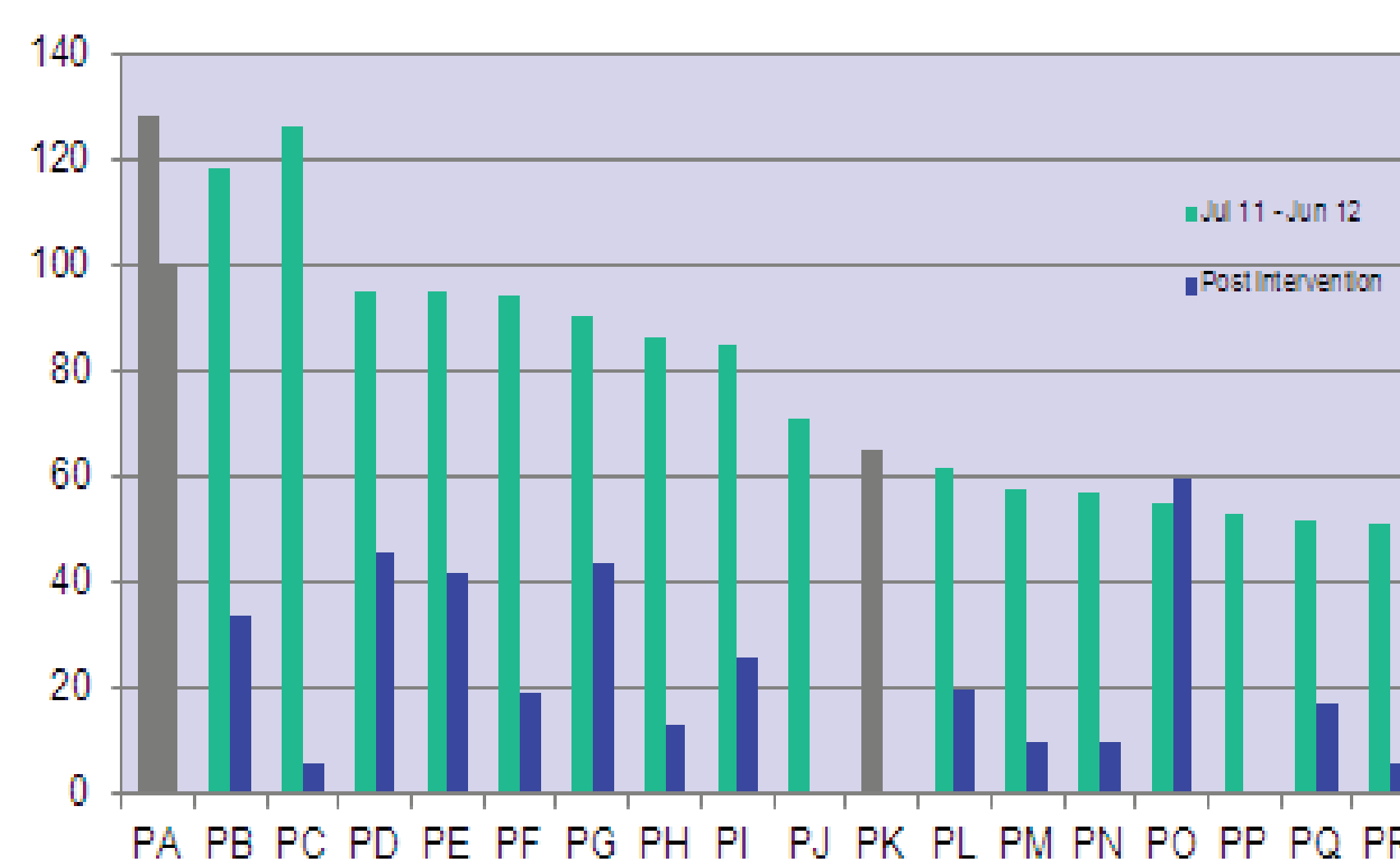
2011/2012 = 497 callers responsible for 10,124 uses

Cohort of 18 patients (1541 calls) addressed as part of this initiative

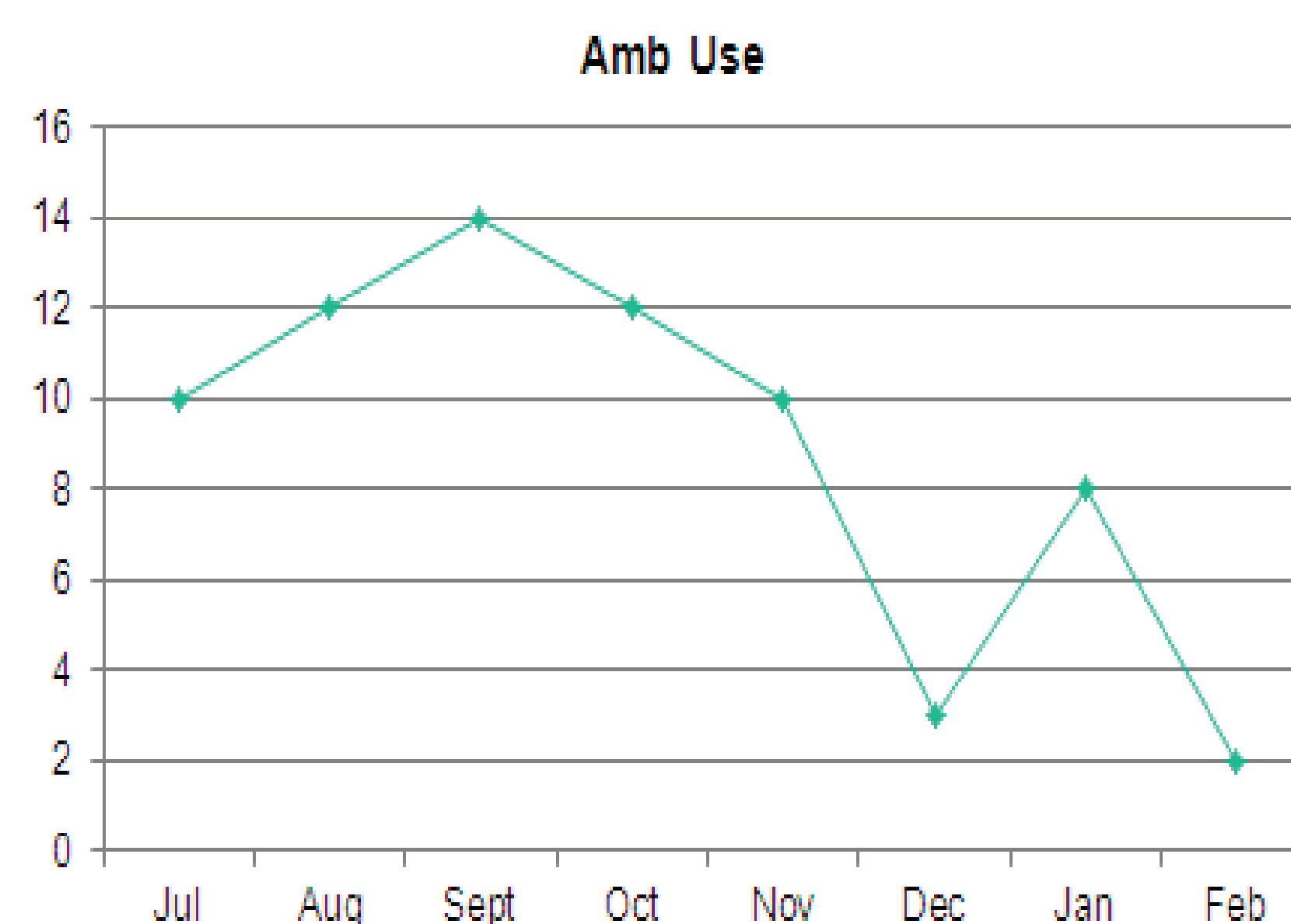
Results

Preliminary post-intervention data was collected in February 2013. Pre and post intervention frequency of calls is displayed below showing a significant decrease in the number of calls.

Frequency of calls pre and post intervention



Case study 1 Impact on Ambulance Use



Case study 1
65% reduction in calls three months post interventions
(Pre-intervention = \$36,084: post-intervention = \$7,566)
NSW Ambulance callout = \$838 (IPART 2013/14)

Conclusion

Initial evidence indicates that this initiative assists in providing patients with the most appropriate care and contributes to the appropriate deployment of ambulance resources.

The nature of the intervention lends itself to cost benefit analysis which, on initial figures, shows a significant cost benefit.

Acknowledgements

- NSW Ambulance Control Centre
- NSW Ambulance Operational Managers
- Bankstown Lidcombe Hospital
- Bankstown Emergency Department mental health team
- Bankstown Community Mental Health Service
- Camperdown Community Mental Health Service
- Royal Prince Alfred Hospital
- Liverpool Hospital
- Muswellbrook Hospital
- John Hunter Hospital Emergency Department, Chronic & Complex Care Co-ordination
- Hawkesbury Hospital
- Sutherland Hospital

Number of patients and number of calls in each call range 2009/2010

No of calls per patient	No of patients	Total no of calls	Total no of transports
10 to 14	606	6,834	5,349
15 to 19	179	2,983	2,365
20 to 29	104	2,450	1,932
30 to 39	22	749	577
40 to 49	12	524	407
50 to 59	8	420	357
60 to 69	4	253	230
70 to 149	4	365	211
Total = 10	935	14,578	11,428
Total = 20	154	4,761	3,102

Initial data to inform the development of the initiative

