

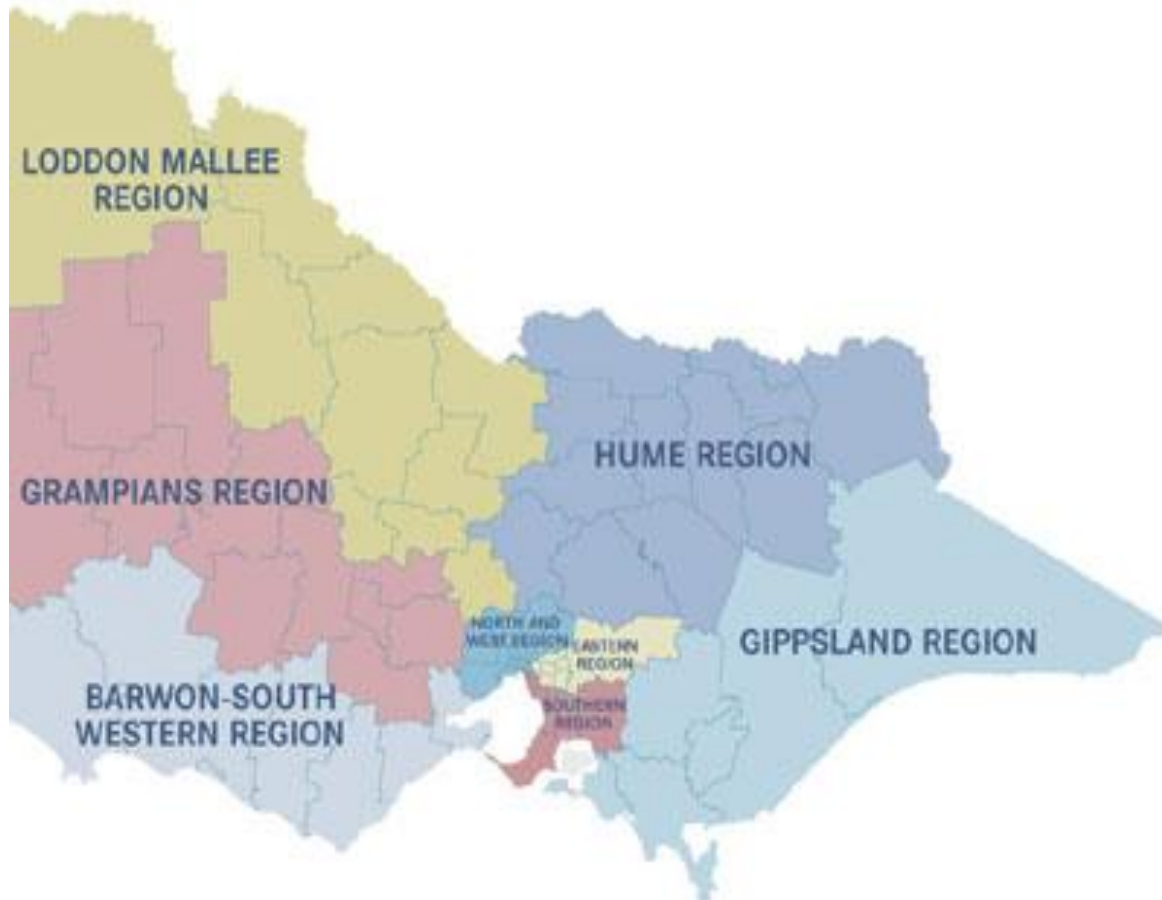
Pathways to Care: The road best travelled

Presentation for:
2nd Improving the Delivery of Emergency Care Conference
25-26 August 2010

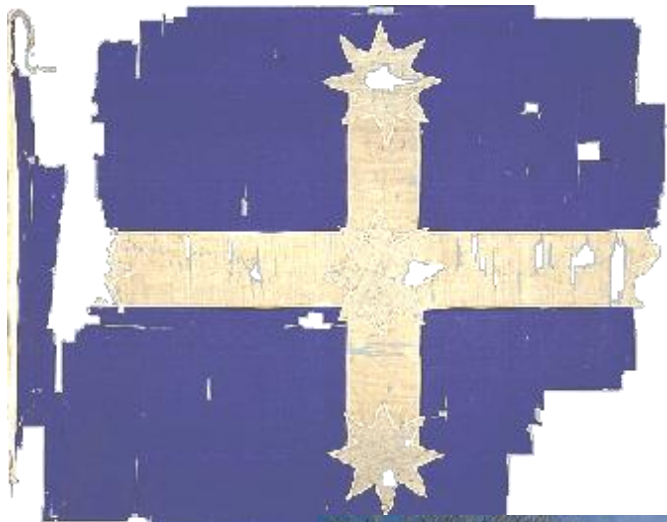
Marguerite H. Midding



Ballarat **Health** Services
Putting your health first



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The Original



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Project brief

- Understand the difficulties of Carers and the people they care for entering the Emergency Department
- Identify processes to address these difficulties in a sustainable way
- Provide flexible responses to meet the individual Carers and the care recipient needs



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Objectives – Emergency Department

- Identify the targeted carer groups
- Establish a pathway for carers to access the Emergency Department
- Identify and amend protocols already in place in the Emergency Department



Objectives – Carer needs

- identify needs and difficulties experienced by carers at the Emergency Department
- identify carers in the Emergency Departments
- identify existing Emergency Department processes that support carers



Potential Outcomes

- reduction of carer stress and anxiety
- improved carer and staff satisfaction
- improved access to Emergency Department
- Identification of carers in the Emergency Department
- Increased awareness of the Carer Respite and Support Services



Key stakeholders

- Ballarat Health Services Emergency Department
- Carer Respite and Support Services staff
- Carer Groups
- Providers of respite services
- General Practitioners
- Dementia Services
- Carers' Victoria



Literature Review

- Leong, Madjar & Fiveash (2001)
- CarersUK “*Back Me Up*” program
- McCurry & Teri (1997)
- Shanley (2006)
- Alzheimer’s Australia Vic.
- 2007 Bendigo Health Care Group
- Commonwealth Carer Resource Centre



Meetings and Outcomes

- Emergency Department Care Co-ordinator
 - *Emergency Department Care Coordinator Form*
 - *Observations Emergency Form*
 - *Emergency Department Care Co-ordination Program After Hours Referral Form*



Meetings and Outcomes - cont.

- Carer Respite and Support Services

Emergency Care Kit

Draft Care Plan

Draft Questionnaire



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Meetings and Outcomes – cont.

- Client focus groups
 - Dementia Adventure Support Group
 - Two carer education forums
- Questionnaire
- Newsletter
- Care Plan



Meetings and Outcomes – cont.

- Eyre's House management and staff were informed of the project



Meetings and Outcomes – cont.

Ballarat Health Services:

- Clinical Manager of the Social Work Department
- Clinical Governance Co-ordinator
- Team Leader of Direct 2 Care
- Co-ordinators of the Planned Activity Groups
- Co-ordinator of CDAMS
- Project Manager of Scanned Clinical Record
- Project Officer of “*Improving Care for Older People*”
- Clinical Risk Support & Project Officer,



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Meetings and Outcomes – cont.

Other Agencies:

- ANNECTO
- Ballarat & District Division of General Practice
- Alzheimer's Australia (Vic.)
- Carers' Victoria



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Existing resources

- Hospital Admission Risk Program Action Plan
- Emergency Care Kit



New resources

Barwon Health Care Respite & Carelink Services

- *Carer-Info-Link System* “STOP” magnet



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Recommendations

- BHS Emergency Department: modifications to forms and processes
- Defined link between the Emergency Department and the Carer Respite and Support Services
- A “new look” *Emergency Care Kit*
- Marketing Plan



Impact of Recommendations

- Ballarat Health Services Medical Records
- CRSS Care Support Worker's practice



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Implementation of Recommendations

- Marketing Plan
- Information about the project to be dispersed to:
 - Ballarat Health Services:
 - Eyre's House, Planned Activity Groups, CDAMS, Social Work Department, Central Intake
 - D2C
 - Alzheimer's Australia Vic. (Ballarat Office)
 - Ballarat & District Division of General Practice
 - Ballarat & District Nursing Service
 - City of Ballarat Home Care
 - Kelaston and other Day Centres



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POST SCRIPT



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Questions and Answers

Thank you



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