



Allied Health Telephone Screening of a General Neurology Waiting List

Hospital Name: HERA

Presenter: Andrea Whitehead

HRT 1616 Allied Health Improvement Group

26 – 27 October

Brisbane



Key Problem

May 2016

- Obligation under Department of Health contract to reduce public wait lists as much as possible by 30th June 2016
 - Including Metro South HHS referral transfers
 - Particular focus on “long-waits”
- 407 patients on the general neurology waiting list (WL)
 - 398 of whom were category 2 or 3 patients

Aim of this Innovation

Underlying Themes:

- Improve services to patients;
- Reduce time on WL;
- Increase patient satisfaction.

Specific Aims:

- Identify those patients on the General Neurology WL who are likely to respond to and/or benefit from allied health management;
- Deliver a multi-disciplinary service to patients that is appropriate to their needs in a timely manner;
- Support Neurologists to see a higher ratio of new patients in their clinics who are likely to require specialist intervention.

Baseline Data

Background

- Allied health as a first point of contact used with increasing frequency
- Assists with management of prolonged waiting times for specialist medical clinics
- Particularly well established in neurosurgery
- ~40% of long-wait patients on lists for ENT, orthopaedics, and neurosurgery are eligible for triage and streaming into AH service
- High rates of discharge without need for specialist review
- 65% for orthopaedics, 78% for neurosurgery (spinal) and 89% for ENT
- Existing models have positively impacted on outpatient and elective surgical waiting times (category 2 and 3 referrals)

Mater Context

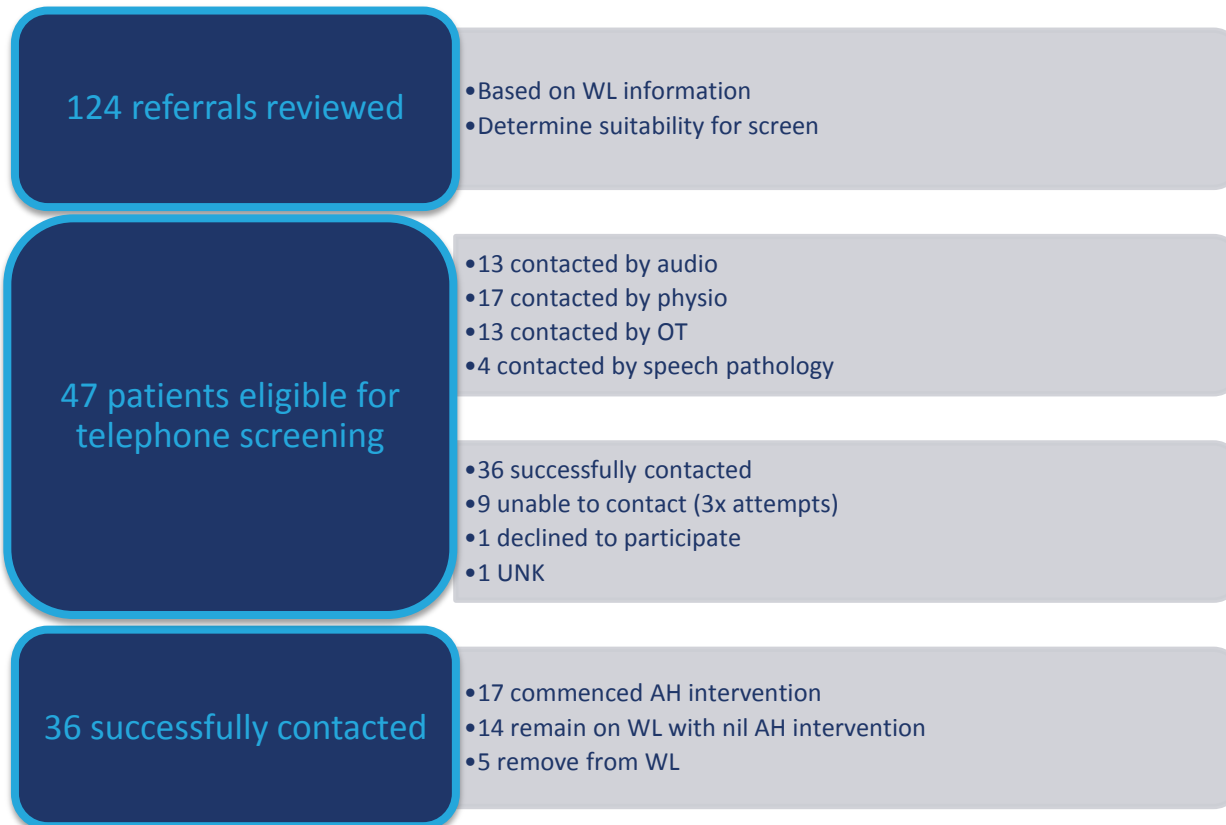
- Based purely on information on WL, considered that ~ 20% of patients may benefit from telephone triage by an allied health professional (AHP) prior to specialist appointment

Key Changes Implemented

Support	Pathways <input checked="" type="checkbox"/>	Other
<ul style="list-style-type: none"> • Executive <input checked="" type="checkbox"/> • Neurologists <input checked="" type="checkbox"/> • Ambulatory services <input checked="" type="checkbox"/> • Allied health teams <input checked="" type="checkbox"/> 	<ul style="list-style-type: none"> • <u>Care stream 1</u>: Remain on the WL for specialist appointment; • <u>Care stream 2</u>: Attend appointment with relevant AHP(s) for diagnostic ax and/or tx. Following AH review(s), <ol style="list-style-type: none"> a) Discharged from AH with ongoing need for specialist appointment, however, early AH intervention would aim to assist with symptomatic management; b) Discharged from WL with no need for specialist appointment; c) Retriaged on neurology WL • <u>Care stream 3</u>: Remove from WL: <ol style="list-style-type: none"> a) Remove from WL after discussion with neurologist due to resolution of symptoms b) Remove from WL after AH review as discussed above in Care Stream 2 	<ul style="list-style-type: none"> • Determine KPIs <input checked="" type="checkbox"/> • Development of database for data collection <input checked="" type="checkbox"/> • Development of telephone screening tool <input checked="" type="checkbox"/> • Inclusion / exclusion criteria • Weekly meetings with neurologist to discuss outcomes of screen as needed
Process		
<ol style="list-style-type: none"> 1. AH team member reviewed WL and identified possible appropriate referrals 2. AH team + neurologist reviewed relevant referrals from above 3. Distributed amongst AHPs based on referral information and likely AH needs 4. Relevant AHPs contact relevant patients to complete telephone screen <p>→ <i>pathways</i></p>		

Outcomes so Far

Pilot Completed



In order to progress this trial, we applied for and were successful in receiving a grant from AHPOQ to employ a project officer to lead this model of care project

Lessons Learnt

- Use contacts at other sites as much as possible
- Ensure regular buy-in from all key stakeholders
- Collaboration with hospital based services and 3rd party providers is at times challenging
- Ensure data systems are robust and accurate before starting
 - Ensures that data collection and review is relatively straightforward

- For more information Contact: Andrea Whitehead
- Tel: 07 3163 8685

