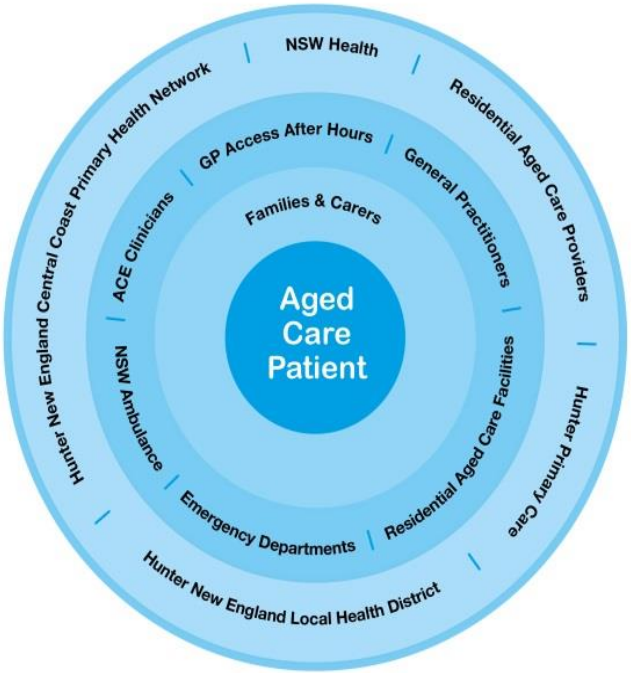
Health
Hunter New England
Local Health District

Hunter PRIMARYCARE

ACE

AGED
CARE
EMERGENCY
SERVICE

ACE Stakeholders



2016 NSW Innovation and Health Symposium

- **Jacqui Hewitt : ACE CNC, Patient Flow, HNE**
- **Dr Carolyn Hullick: Senior Staff Specialist Belmont ED and Clinical Governance**
- **Leigh Darcy : ACE Service Manager, HPC**

Mr B, 82, COPD sufferer. In the last year of his life…

38 ED presentations

18 hospital admissions

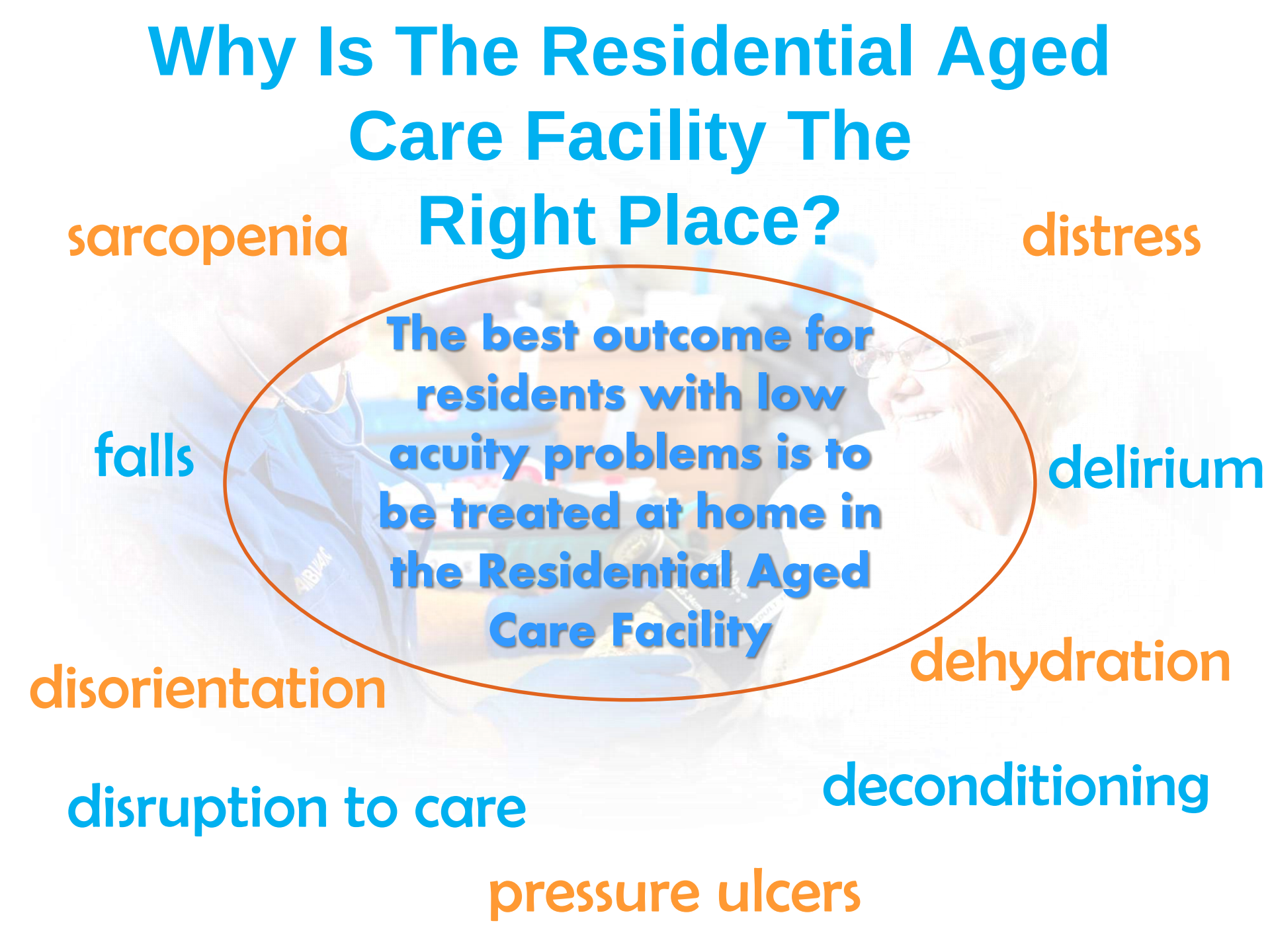
160 blood tests

25 x-rays

2 ultrasounds

Mr B died in the emergency department

Why Is The Residential Aged Care Facility The Right Place?

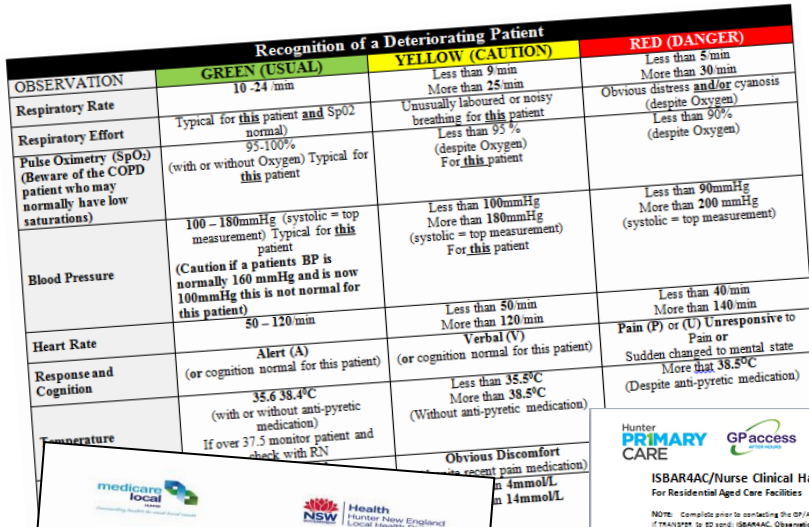


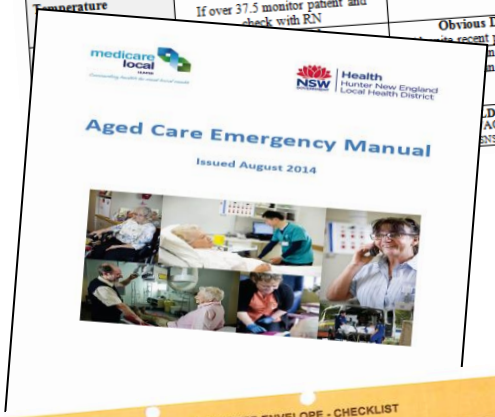
ACE Service model

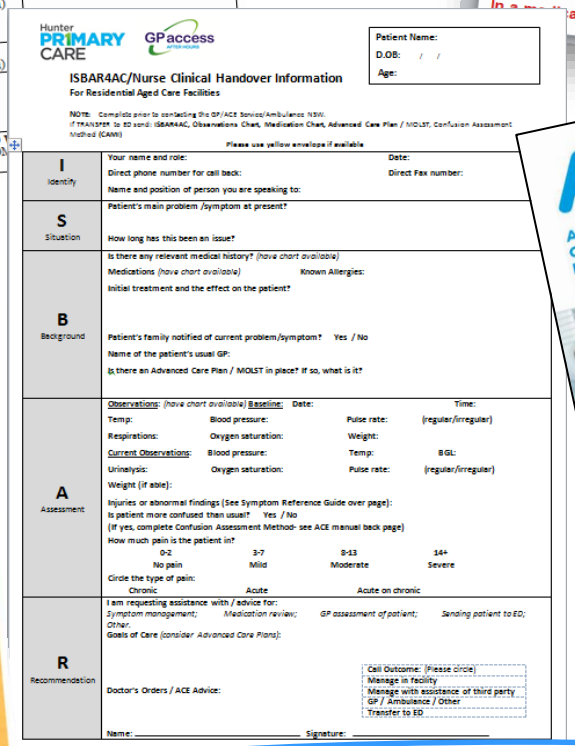
A Multifaceted Approach:

http://ace.healthpathways.org.au/

Resources







For resources contact
agedcare@hunterprimarycare.com.au

Hunter New England LHD

Health
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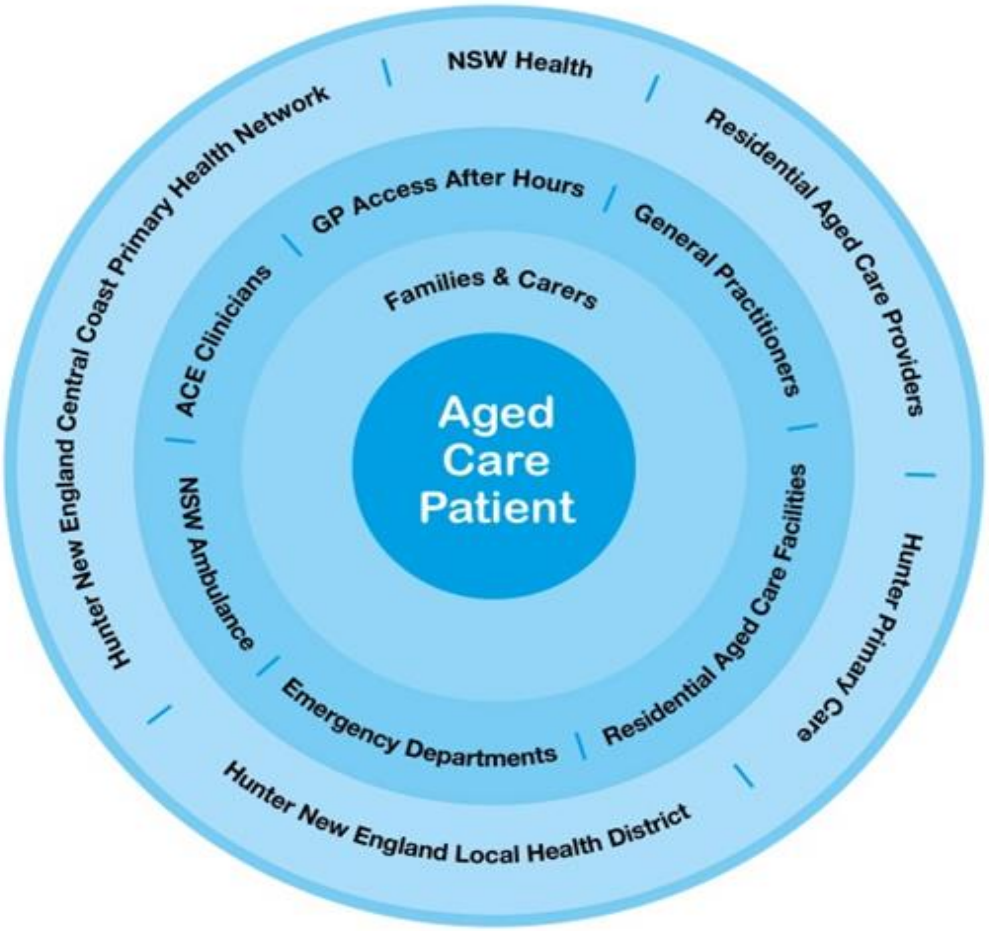
Shared governance
Accurate data

ACE Stakeholders



# of ACE

- 2012- A 2 year pilot concluded at JHH Newcastle
- Now, approx. 80% of RACFs in Hunter New England region have implemented the system 130 RACFs

  (> 6500 RACF beds)
- 9 EDs participating
- ACE is an established and successfully integrated service and in 2014/15 was awarded;
  - The Medicare Local Innovator of the Year (National)
  - 2 Hunter New England Quality Award for Building Partnerships and Integrated health care
  - Innovation grant to introduce telehealth
  - A National Better practice award from the Aged Care Quality Agency “EmbrACE the ACE” submitted by BUPA Cardiff

Health Economic Evaluation 2014

ACE versus usual care

- Annualised savings of $920,000 with 981 ED visits avoided.
- Most of the savings related to reduction in ambulance
- Average 74% of calls to ACE resulted in hospital avoidance

JHH ED pilot in 2012:

- Large variation in transfers to ED from RACFs 16 to 211 transfers / 100 RACF beds
- 45% reduction in hospital admission
- 45 minute reduction in average ED Length of stay

Evaluation 2014: perceptions

- “If ACE was stopped we would likely get a whole lot more, mostly inappropriate, presentations for things that could be readily managed in the aged care home….it would impact on our ability to manage the rest of our activity and meet our targets.” (ED staff member)

- “ACE is like having another RN on staff to speak with about a patient. Often we can’t access the RN or they only work days so it is important we have access to clinical advice and ACE provides this.” (RACF staff)

messages

- Shared governance and accountability
- Reduced potentially avoidable presentations to ED with;
  - Reduced associated risks
  - Reduced ED congestion
  - Reduced demand on Ambulance service
  - Reduced economic burden on health services
  - Improved access to resources for those in most urgent need
- Improved quality of clinical handover with better informed decision making
- Ensuring residents of RACFs receive the most appropriate care in the right setting (patient centred care)

Publications

1. Stokoe A, Hullick C, Higgins I, Hewitt J, Armitage D, O'Dea I. Caring for acutely unwell older residents in residential aged-care facilities: Perspectives of staff and general practitioners. Australas J Ageing. 2016;35(2):127-32.

2. Conway J, Higgins I, Hullick C, Hewitt J, Dilworth S. Nurse-led ED support for residential aged care facility staff: an evaluation study. Int Emerg Nurs. 2015;23(2):190-6.

3. Conway J, Dilworth S, Hullick C, Hewitt J, Turner C, Higgins I. A multi-organisation aged care emergency service for acute care management of older residents in aged care facilities. Aust Health Rev. 2015;39(5):514-6.

4. Hullick C, Conway J, Higgins I, Hewitt J, Dilworth S, Holliday E, et al. Emergency department transfers and hospital admissions from residential aged care facilities: a controlled pre-post design study. BMC Geriatr. 2016;16:102.

Want to know more?

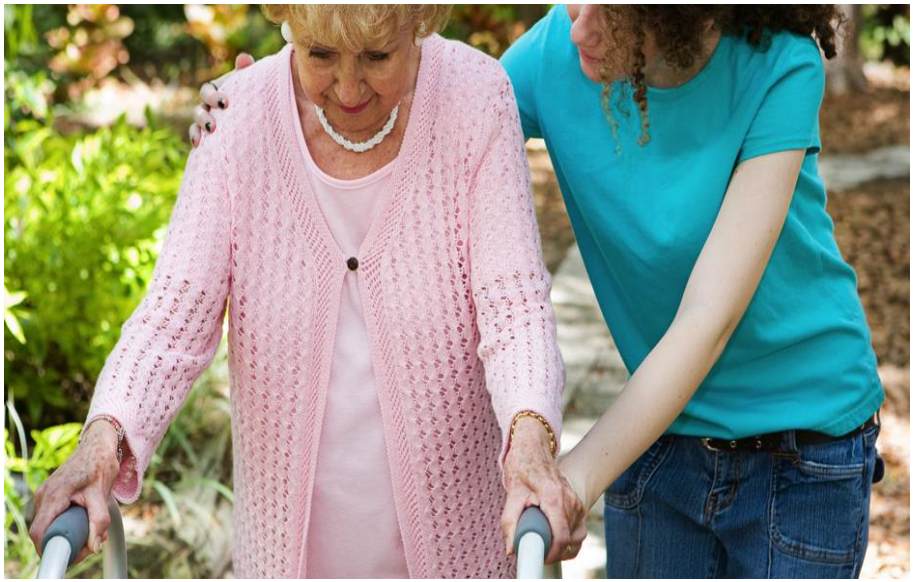
Please contact me at

Jacqueline.hewitt@hnehealth.nsw.gov.au

If you would like further information

Thank you!!!

Hunter Primary Care (previously Hunter Medicare Local), Hunter New England Central Coast Primary Health Network, Australian Government, NSW Health, NSW Ambulance, HNE Health and all the staff, patients and their families in RACFs for funding and support



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