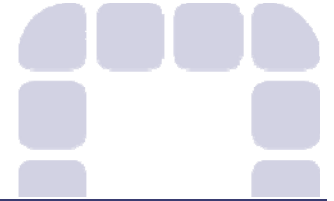


# Alternate Models of Care in Tertiary Outpatient Clinics



Dr Peter Dewar

Project Director Outpatient Reform



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# Outpatient Reform Project



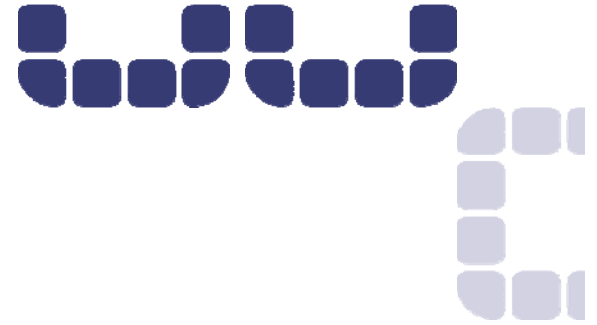
## Objectives:

- Reduce Waiting Times
  - Increase Throughput
  - Redirect Demand
- Cost Neutral (reduced unit cost)



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# Outpatient Reform Project



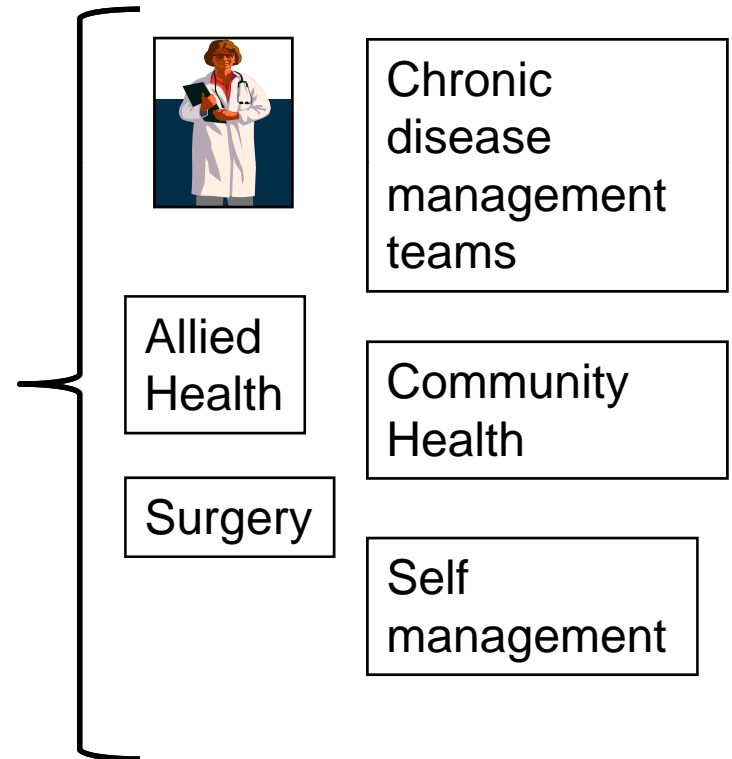
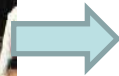
## Initiatives

- Administrative Streamlining
- Capacity Fully Utilised: Clinics in Cupboards.



# Models of care

Current Model: Specialist as gatekeeper (rate limiting factor)



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# Models of care



## Issues Arising:

- Wait times
- Clinical Outcomes
- Staff and Client satisfaction

## Constraints to service expansion

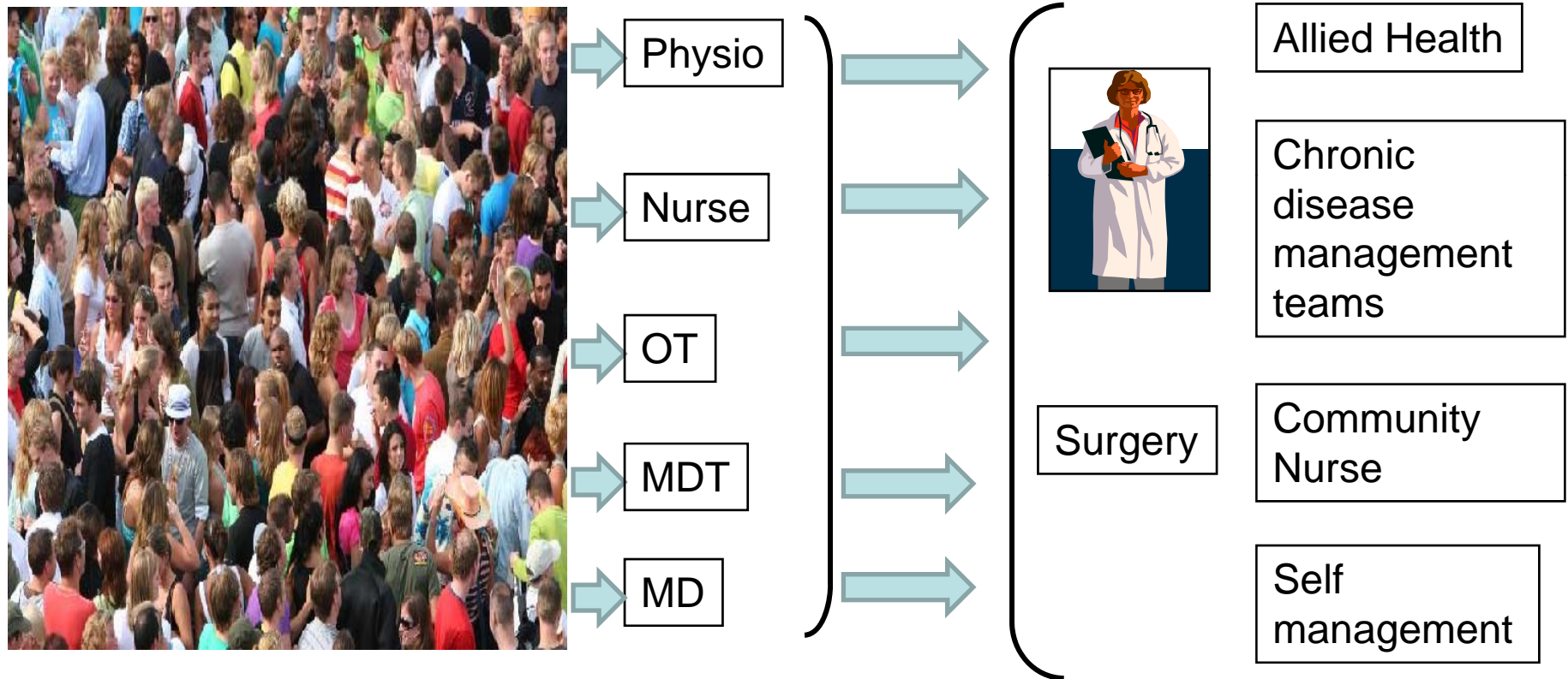
- Space
- Specialists



# Models of care



## Alternate Model: Specialist as Option



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# Alternate Models of care

## Approach

- Specialist sponsor.
- GP Liaison.
- Education:
  - Quantify Issues.
  - Measure performance
- **Clear Role Delineation.**
  - Professional Scope of Practice



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# Alternate Models of care



## Options

- Allied Health: Extended Scope Practitioners.
- Nursing: Nurse Practitioners, CNS.
- Multidisciplinary Teams.
- Clinical / Discharge Guidelines



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# Alternate Models of care

## Allied Health

### Extended Scope Physiotherapist

- Orthopaedics:
  - Upper Limb
  - Back Pain (Chronic)
- Neurosurgery: Acute back pain.

### Extended Scope Occupational Therapist.

- Hand Therapy/Plastic surgery



# Alternate Models of care

## Outcomes

### Physio Spinal Triage

- 698 patients assessed in 2008
  - (60% increase in throughput)
- 26% require Neurosurgery review
- 38% Conversion to surgery rate vs 5 - 10% at a normal clinic
- Patients now wait 4 months rather than 2-3 yrs for an outpatient appointment



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# Alternate Models of care

## Outcomes

### Orthopaedic Physio/OT Triage Clinic

- 209 new patients seen over 8 weeks
- 38% for surgical review
- 34% discharged directly or referred on to other health care providers
- 28% for physio/OT then ?surgical review



# Alternate Models of care

Nursing

Nurse Practitioner

- Urology / Urodynamic Testing
  - *60% reduction in wait times. Waitlist eliminated.*
  
- Wound Management
  - *21% increase in throughput*
  - *55% reduction in wait time*



# Clinical Pathways

- Total Hip & Total Knee Replacement (HITH Joint Replacement)
- Fractured Neck of Femur – Acute & Rehab ED
- Open Heart Surgery/ Valve Replacement (ICU & B8N pathways)
- Colorectal Surgery with & without stoma
- Laparoscopic Cholecystectomy
- Carotid Endarterectomy
- Endoluminal Abdominal Aortic Aneurysm
- TURP
- Radical Prostatectomy
- Laparoscopic Nephrectomy
- HITH – DVT ED
- HITH – Cellulitis ED
- Coronary Angioplasty (PTCA)
- Major Haematemesis & Melaena ED
- Stroke ED
- Adult Asthma ED
- Paediatric Asthma ED
- Paediatric Gastroenteritis ED
- Paediatric Adenotonsillectomy
- Laparoscopic Nissen Fundoplication (under development)



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# Alternate Models of care

## Multidisciplinary Teams

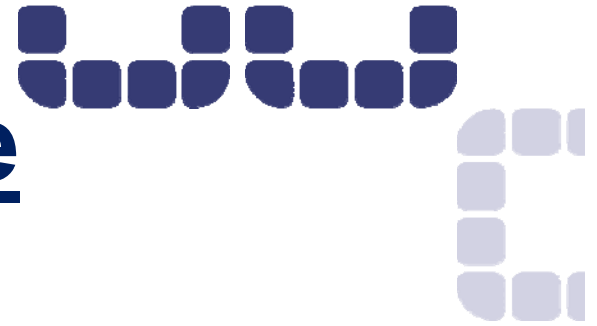
## Pain Management Services

- Wait time reduced from 44 months to 3 months
- Throughput increased x 8.
- Statewide service. Shared Guidelines, pathways



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# Alternate Models of care



## Outstanding Issues

- Career Structure: Classification
- Links to other Service Providers
  - General Hospitals
  - Community Health
  - Private providers



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# Alternate Models of care



## Lessons Learned

- Multidisciplinary Approach
  - Tribal Council
  - Upstream & Downstream impacts
- Patient Centric



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# Alternate Models of care



Thank You

Questions ?



Government of **Western Australia**  
Department of **Health**

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