

Defined Point of Access

Southern Health
Ambulatory and Community Care



integrity • compassion • accountability • respect • excellence

Southern Health

Better Health for Our Community

Southern Health – fast facts

- Victoria's largest health service located across South East Melbourne
- We integrate uniquely in one organisation primary, secondary and tertiary health services, as well as university affiliated international research and teaching facilities
- We offer health care across the entire lifespan from pre-birth to palliative care, for all groups and stages of life
- Over 250 programs and disciplines are provided, that range from prevention, early intervention and primary care through to highly complex acute, aged residential, rehabilitation and mental health services



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Southern Health

Better Health for Our Community

Southern Health Catchment



Southern Health

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Better Health for Our Community

Ambulatory & Community Care

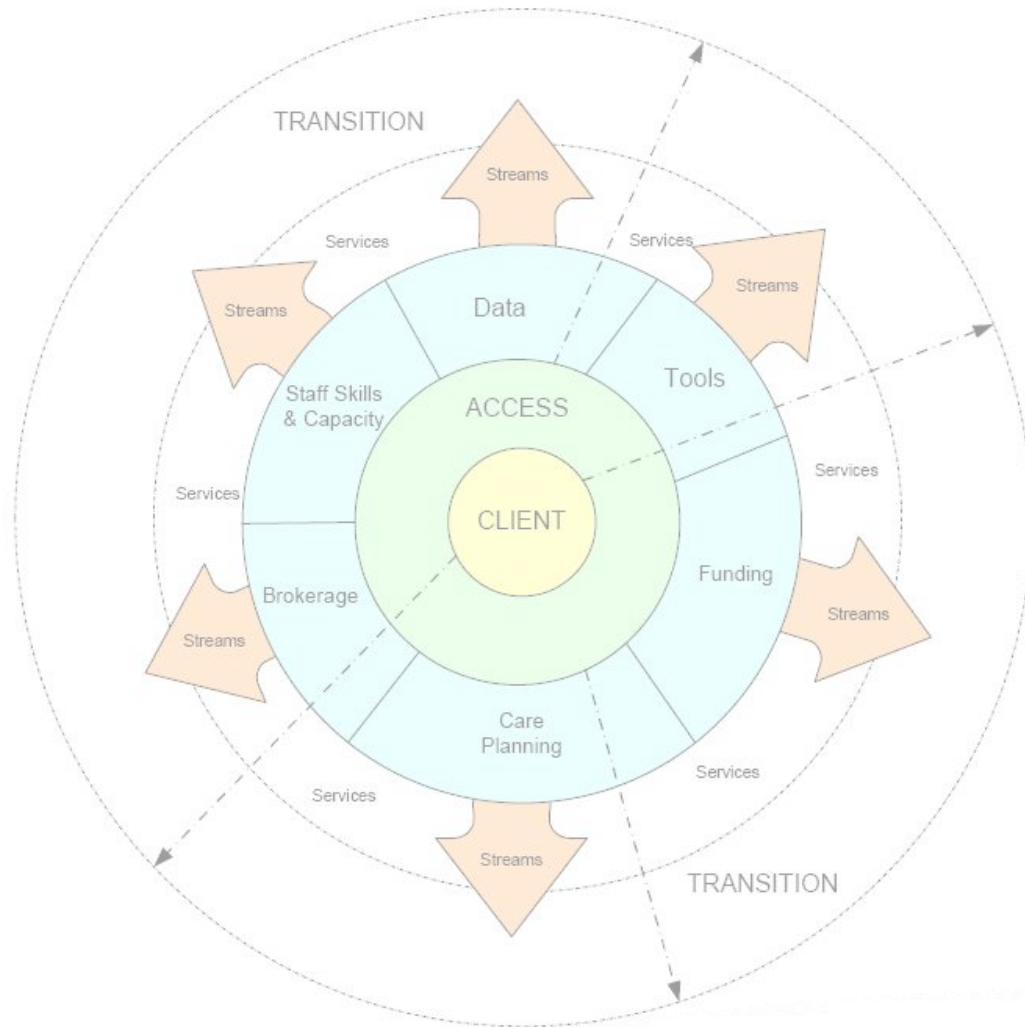
Principle

Contemporary person-centred care

Purpose

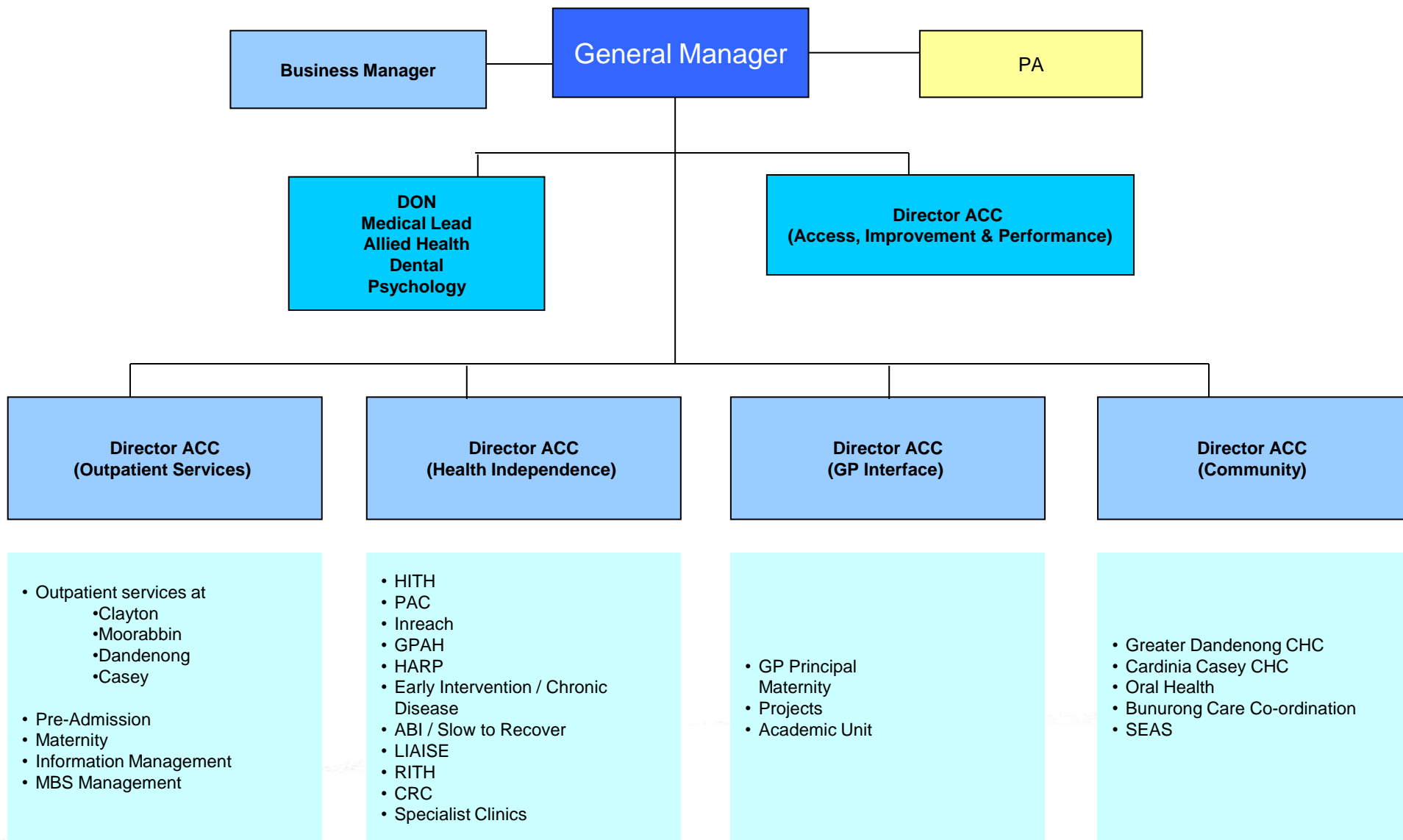
To proactively support our community to improve and maintain health, independence and wellbeing by co-ordinating and/or providing care across multiple settings

Ambulatory Care Services Model of Care



↑ ↓
↑ ↓
↑ ↓
NO WRONG DOOR

Ambulatory & Community Care Structure



No Wrong Door:

Access Structure

**Work with Gen
Med**

**Mobile Access
& HARP Intake**

**Outpatients
Access**

Access Liaison

**ACC Access
& iRefer**

**Q-master &
Centralised iCARE
numbers**

No Wrong Principle

Referral is
received
incorrectly



Referral redirected
to appropriate
service

- Partner agencies work with agreed principle
- Agreed tools and process
- Referrer feedback provided
- Framework facilitates targeted education
- Relationships across various services developed

Choose and Redirect

The screenshot displays the Southern Health website interface. At the top, there is a navigation bar with the Southern Health logo on the left, a search bar in the center, and links for 'STAFF LOGIN' and 'SITEMAP' on the right. Below the navigation bar is a main header with the text 'Victoria's largest health service' and sub-links for 'Home', 'Support us', and 'Contact us'. A secondary navigation bar contains menu items: 'ABOUT US', 'PATIENTS & VISITORS', 'GPs', 'HEALTH PROFESSIONALS', 'SERVICES', 'RESEARCH', 'CAREERS', and 'MEDIA & EVENTS'. The main content area is titled 'No Wrong Door' and includes a breadcrumb trail: 'Home > Health Professionals > No Wrong Door'. The text explains that 'No Wrong Door' is an agreement between partner ambulatory services to assist referrers. Below the text are logos for Southern Health, dandenong casey general practice association, MONASH, MonashLink, and south east palliative care. At the bottom of the main content area is a row of five white doors. The footer contains links for 'Accessibility', 'Privacy', 'Disclaimer', and '© Copyright Southern Health', along with the Southern Health logo.

SH

Choose a Hospital

Search

STAFF LOGIN SITEMAP

Southern Health

Victoria's largest health service
• Home • Support us • Contact us

ABOUT US PATIENTS & VISITORS GPs HEALTH PROFESSIONALS SERVICES RESEARCH CAREERS MEDIA & EVENTS

In this section

- Centre for Clinical Effectiveness
- Clinical
- Education and training
- Elective surgery
- Emergency
- Events
- Maternity
- No Wrong Door**
 - Administration
 - Choose and Redirect**
 - Details
 - Feedback
 - Frequently asked questions
 - Links
 - What's New (inc. education and training)
 - Log Out
- Private patients
- Services and programs
- Specialists directory
- Technology/Clinical Practice Committee

Home > Health Professionals > No Wrong Door

No Wrong Door

No Wrong Door is an agreement between partner ambulatory services to assist referrers to navigate the service system. Where a referral has been deemed ineligible by the receiving service, the referral is redirected to a more appropriate alternative service in consultation with the referrer.

Southern Health **dandenong casey general practice association** **MONASH** **MonashLink** **south east palliative care**

Community Health Services

specialist health care at home

Accessibility Privacy Disclaimer © Copyright Southern Health

Health

Choose and Redirect

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Home > Choose and Redirect

Choose and Redirect

Search the Directory













Search by name:

Age:

Post Code:

Service:

Search Results

Provider	Phone
Diabetes Cardiovascular Advisory Clinic OPS	1300 342 273 (internal 49888)  
Diabetes in Pregnancy Triage OPS Clinic	1300 342 273 (internal 49888)  
Diabetes OPS Clinic	1300 342 273 (internal 49888)  
Diabetes Support Serv	1300 342 273 (internal 49888)  
Gestational Diabetes C	1300 342 273 (internal 49888)  
High Risk Foot OPS Cl	1300 342 273 (internal 49888)  

Diabetes OPS Clinic
Eligibility Criteria
For complex diabetic clients, often with co morbidities
Exclusion Criteria
Simple diabetes management that can be dealt with in the community

« first « prev 1 next » last »»

Referral Redirection form

The screenshot shows the Southern Health website interface. At the top, there is a navigation bar with the Southern Health logo on the left, a 'Choose a Hospital' dropdown menu, a search bar, and links for 'STAFF LOGIN' and 'SITEMAP'. Below the navigation bar is a secondary header with the text 'Victoria's largest health service' and links for 'Home', 'Support us', and 'Contact us'. A main navigation menu contains links for 'ABOUT US', 'PATIENTS & VISITORS', 'GPs', 'HEALTH PROFESSIONALS', 'SERVICES', 'RESEARCH', 'CAREERS', and 'MEDIA & EVENTS'. The 'PATIENTS & VISITORS' section is expanded, showing a list of links including 'Centre for Clinical Effectiveness', 'Clinical', 'Education and training', 'Elective surgery', 'Emergency', 'Events', 'Maternity', 'No Wrong Door', 'Administration', 'Choose and Redirect', 'Details', 'Feedback', 'Frequently asked questions', 'Links', 'What's New (inc. education and training)', 'Log Out', 'Private patients', 'Services and programs', 'Specialists directory', and 'Technology/Clinical Practice Committee'. The 'Choose and Redirect' link is highlighted. The main content area shows the breadcrumb trail 'Home > Health Professionals > No Wrong Door > Choose and Redirect'. The title of the page is 'Choose and Redirect'. There is a 'Postcode search' link and a '< Back to results' link. The 'Consumer Details' section contains the following fields: 'Full Name', 'Address', 'Suburb', 'City / Town', 'Postcode', 'Date of Birth' (with a calendar icon), 'Sex' (with radio buttons for 'Male' and 'Female'), and 'UR Number'. The 'Originating Referrer' section contains a 'Referrer Type' dropdown menu with '- Select -' as the current selection. The 'Service Redirecting Referral' section contains two text input fields: 'Organisation / Service' and 'Name'. The Southern Health logo is visible in the bottom right corner of the page.

SH Choose a Hospital Search STAFF LOGIN SITEMAP

Southern Health Victoria's largest health service
• Home • Support us • Contact us

ABOUT US PATIENTS & VISITORS GPs HEALTH PROFESSIONALS SERVICES RESEARCH CAREERS MEDIA & EVENTS

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- Technology/Clinical Practice Committee

Home > Health Professionals > No Wrong Door > Choose and Redirect

Choose and Redirect

[Postcode search](#)

[< Back to results](#)

Consumer Details

Full Name:

Address:

Suburb:

City / Town:

Postcode:

Date of Birth:

Sex: Male Female

UR Number:

Originating Referrer

Referrer Type:

Service Redirecting Referral

Organisation / Service:

Name:

Health

Referral Redirection form

http://www.southernhealth.org.au/ChooseAndRedirect/redirection-form.pdf - Windows Internet Explorer

http://www.southernhealth.org.au/ChooseAndRedirect/redirection-form.pdf

File Edit Go To Favorites Help

Save a Copy Search Select 73% Comment & Markup Sign Forms YW

This document contains interactive form fields. Highlight fields

Signatures Pages Attachments Comments

Referral Redirection Cover Sheet

Consumer Details

Name: Happy Chazoy
Address: 128 Smile Street Sunnyville Melbourne
Date of Birth: 12 / 03 / 1950
Sex: Male
LR Number: 000000

Originating referrer:

WH
 Emergency Department - Clayton
 General Practitioner
 GP
 Other

Please attach (with original referral where available)

Service Redirecting Referral:

Organisation/Service: NVD Project Office
Name: Vivian Simpson
Phone: 8762 1945 Fax: 8594 2073

Redirecting referral to:

Organisation/Service: ABI-STR Program
Phone: 8762 2597 Fax: 8762 2209

Eligibility Confirmation for Redirection

In relation to the person identified above, the following action has been taken:

Referral NOT processed - it is being REDIRECTED for acceptance by ABI-STR Program

ABI-STR Program has been telephoned and advised of referral

Initial acceptance of referral obtained

Contact has been made with GP/Referrer

GP/Referrer advised to:
receive fax that the referral has been forwarded, or
be contacted by Organisation/Service where referral is being redirected to

Detail Reasons for Redirecting Referral:

Other

Office Only

Redirection Acknowledgement

Please be advised that the redirected referral has been received:

Copy faxed to GP confirming referral received by ABI-STR Program

This document may be confidential. If you are not the intended recipient, you must not disclose, use or copy the information contained in it. All confidentiality is waived, used or approved to ensure that this document has been electronically transferred. If you have received this document in error, please inform the Originating Referrer immediately on ABI-STR Program

1 of 1

Health

Department of Health feedback

- NWD policy:

Extremely
comprehensive

Significant step
towards integrated
access across SH

Improve understanding
& provide clarity of
entry criteria

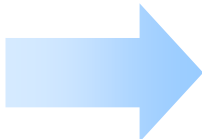
SH to share the Choose
and Redirect tool with
its peers

SH gold winner of DoH's 2010 Healthcare Award

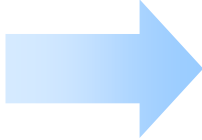
No Wrong Door



Service Improvements



Choose and Redirect (launched)



Choose and Refer (new initiative)



Expand NWD membership & engage with more agencies

Outpatients Access

- Outpatients review conducted in 2008 - external consultants
- Recommendation - Centralised referral management, enquiries and Did Not Attend process
- OPS Access Unit established— 5.3 clerical EFT
- Launched a 1300 3iCARE telephone number and 959iCARE fax number (for OPS and CS)
- Implemented Q-master (with funding received from DoH)

Q-master Implementation

- Q-master is an integrated telephony system that:

Manages calls, faxes and emails via the desktop of a pc

Enables Access to be responsive (in relation to enquiry and referral management)

Allocates calls including call-backs

Q-master features

- Call-back functionality
 - 14,826 call-backs
 - Call-backs returned within 9 minutes
- Is set up with predetermined rules (such as priority over certain queues internal and external queues)
- Q-master has enabled access to be responsive as now we can acknowledge 100% of GP referrals with a return fax to the GP

Desktop - Susan Rash

File Call Agent View Help

Contact: []

Phone Calls
Call History
Contact Center
Agents
Queues
Chat
Presence
Web Browser
Fax
Messages
Email

Active Calls

Line	State	Caller Info	Origin	Date	Time	Duration	Queue

Queues

Queue Name	Queue	Calls Queued	Longest Wait	Abnd/Tot	Svc Lvl	Callbacks	Available
All AAS	All AAS	6	8:24	36/276	13%	7 (0)	7
OP Phone	OP Phone	3	8:24	36/139	7%	7 (0)	3
OP Phone\Fax	OP Phone\Fa	5	8:23	36/249	5%	7 (0)	4
OP Internal icare	49888			2/2			
OP 1300 icare	49135			4/4			
OP From Operators	49146			5/5			
OP Gen Enq	49138	3	12:41	28/101		6 (0)	3
Katherine Lombardi	49110		0:17	Queue	Inbound	+61 (3) 95613997	OP Gen Enq
Marie Cini	49104		0:136	Break-AutoL	Inbound		OP Gen Enq
Rebecca Rouget	49127		0:136	Morning Tea			
Sarah Wilson-Vaughan	49126		00:11	Call Follow U			
Susan Kasperczyk	49111		16:00	Case Load			
Unknown	+61 (3) 90965113	External	12:40			OP Gen Enq	
Unknown	+61 (411) 308791	External	12:16			OP Gen Enq	
Unknown	+61 (3) 98877897	External	10:54			OP Gen Enq	
Unknown	+61 (3) 95607667	External	10:51			OP Gen Enq	
Unknown	+61 (412) 205253	External	9:07			OP Gen Enq	
Unknown	+61 (3) 97611936	External	6:59			OP Gen Enq	
Unknown	+61 (3) 99866665	External	3:36			OP Gen Enq	
OP GP	49137		7:06	6/25	18%	1 (0)	3
Katherine Lombardi	49110		0:17	Queue	Inbound	+61 (3) 95613997	OP Gen Enq
Marie Cini	49104		0:136	Break-AutoL	Inbound		OP Gen Enq
Rebecca Rouget	49127		0:136	Morning Tea			
Sarah Wilson-Vaughan	49126						
Susan Kasperczyk	49111						
Unknown	+61 (403) 338764	Ext				OP GP	
OP ED/Ward	49139				42%		3
Katherine Lombardi	49110				+61 (3) 95613997	OP Gen Enq	
Marie Cini	49104					OP Gen Enq	
Rebecca Rouget	49127						
Sarah Wilson-Vaughan	49126						
Susan Kasperczyk	49111						
OP FAX	95549131	2	1:48	0/110			
Anita Bourmilhon	49124		07:06	Morning Tea	Inbound		
Vicki Nanas	49125			Queue	Inbound		
Katherine Lombardi	49110		0:17				
External Queue			1:48			OP FAX	
External Queue			0:11			OP FAX	
CS Phone	CS Phone	1	0:05	0/19	100%		3
icareaccess	ICAREACCESS			0/2			
CS Fax\Email	CS Fax\Email			0/8			

1 Phone call(s)
Duration: 8:27 Queue: OP Gen Enq

Login Time: 2:30:02
Break Time: 0:03:24
Occ 70%
Queue Calls: 14
Avg Queue Talk: 0:02:03

How many people are waiting in the queues, this can be quite high if there are faxes waiting also

Red lines – indicate there are more than 3 people waiting or they have been waiting for more than 3 mins

Tells you where the call is coming from

Red Phone – Call Backs

Yellow flower – different queues

Breaks

Case load – time off phones

Yellow phone – indicates Inbound call

Hover mouse over a call – tells you more info on this call

Outpatients Call Management

Pre Q-master

- Enquiries from patients and referrers managed via 3 lines at Clayton (this included the “Did Not Attend” telephone line)
- Each line dealt with approximately 60 calls per day (180 calls) – inbound and outbound

Post Q-master

- Test phase (diversion of 3 phone lines to Q-master for 6 week period – 400 inbound calls per day)
- In Jan 2010, post the launch of the 1300 number, call volume increased to 600 calls per day (up to 900) – inbound and outbound

How have we used the data?

- Data from the first six months (3.08.09 – 29.01.10) enabled access to:
 - Identify the time of day we receive the highest number of calls and when (during the day) we record the highest number of abandoned calls
 - View demand in relation to referral and enquiry management

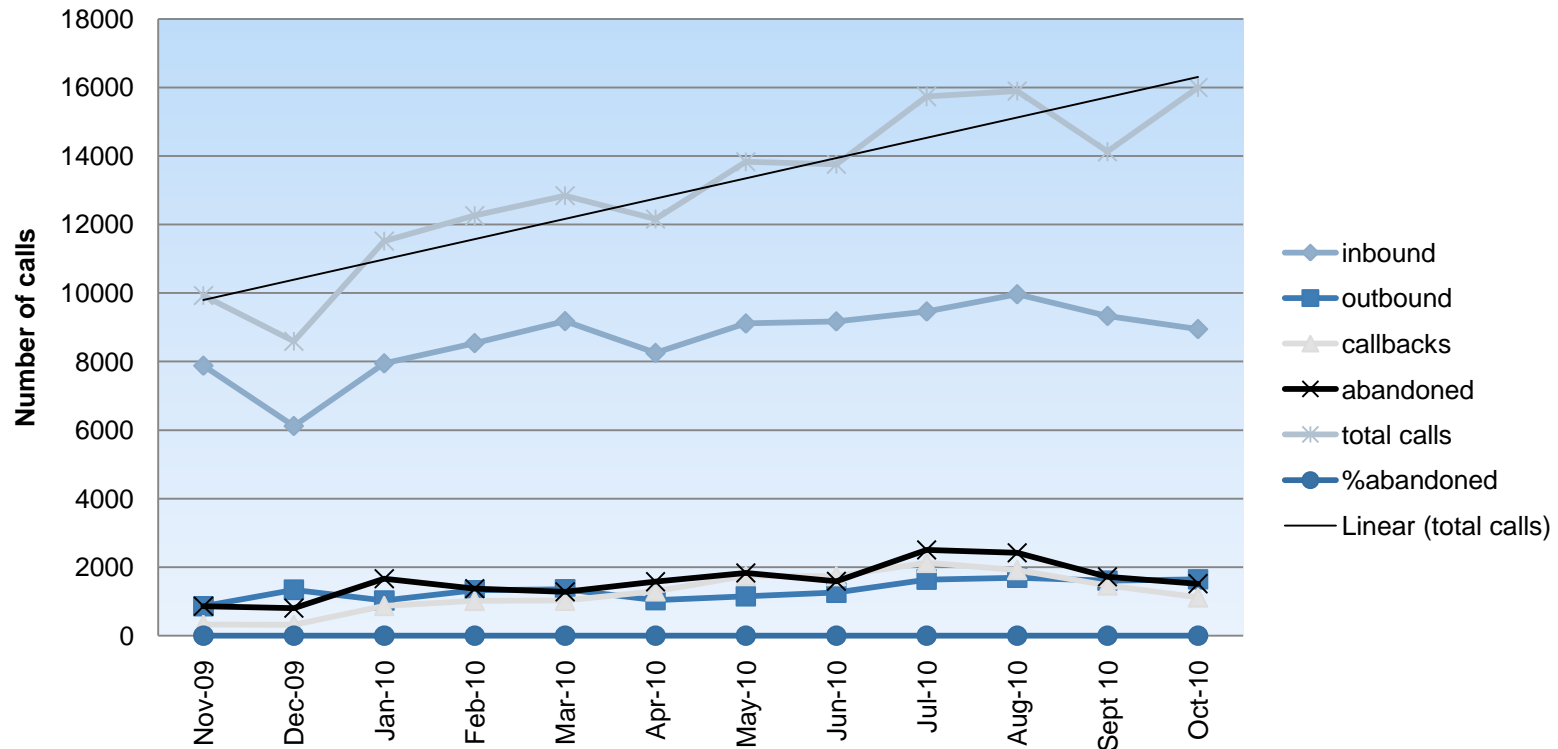
This has assisted in the way we roster staff and the number of staff allocated to manage calls or process referrals

Data – calls received

- During the 12 month period 1.11.2009 – 31.10.2010 we received a total of 103,918 phone calls (inbound only)
- Q-master recorded a total 18,701 abandoned calls of which 7,826 were abandoned during the iCARE Q-master script – prior to being placed in a queue)

Call Analysis

Analysis of calls received via Q-master



- Increased capacity from 180 calls per day within existing call taker eft.
- Abandoned rates < 10%
- 40% abandoned calls are during script (consider personal initial response)
- Remaining 60% abandoned calls all waited in a queue longer than 40 seconds (consider additional eft to respond to calls within 40 seconds)

Outpatients Referral Management

Q-master has enabled Access to acknowledge
100% of GP referrals

Access received approximately 1,000 new
referrals on a weekly basis

1300 3iCARE

- 1300 number and Q-master functions have been extended to HARP, HITH including In-Reach, PAC and Community Rehabilitation access teams
- Community Health Access currently utilise Q-master and will be coming on board shortly with the 1300 number
 - Introduction of Q-master has enabled an increase in the number of calls taken by Cardinia-Casey CHS by doubling the amount of calls taken same time last year
- 12 month plan – all access teams to be able to respond to all queries across Ambulatory and Community Care and within the NWD framework

Care Steams Access – working with Gen Med

Workshops held with Gen Med to identify issues/barriers to access to HARP, HITH and PAC services

Resultant Recommendations:

- Assistance in understanding complex and variable eligibility criteria
- One telephone number to process ambulatory services referrals
- Prevent referrals bouncing around the service system
- Simple referral form/process
- Embed an ambulatory services team within the multidisciplinary ward teams
- Assistance with InterPAC referrals

Gen Med / Ambulatory Services

What did we do?

Southern Health

Ambulatory and Community Care

iChoose Search Tool

A search tool that details contact information for Ambulatory and Community Care services both internal and external to SH. The tool details eligibility and exclusion criteria for each service. Searches may be conducted according to one or more fields including age and postcode of patient and service type required.

InterPAC Search Tool

Enables the referrer to input the patient's home postcode and instantly locate the relevant InterPAC service to refer to. It provides the InterPAC agency contact details and an electronic version of the appropriate referral tool.

AmbSORT – (Ambulatory Services Online Referral Tool). AmbSORT is an online referral form for ambulatory services within Southern Health. The tool does not require detailed knowledge of the different eligibility criteria for HITH, PAC and HARP services. It is a simple "smart tool" that automatically calculates the appropriate service and priority for referrals. Input from wards is minimal without the requirement for information which is later collected upon assessment.

More detailed information about each service is available at www.southernhealth.org.au

Launched iRefer tools on intranet
24th May 2010:

iChoose

InterPAC tool

AmbSORT



Southern Health

Outcomes

Improved relationship between ACC and Gen Med

96% respondents increased confidence in referring

Understanding of ACC services and confidence with referring increased from 4/10 to 8/10 (pre and post pilot)

Improved discharge planning for patients

100% respondents - MAT input useful in discharge planning

Reduction in Gen Med LOS

Difficult to isolate impact of MAT (due to simultaneous implementation of a MAU). MDT asked to estimate impact on LOS for each patient referred to ACC via MAT for final 2 weeks of pilot – ave. reduction of 4 days per patient

Increased referrals to ACC services

77% increase in referrals from Gen Med to ACC. Average referral rate increased from 29 per month to 52

External & Internal Access Brochures



Service brochures

SOUTHERN HEALTH
Ambulatory and Community Care

Hospital In The Home (HITH)

Your key contact is:
Name: _____
Tel: _____

and can be contacted if you have any questions in relation to your care

Claremont Medical Centre, 1070, Auburn Centre
 Grand Street, 100-112, Clarendon Park, Claremont
 Cheltenham Hospital - Inpatient Care Centre, Grand Street, Clarendon
 Clare Hospital, Day Treatment Centre, Hargrave Drive, Claremont

For general enquiries please telephone the Access Unit on:
1300 342 273
1300 3 iCARE

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SOUTHERN HEALTH
Ambulatory and Community Care

HARP
Chronic Disease Management clinic (CDM)

Your key contact is:
Name: _____
Tel: _____

and can be contacted if you have any questions in relation to your care

For general enquiries please telephone the Access Unit on:
1300 342 273
1300 3 iCARE

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SOUTHERN HEALTH
Ambulatory and Community Care

In-Reach

Your key contact is:
Name: _____
Tel: _____

and can be contacted if you have any questions in relation to your care

For general enquiries please telephone the Access Unit on:
1300 342 273
1300 3 iCARE

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SOUTHERN HEALTH
Ambulatory and Community Care

HARP
Chronic Respiratory Disease (CRD)

Your key contact is:
Name: _____
Tel: _____

and can be contacted if you have any questions in relation to your care

For general enquiries please telephone the Access Unit on:
1300 342 273
1300 3 iCARE

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SOUTHERN HEALTH
Ambulatory and Community Care

Children's Asthma Team (ChAT)

The Children's Asthma Team (ChAT) provides education and support to children, their families and schools about asthma.

The Children's Asthma Team will:

- Provide one to one education and advice about asthma in children
- Provide education in group sessions at schools or other centres as required
- Develop an Asthma Action Plan with you and your child's GP
- Provide education, advice and support around medications and inhaler techniques
- Provide referrals to other services if needed.

Further information:

- <http://www.kidswithasthma.com.au/>
- <http://www.asthma.org.au/>
- <http://www.nationalasthma.org.au>
- http://www.monashchildrens.org.au/page/Health_Professionals/Asthma_education_pediatric

Cost: This is a free service to Southern Health clients.

More detailed information about each service is available at www.southernhealth.org.au

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SOUTHERN HEALTH
Ambulatory and Community Care

HARP
Chronic Heart Failure (CHF)

Your key contact is:
Name: _____
Tel: _____

and can be contacted if you have any questions in relation to your care

For general enquiries please telephone the Access Unit on:
1300 342 273
1300 3 iCARE

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SOUTHERN HEALTH
Ambulatory and Community Care

Post Acute Care (PAC)

Your key contact is:
Name: _____
Tel: _____

and can be contacted if you have any questions in relation to your care

For general enquiries please telephone the Access Unit on:
1300 342 273
1300 3 iCARE

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SOUTHERN HEALTH
Ambulatory and Community Care

HARP
Care in Context (CIC)

Your key contact is:
Name: _____
Tel: _____

and can be contacted if you have any questions in relation to your care

For general enquiries please telephone the Access Unit on:
1300 342 273
1300 3 iCARE

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Questions



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