



# FESTIVAL OF CONTAGIOUS IDEAS 2016



NEW SOUTH WALES  
**HEALTH INNOVATION**  
Symposium 2016

## INTEGRATED HEALTHCARE

### Reducing avoidable ambulance presentations in emergency Northern Sydney Local Health District

#### Challenges

Having access to the NSW Ambulance booking system the GRACE (Geriatric Residential Aged Care Evaluation) team is able to monitor the calls and the urgency of the unplanned healthcare need as well as assess whether the hospital presentation is appropriate.

The booking application is also located on the GRACE mobile phone for instant notification when the clinical nurse consultant is off campus or not in the office. The other GRACE team members will be alerted on the mobile phone. This has resulted in increased communication and collaboration among the team. The GRACE team working hours are Monday to Sunday from 8:00am to 10:00pm to specifically link to when the majority of calls come through. Outside these hours the emergency department monitors calls.

#### Results

GRACE data collection from June 2015 shows a 12 per cent reduction in hospital presentations since the implementation of the icon. NSW



Ambulance data also showed a reduction of 10 per cent of calls to the identified residential aged care facilities when compared with the previous year. A telephone survey of 10 residential aged care facilities and a paper evaluation at the annual GRACE forum of 55 facilities was also conducted. The facilities were asked to rate their satisfaction with the service since the introduction of the app/icon.

The results were:

- 100 per cent satisfaction on the commitment to service delivery.
- 100 per cent satisfaction on same day service
- 100 per cent satisfaction on communication and patient outcome
- 85 per cent satisfaction on referring to other health care providers.

We are aiming to enhance our service to include a broader multidisciplinary team in the future so we are able to provide more appropriate care to the elderly patients in their own environment, enabling them to:

- avoid hospital presentations and spend less time in hospital
- avoid hospital related complications
- report improved patient satisfaction

NSW ambulance data shows that one of the largest residential aged care facilities in the area had 1,245 ambulance bookings from July 2013 to June 2014. Of these there were 612 bookings for low acuity patients.

NSW Ambulance data collection indicates since the introduction of the alert icon the number of calls from this

particular residential aged care facility reduced to 800; this is a reduction of approximately 445. While this is not directly attributable to GRACE; this is an interesting statistic and bears future scrutiny.

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