



Triple I (Hub) – Beyond Intake Integrated Health Care

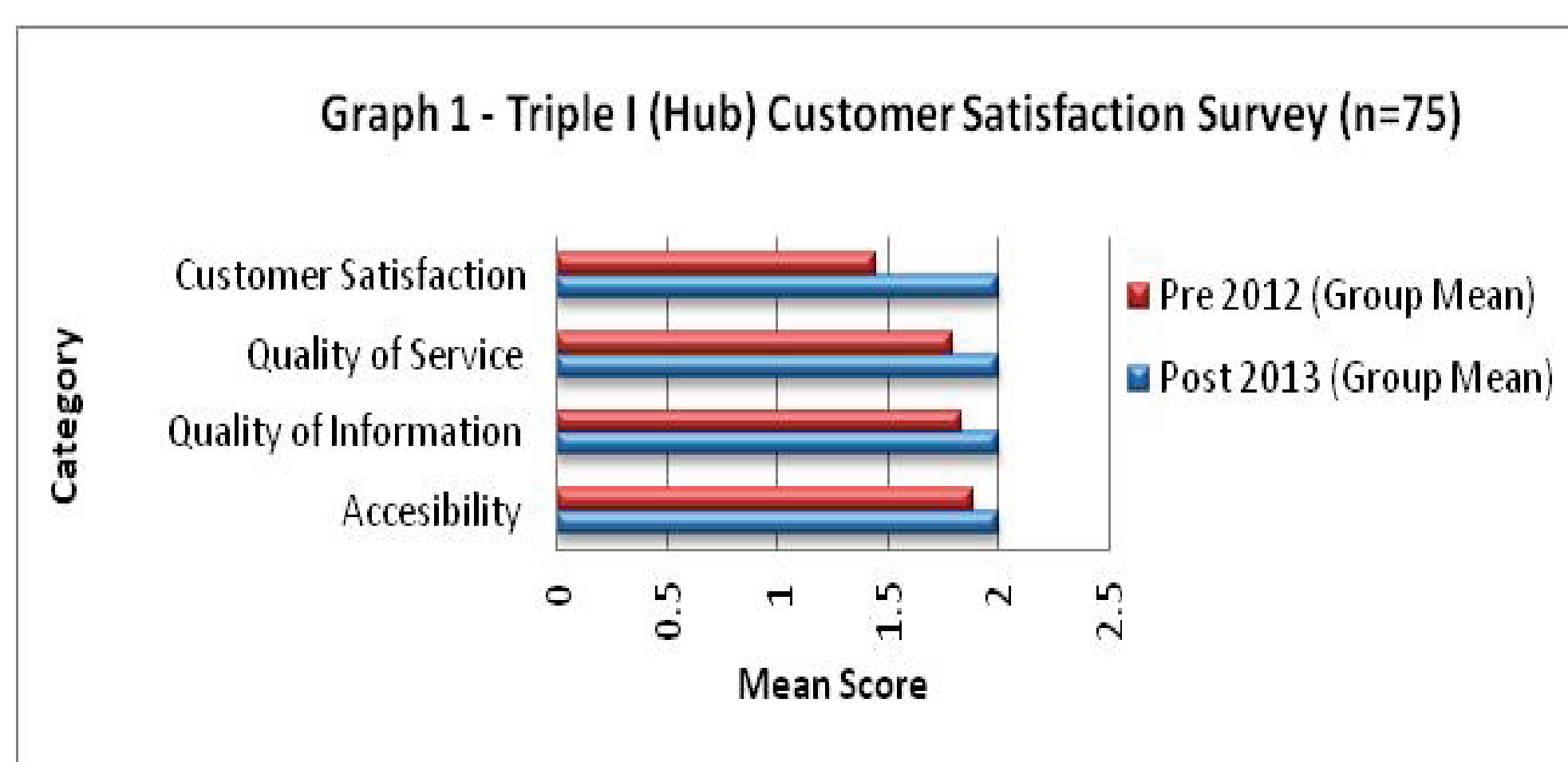
Introduction

The Triple I (Hub) is a centralised Intake, Information and Intervention centre. It began in 2012 as a central intake point with skilled case managers taking responsibility, working with primary health care practitioners.

It has been effective for clients requiring access to primary, aged care and community nursing across our Local Health District (LHD).

Aim

To develop an Intake, Information and Intervention Hub that provides a simplified, streamlined co-ordination of primary healthcare, community and specialised services, increasing earlier identification, intervention and management.



Graph 1 – Triple I (Hub) Customer Satisfaction Survey

Method

Prior to integration of the call centres, the planning phase of the project involved a range of stakeholder consultations.

Review of other models implemented in other States identified key elements for establishing a model which suited our needs.

The project was conducted involving clear project phases, objectives, end dates and deliverables.

Results

- improved satisfaction (increased in mean scores, a scale of 0 - 2.5) consumers and staff (Graph 1)
- increase in referrals (Table 1)
- reduction in processing time of aged care referrals from 3 weeks to < 24 hours
- integrated seamless continuity of care from acute services to primary, community and residential care
- improved clinical governance
- review of daily unmet needs

Conclusion

As LHDs continue to struggle to provide seamless, integrated and coordinated care between hospitals, primary and community services, this innovative approach provides direction for all other LHDs.

We managed to maximise efficiency within existing resources, providing best value to the Health System.

Acknowledgements

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	Pre Implementation 2012	Post Implementation Dec 2012 – April 2013
Service calls	7,701	25,000 (↑ > 200 %)
Referrals to Community Nursing	5,465	5,712 (↑ 4.5%)
Referrals to Aged Care	2,928	3,336 (↑ 14%)

Table 1 - Referrals

