



Neurosurgery Specialist Allied Health Clinic (NSAHC)

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”
- 618 category 2 or 3 patients on the neurosurgical waiting list (including orthopaedic spinal)
 - 246 “long waits” or would be by 30th June
 - Many HHS referral transfers were not theatre ready
 - Medical imaging not up-to-date etc

Aim of this Innovation

In a very short time-frame, implement an **allied health first point of contact neurosurgery screening clinic**

Aims:

- Improve service access
- Reduce waiting list time
- Increase patient satisfaction
- Support neurosurgeons and orthopaedic spinal surgeons to see a higher ratio of new patients who are likely to require surgical intervention

The right service to the right patient at the right time

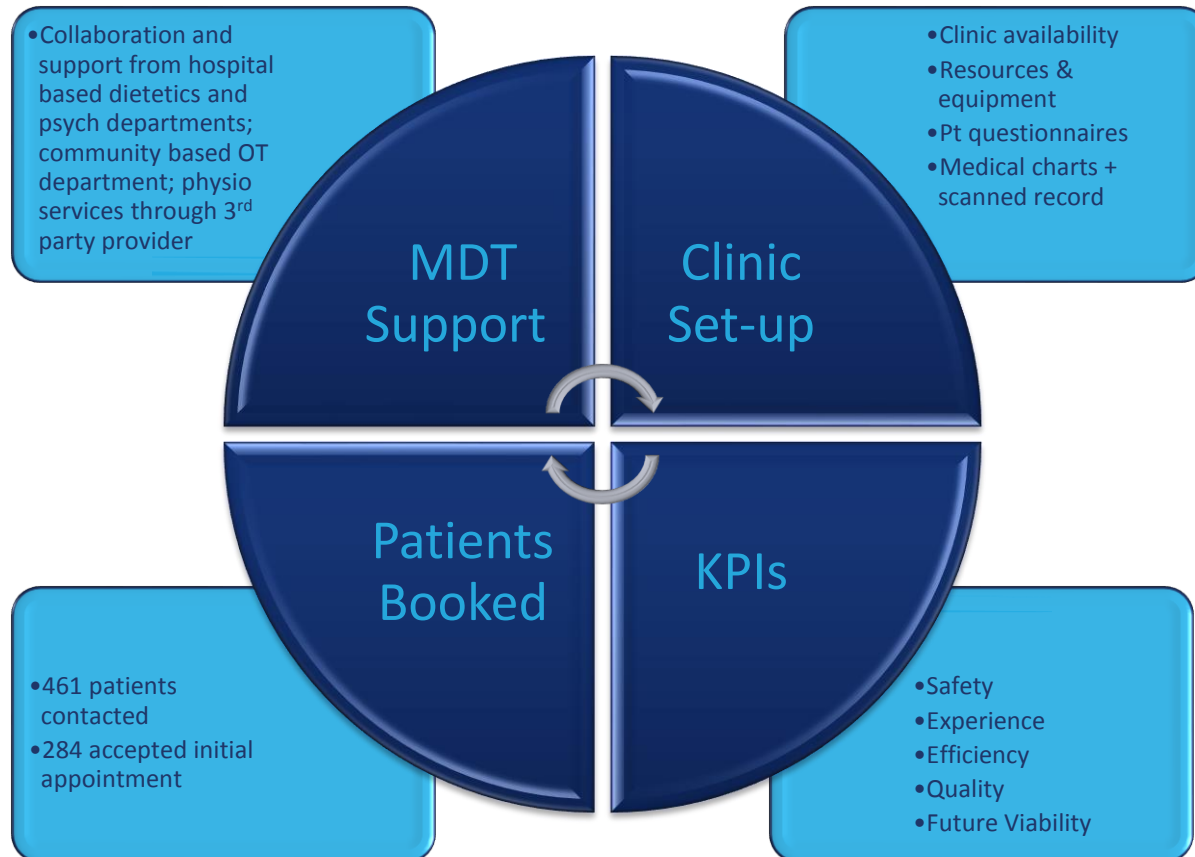
Baseline Data

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)

Key Changes Implemented

- Executive approval to progress 13th April 2016
- First clinic 25th May 2016



Outcomes so Far

618 patients on the neurosurgical list eligible for the NSAHC

334 patients did not receive an appointment

129	Not offered an appointment
8	Declined the service
28	Not contacted due to NESB
6	UNK

27	Not contacted due to their postcode
61	Removed direct from the WL
75	Unable to be contacted. Of this 75, 52 were removed from the waiting list (WL)

284 patients accepted initial appointment
258 patients attended
Records only available for 256 patients

Nil clinical incidents or complaints

Patient satisfaction survey

76 (30%)	A. Surgical review facilitated
34 (13%)	B. Not yet surgery ready
104 (41%)	C. Conservative management only
22 (9%)	D. Discharged from NSAHC (nil surgical or allied health intervention required)
14 (5%)	E. Patient remains on waiting list (patient request)
6 (2%)	F. Referred to another speciality

Question	Responses (n=147)				
1) I was satisfied with being seen by a physiotherapist rather than waiting longer to see a surgeon?	Yes 97.5%	No 2.5%			
2) The information provided to me prior to my appointment through the Allied Health clinic was easy to understand	Strongly agree 47%	Agree 49%	Neutral 3.25%	Disagree 0.75%	Strongly disagree 0%
3) The plan for the future treatment of my condition was clearly explained to me during my appointment	Yes 99.75%	No 0.25%			
4) I am confident that the treatment plan developed for me today will meet all of my needs relative to this condition	Yes 99%	No 1%			
5) Overall, the service I received today was of an exceptional standard	Strongly agree 69.25%	Agree 30.5%	Neutral 0.25%	Disagree 0%	Strongly disagree 0%

Lessons Learnt

- With the necessary support from all levels, large-scale model of care changes can be achieved in very short time-frames
- Use contacts at other sites as much as possible
- Ensure regular buy-in from all key stakeholders
- The breadth of teams involved in such a large project in a short time frame is significant
- 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

