

# Improving client and health care network outcomes for people presenting to an emergency department with low back pain

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integrity • compassion • accountability • respect • excellence

*Southern Health*

Better Health for Our Community

# Acknowledgements

- Jane Carlin  
Emergency Department Physiotherapist  
and COAG Level 3 Project Worker
- Sharron Anderson  
Project Manager Access, Improvement &  
Performance Acute Ambulatory Services

# Where is Southern Health?



# Casey Hospital



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# Casey Hospital



# Project Summary

- Physiotherapy assessment, management and referral
- Early intervention strategies and services for eligible patients with low back pain
- Partnership between Acute Care, Post Acute Care & Community Health Services
- Adopted recommendations for 'best practice'
- Considered multiple domains for client and health care network outcomes

# Outcome Measure: Clinical

1. Clinical Indicator: **Lumbar Spine Outcomes Questionnaire (LSOQ)**
  - ✓ Evidence-based (BenDebba et al 2007)
  - ✓ Relevant to clinical care in the community context and supported by clinicians delivering this care
  - ✓ Collectable
  - ✓ Reliable
  - ✓ Able to be used for Quality Improvement

# Outcome Measure: Performance

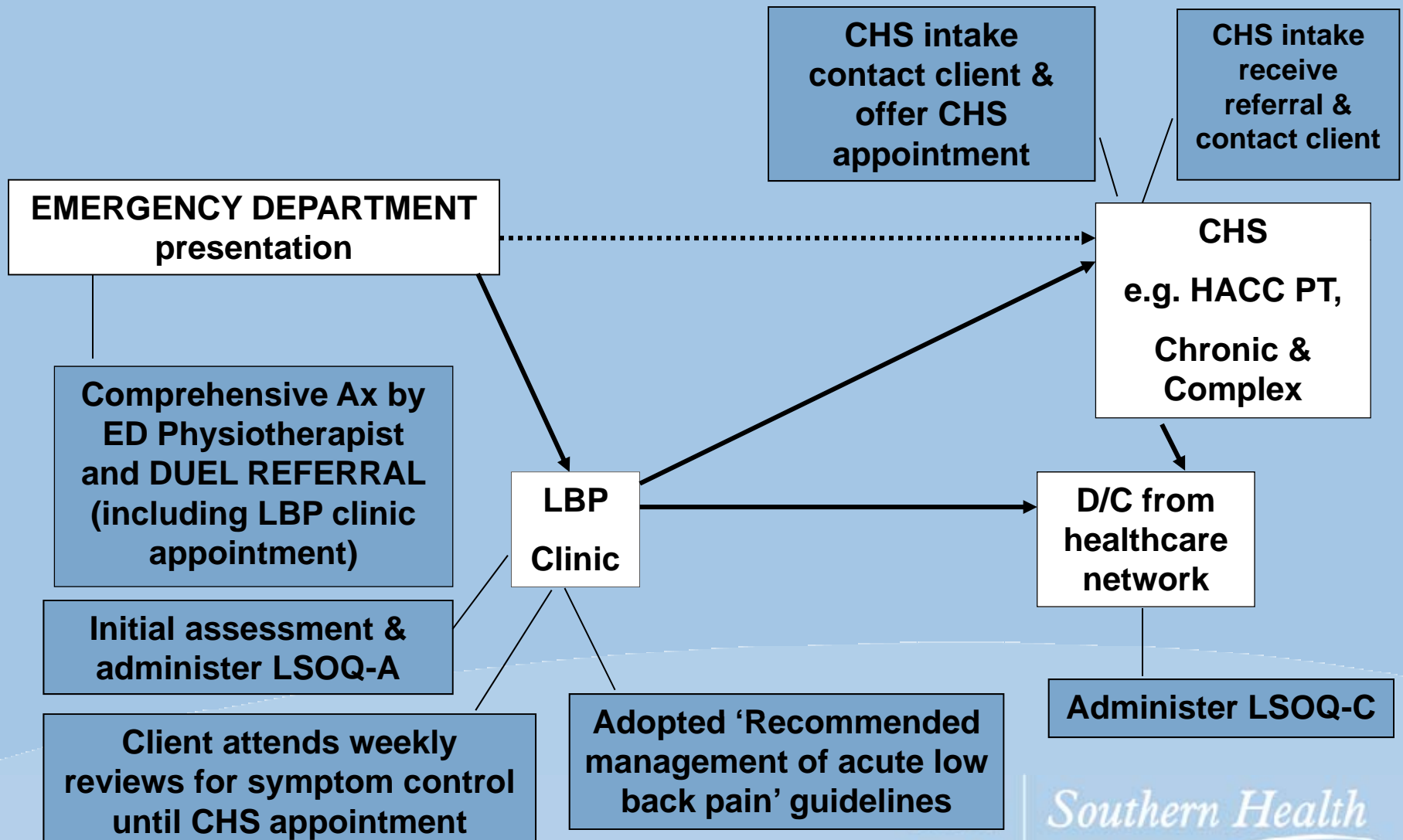
## 2. Performance Indicator:

**Rates of representation to ED**

**Uptake of CHS appointments**

- ✓ Definable
- ✓ Relevant and Significant
- ✓ Accessible (data)
- ✓ Useful (informs quality programs and stakeholders)
- ✓ Responsive
- ✓ Comparable

# Client journey



# Client outcomes with respect to LSOQ

## Example 1:

Date	26.3.09	21.4.09
Pain severity (low back)	43/100	0/100
Pain severity (lower limb)	40/100	0/100
Functional Disability	33/100	4/100
Psychological distress	33/100	0/100
Physical symptoms	33/100	0/100
Healthcare utilisation	0/100	0/100

# Client outcomes with respect to LSOQ

## Example 2:

Date	21.4.09	11.6.09
Pain severity (low back)	3/100	20/100
Pain severity (lower limb)	67/100	43/100
Functional Disability	46/100	38/100
Psychological distress	89/100	61/100
Physical symptoms	40/100	27/100
Healthcare utilisation	40/100	40/100

# Health Care Network Outcomes

- Average number of days from referral to date of initial assessment: 6.4 days (range 1-12)
- Attendance rate at LBP clinic: 95%
- Representation rate to ED: 7%
- CHS initial assessment attendance rate: 63%
- CHS initial assessment rate: 13%
- Average number of clients completing the LSOQ-A with dominant psychological distress score: 44%

# Barriers and Opportunities

- *Clinical utility of LSOQ*
- *Funding*



Thanks