



## ***ComPacks, a better journey***

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# The Scenic Central Coast of NSW.....

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# GOSFORD??



## Gosford Hospital on the NSW Central Coast.

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Emergency department attendances	45,748
Hospital admissions	46,193
Average number of beds	484
Average length of stay	5.3



# ComPacks Program

Case Management

## Hx

- **Community Package**
- NSW Health Pilot Project Started 2003
- 2003 One of first ten participating referral hospitals
- 165 Packages-Central Coast

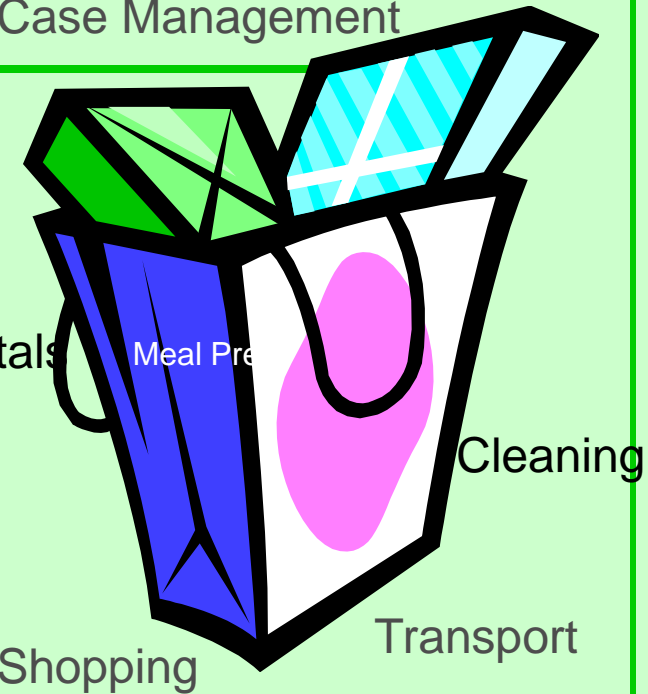
All ages

Immediate & Time Limited

Case Managed

Funded by AHS

Non Clinical Needs



Meal Prep

Cleaning

Shopping

Transport

Personal Care

# ComPack Objectives

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↑ Immediate access to case management and community services

↑ Positive patient outcomes

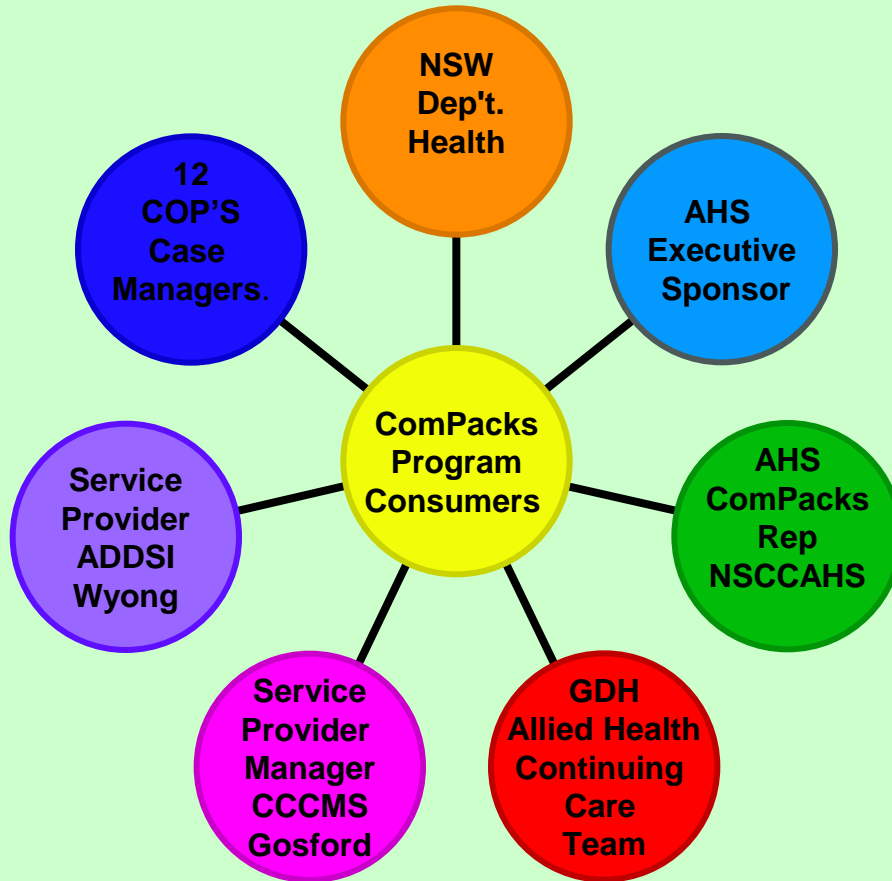
↓ LOS

↓ Hospital Admissions/Readmissions-sustainable support

- Auditor- General's Report Performance Audit Delivering health care out of hospitals, NSW Health September, 2008

# Collaborative Approach?

## Why can't we open the ComPacks package?



NSW Department of Health

PROGRAM MANAGEMENT

Area Health Service NSCCAHS

OPERATIONAL MANAGEMENT

ComPacks Service Providers

SERVICE DELIVERY

# Hospital ComPacks Issues

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- **Poor understanding** of what ComPacks actually is
- No Single point contact in hospital
- **Poor Communication** channels with two Community Providers
- Confusing / contradictory referral processes between the 2 COP's providers.
- Medical Officers / NUM's complaining patients **LOS** ↑
- **Demand** for ComPacks > supply-High Activity
- Availability **Monday - Friday**
- **Not available** from ED, Short Stay wards

# Community ComPacks Issues

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- Receiving **Inappropriate Referrals**
- Receiving referrals for patients to be discharged **TODAY, ASAP!**
- **Poor Communication** channels with Health
- Receiving **poor quality referrals**
- Consumers already had existing services

## Planning and Implementing Solutions

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- Quarterly Area ComPacks meetings

### Key changes and innovations implemented:

- One central point of contact for ComPacks.
- Triage of referrals by estimated date of discharge (EDD).
- Development of a three tiered referral pathway.
- Provision of a home assessment based ComPack.
- Availability of Information.

# Key Changes and Innovations Implemented Cont.....

- Ongoing education.
- Access to a central intake officer for referrals.
- Packages to be responsive 7 days a week for discharges.
- Availability of a weekend on call case manager.



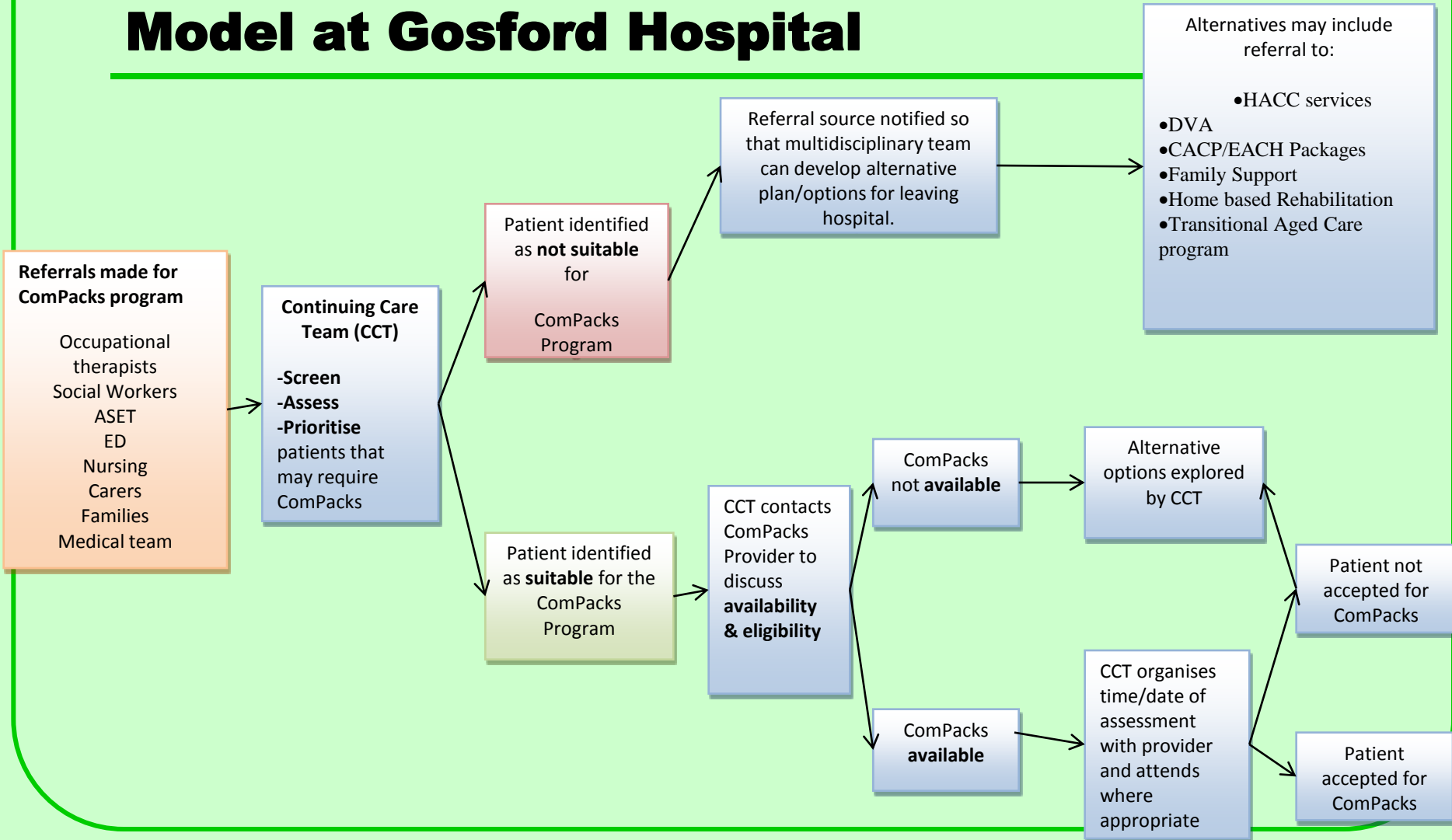
## **Key Changes and Innovations Implemented Cont.....**

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- **Weekly updates from providers on availability of ComPacks.**
- **Annual ComPack strategy.**
- **Prioritise functional and safety assessments for patients ready for discharge with ComPacks.**

# Example of the ComPacks Coordination Model at Gosford Hospital



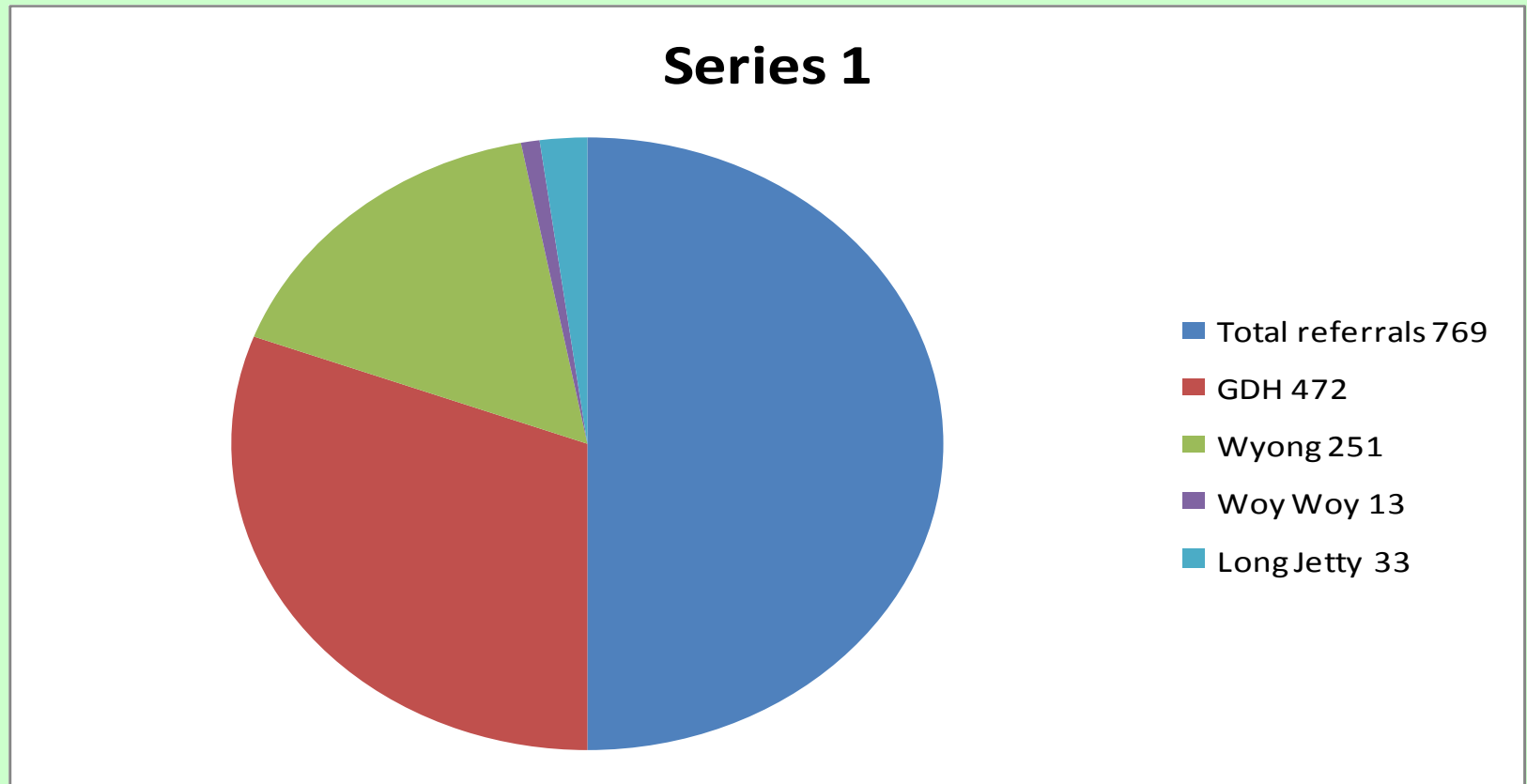
# Outcomes and evaluation

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- Outcomes supporting the above submission were reflected in the following qualitative and quantitative data collected from a two week snap-shot period in March 2009.
- Data collected in 2009 on ComPack referral source, provider responsiveness in accepting the client and impact on weekend discharges is evident in the graphs below:

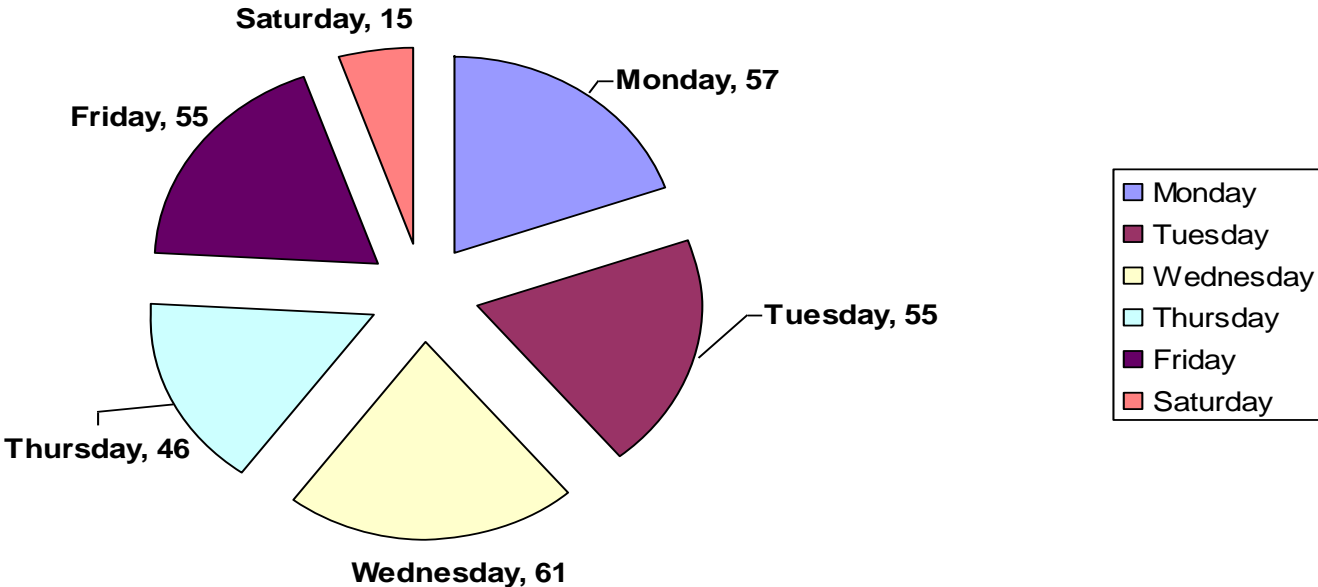
# Total Number of Referrals 2009

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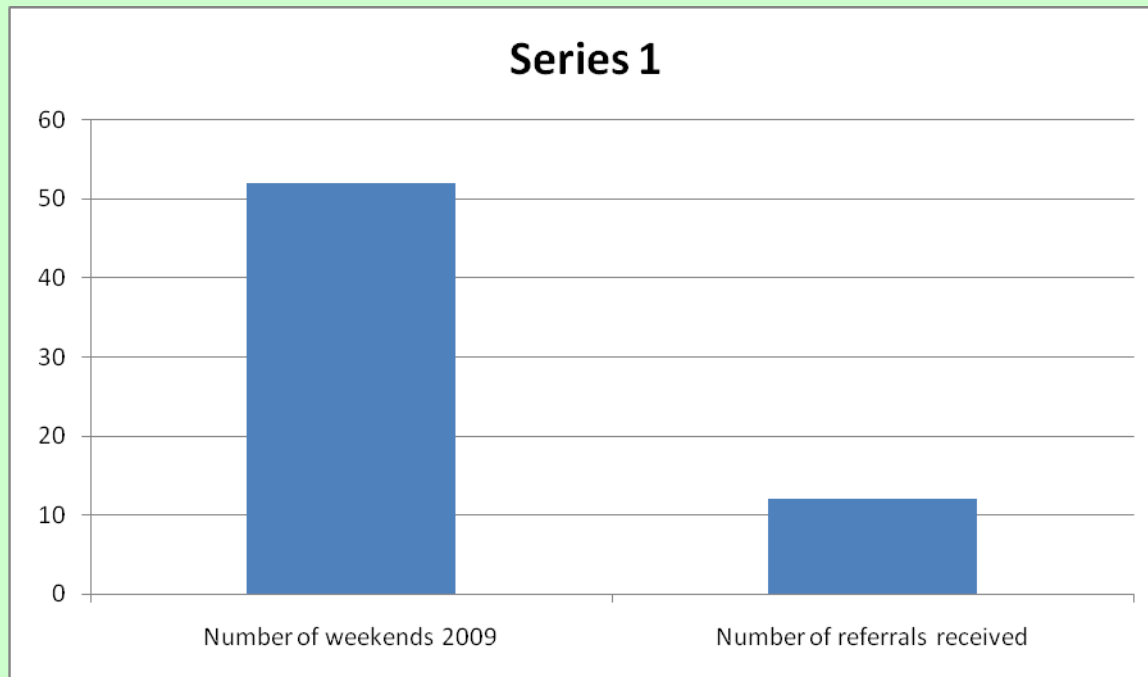
# Measurable Outcomes

Referrals for CCCMS for ComPack 2009



# Weekend referrals

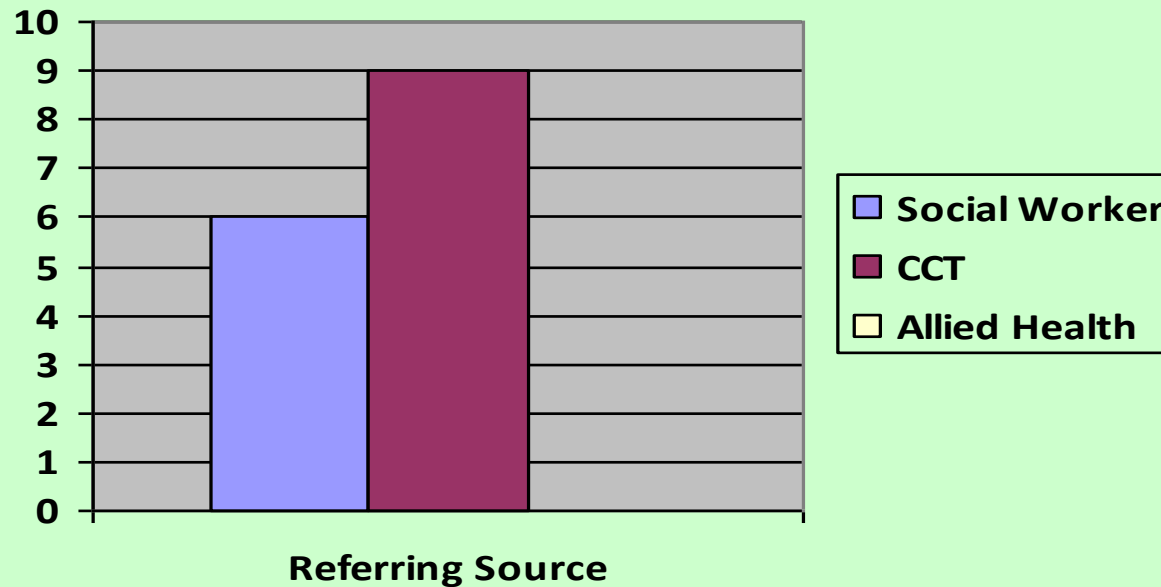
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# Referral Source

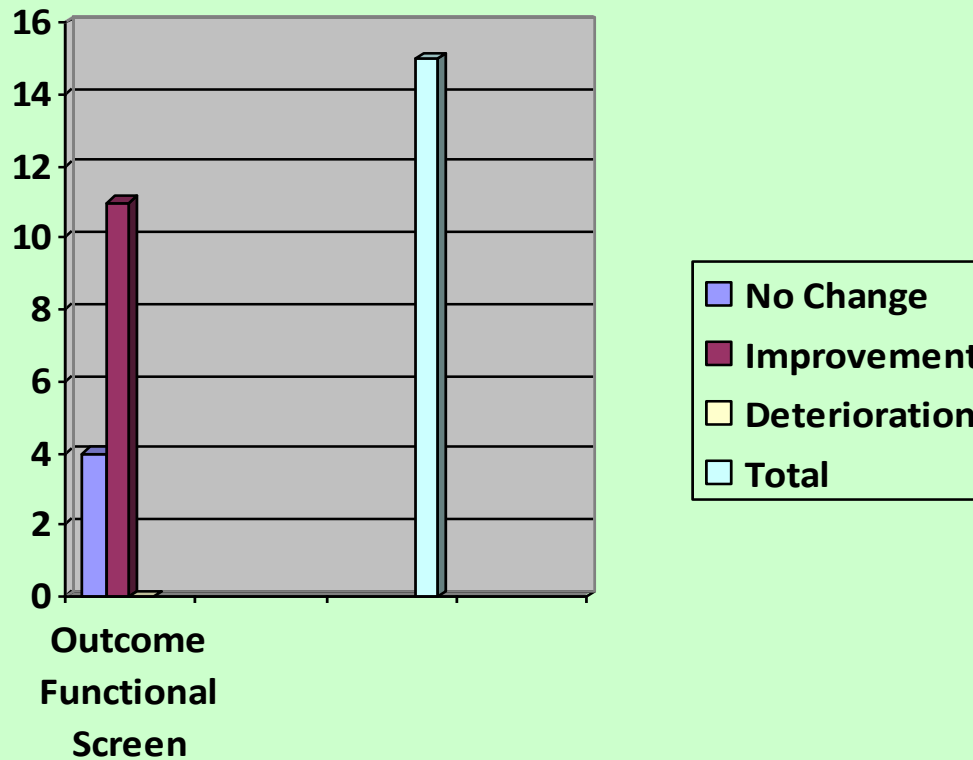
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- 60% of referrals were received from Continuing Care Team
- 40% from Social Workers
- No referrals were received from Allied Health



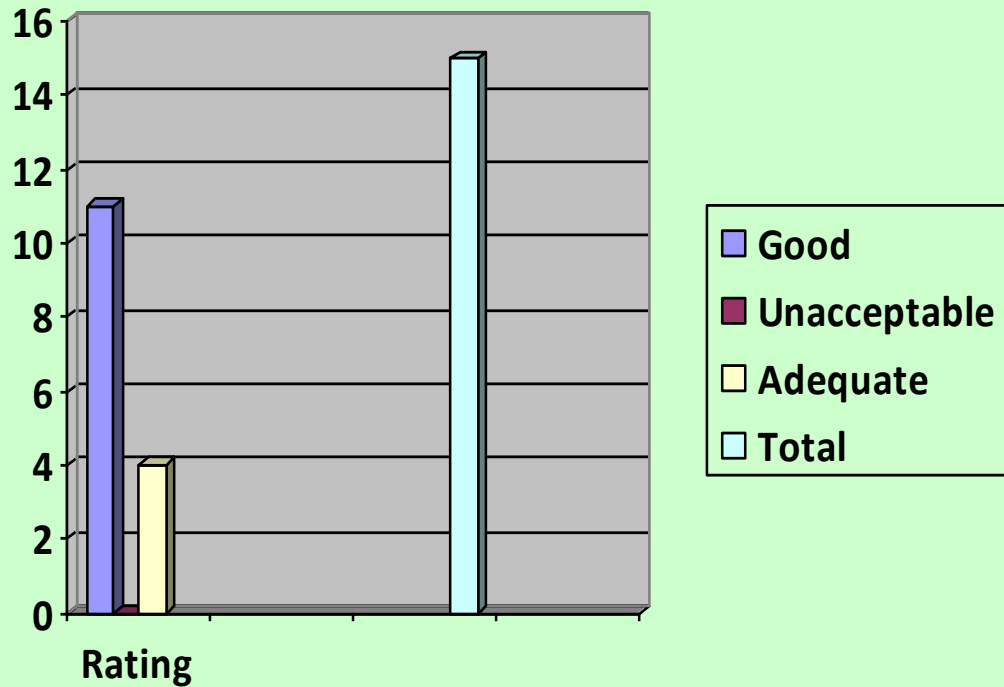
# ADL Functionality

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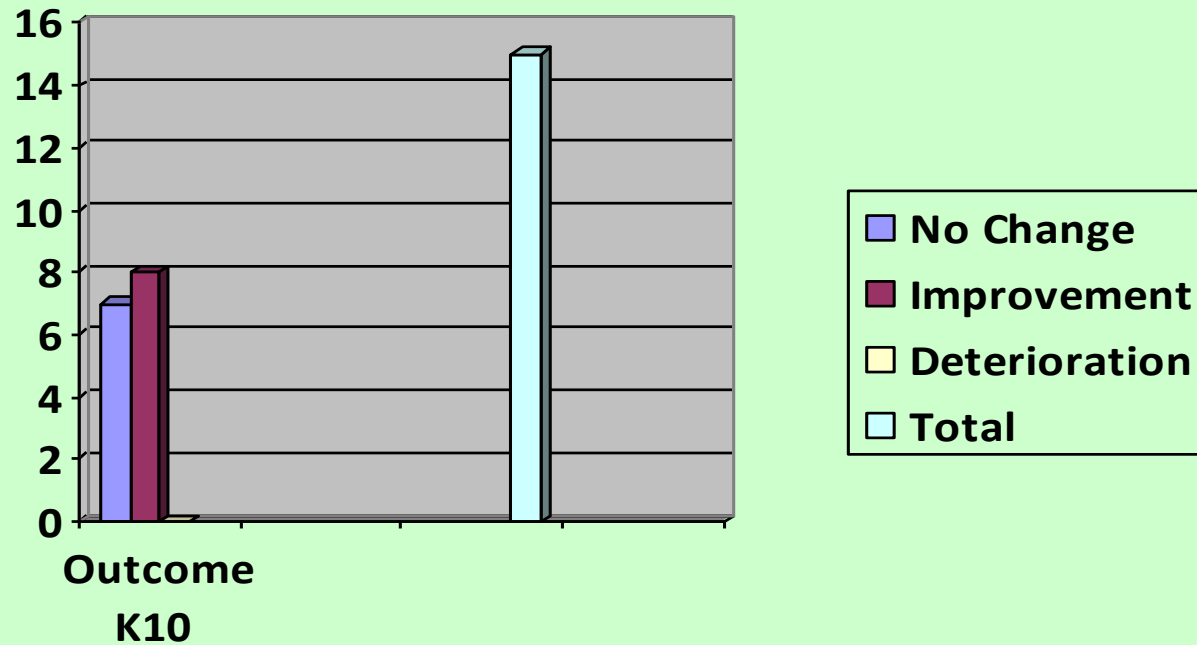
# Hospital Discharge planning experience?

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# Psychological

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# Sustaining Change and Future scope

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- Continuous Improvement Process
- Monitoring the progress and effectiveness of change by:
  - Studying case reviews
  - Representations to hospital during the ComPack program
  - Exit outcomes on completion ComPacks packages
  - Consumer surveys
- Future Scope

## References:

1. New South Wales Government Department of Health. Discharge Planning: Responsive Standards (Revised November 2007). Policy Directive PD 2007\_092.2007: Sydney: NSW Health. Available at: [http://www.health.nsw.gov.au/policies/pd/2009/PD2007\\_092.html](http://www.health.nsw.gov.au/policies/pd/2009/PD2007_092.html)

# Finale

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C Client

O Objectives

M Management

P Package

A All Key Stakeholders

C Communication

K Keep it Simple





**A better journey**