

“From Hospital to Home” The ComPacks Program

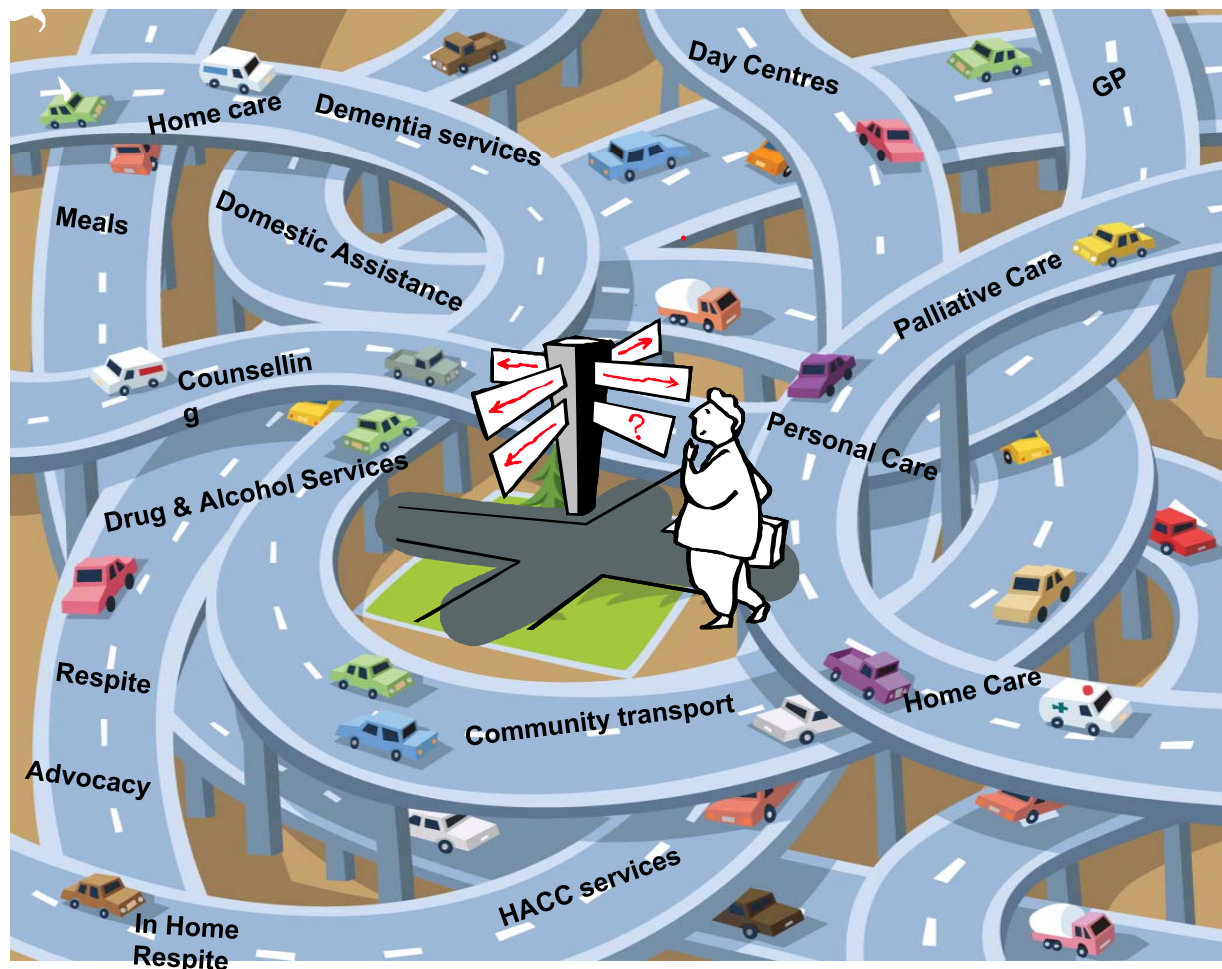
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Why ComPacks?

Community Sector



What is ComPacks?

- ➔ ComPacks is a short term community care package available to clients for **up to 6 weeks** following hospital discharge.
- ➔ Purpose:
 - ★ A safe, supported, and sustainable return home from hospital – access to community services
 - ★ Enable patients to be discharged earlier



Key Aspects:

Case Management

Brokerage of Community Services



Transport



Meals



Centre Based Day Care

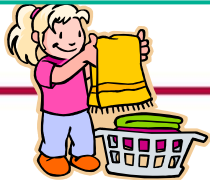
In Home Respite



Social Support

Domestic Assistance

Personal Care



Who gets access to ComPacks?

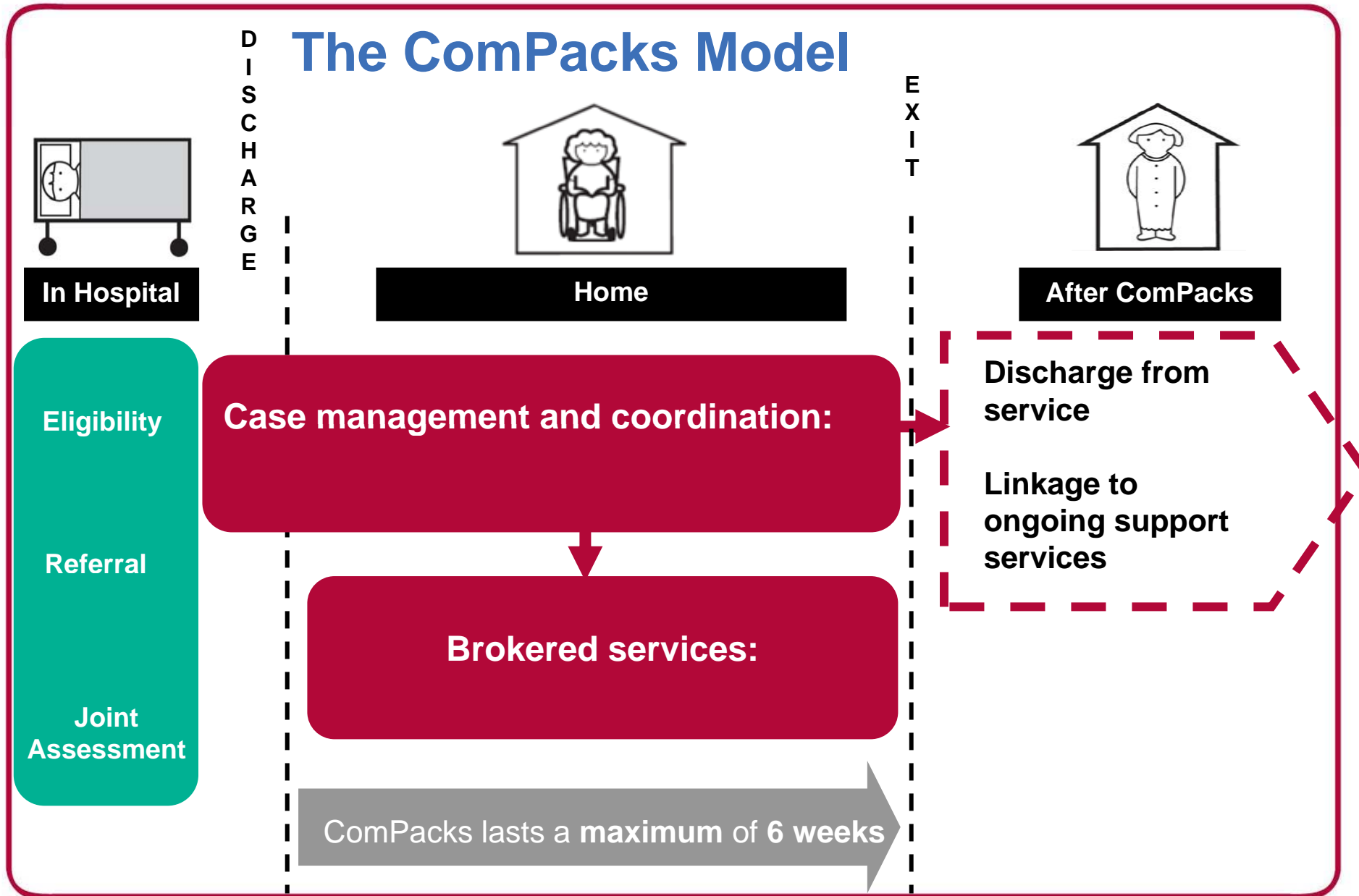
- Available for patients of all ages
- Analysis of 2007/08 data showed 58% over 75 years of age

Eligibility:

- Patients discharged from a participating hospital in NSW
- Patients assessed as requiring case management & 2 or more community services on discharge



The ComPacks Model



Patient stories:

Elizabeth : 83 years

- Total Knee replacement and subsequent infection
- Lives alone
- No family support close by



Louise : 41 years

- Fall = R # ankle and L # ankle
- Single Mother
- 2 children 8 & 10 years of age
- Recent move from interstate
- No family support in NSW



Growth:

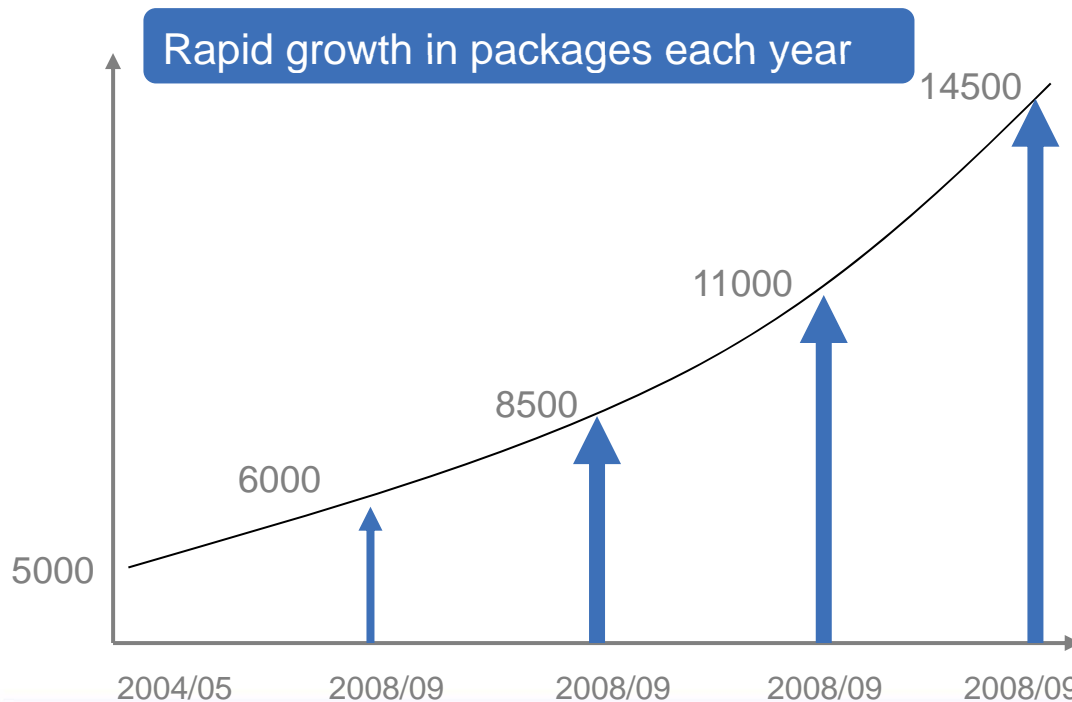
Started as a 14 week pilot in 2003:

- 10 hospitals
- 14 Community Options Providers (COPs)



Now in 2009/2010:

- 104 hospitals
- 46 Community Options Providers (COPs) contracts



2009/10 operating budget
= \$20.5M

Cost & Allocation:

- ➔ \$1500 per package
- ➔ Funded by NSW Health and Commonwealth Government initiatives
- ➔ Limited Resource
- ➔ Area Health Services allocate to Hospitals with high activity demand



Outcomes:

- CSRP Project 2008: Feedback from Providers, Health Staff & Patients.

“This is an excellent initiative. I hope it continues to be funded as it has great acceptance by patients/families, is innovative and very effective”

**Response from AHS-
Questionnaire**

“I couldn’t have managed without it”.... not everybody knows about this .. I saw some literature but thought it was for special cases I didn't think it was for me...I felt very privileged”

Response from client

“ComPacks provides a safe and supported return home and optimises access to community services ...”
**Response from COPS-
Questionnaire**

“It is a great service that we would not be able to survive without”
**Response from AHS-
Questionnaire**

“I think it is an excellent program that enables responsive, flexible delivery of services specific to patients/carers needs”
**Response from AHS-
Questionnaire**

Outcomes:

→ Literature supports that when patients are discharged from hospital with packages of home care and other home based services there are the following outcomes;

- decreased length of stay
- increased patient centred outcomes,
- increased safety
- decrease cost

* (Kumar et al 2007)

→ Evaluation of ComPacks Pilot 2004 found a reduction in LOS of 4.5 days for Rehabilitation DRG groups

→ Recent analysis of available data has produced inconclusive results

Challenges:

- ➔ Data collection & quality of data
- ➔ Further analysis needed regarding patient outcomes e.g.
 - Quality of Life Indicators
 - Safety
- ➔ Developing a robust funding model
- ➔ Waiting times for community based services such as Home Care post ComPacks.

Thank you

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