

Health Roundtable

The Extended Hours Social Work Service

Princess Alexandra Hospital

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HRT 1819 – Allied Improvement Group
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healthroundtable.org

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Key Problem

- Limited access to Emergency Department (ED) Social Work service on weekends
- On call Social Work service only - restricted referral criteria
- Medical, nursing staff, social work and patient feedback - wanted a more accessible comprehensive service in keeping with broader ED changes

Aim of this Innovation

- Improve equity of access to Emergency Department Social Work weekend and public holiday services for patients previously excluded from receiving these services.
- Achieve consistency between the weekend and public holiday Social Work service and the existing social work service provided between Monday and Friday to the Emergency Department.

Baseline Data / Current Situation

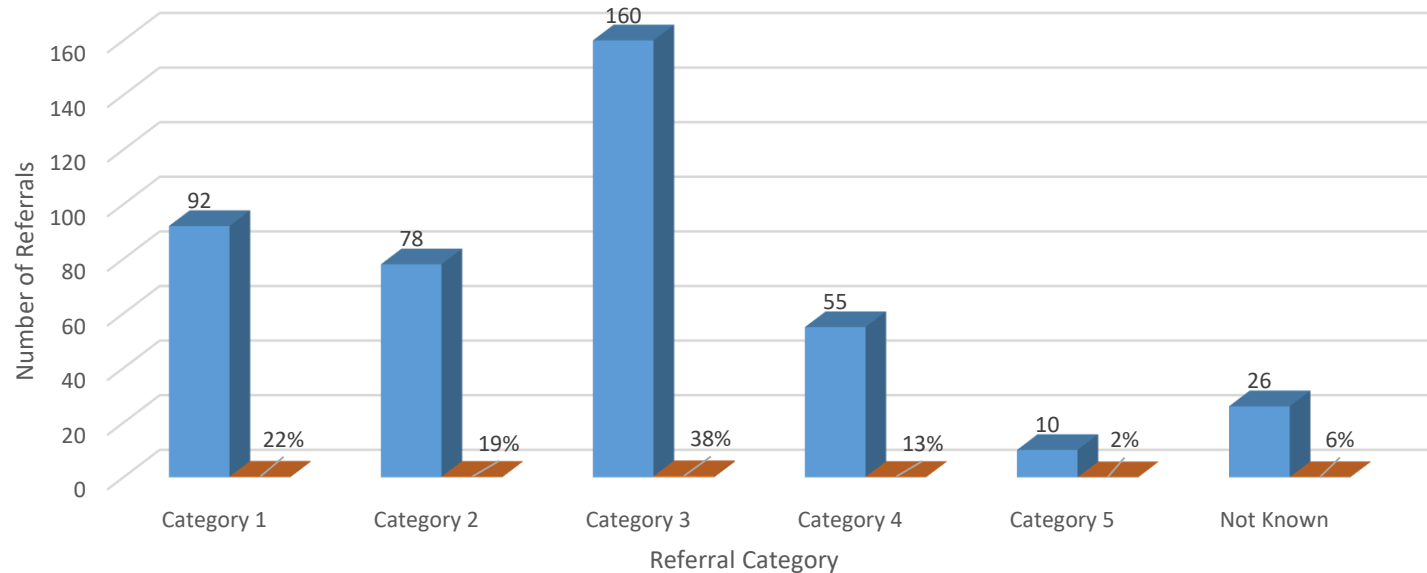
- Demand for Social Work services for patients presenting to the hospital's Emergency Department on weekends had outgrown the current model of service delivery
- An On Call Social Work Service to the Emergency Department staffed by existing social work practitioners was no longer adequate to meeting the increasing demand
- Call in data was showing the rise in Domestic and Family Violence, Child Protection and Homeless patient presentations
- Social workers on the On Call Roster were taking fatigue leave on Mondays – leading to a staffing shortages in other clinical areas on the first 'working day' of the week.

Key Changes Implemented

- Business case developed
- Temporary funding obtained
- Key stakeholders informed
- New service model introduced in October 2017
- Quantitative data collected and collated
- Qualitative comments also collected

Outcomes so far

Princess Alexandra Hospital Emergency Department
Extended Hours Data from
7 October 2017 - 30 June 2018
Total referrals- 421 (%of referrals)



Lessons Learnt

- Number of patients presenting who are homeless are higher than expected. Need to look at other ways of 'making a difference' for this vulnerable patient group.
- New model of service has been well received by all stakeholders

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Problem:

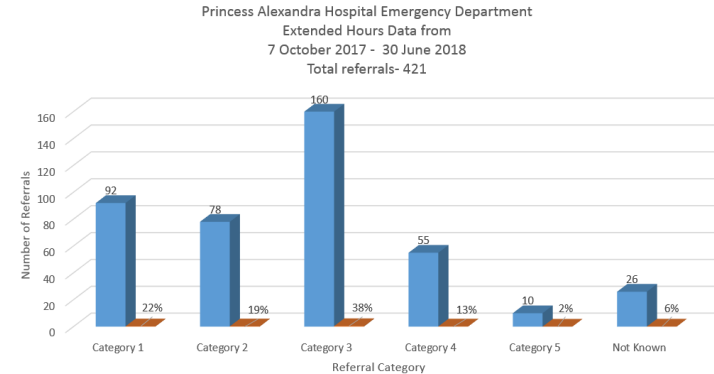
Limited areas to Emergency Department Social Work Services on weekends and public holidays

Solution:

Implement an Extended Hours Service to the Emergency Department on weekends and public holidays

Results:

- Increased staff satisfaction
- More timely and accessible social work service to patients/ families
- Improved quality of social work service to broader group of patients



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