

4TH Annual Healthcare without Walls: Best Care, Most Appropriate Place Closing Address

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The past 2 days have shown many strategies that promote best care in the most appropriate place



Providing Best Care

Rapid Response Nursing Assessment

Ambulatory Emergency care

Clinical Handover

Wounds Advisory Service

Preventing Pressure Injury

Fast Track Radiology

Discharge Criteria's for Orthopaedics

Mental Health

ECCC

Aboriginal Maternity Practice

Front line Allied Health teams

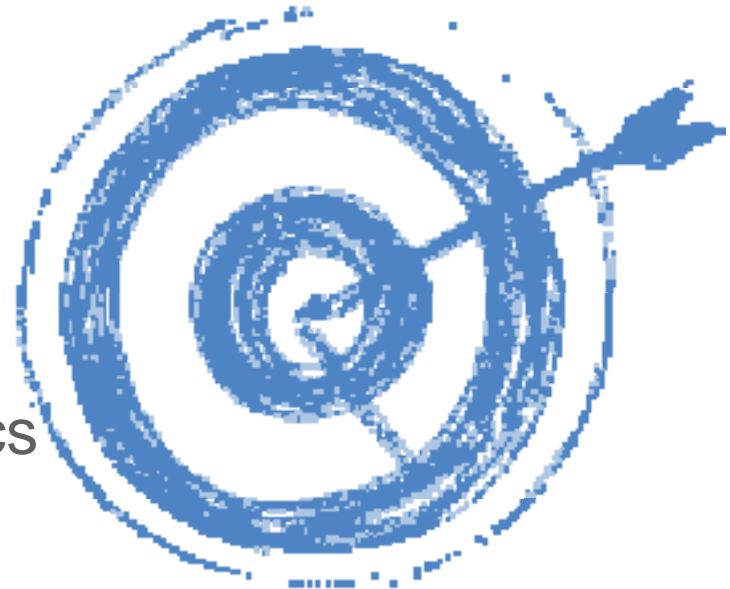
Patient Flow

Quality & Safety

ED Interventions

ED Presentations with Lower Back Pain

Design Responses to Healthcare



Medical Assessment Units across Australia & New Zealand

New South Wales
Queensland
Victoria
South Australia
Western Australia
Auckland
Canterbury - NZ

48-72
hours
Front Loaded
Care

The Hospital in the Home initiative

Australia's Largest Hospital
at Home Program

Home Health Link –
Right Care, Right
Time & Right Place



Challenging Clients = Positive
Outcomes (True or False)

Community Care Initiatives

RACF In-reach services

Community Packages

Antenatal Clinics

Alternative Models of Care

Case Management



Linking Hospitals, GPs & Community

Out reach programs

Linking Allergy Services & GPs

Out reach programs

Ambulance Initiatives



CARE – NSW Clinical
Assessment & Referral
Program

Pre Hospital
Assessment for Primary
Angioplasty

ECP – Extended Care
Paramedics

Pre Hospital Thrombolysis

Chronic Disease Rehabilitation & Management Initiatives

Home vs Centre Rehabilitation

Chronic Care at home

Asthma Home Visiting Program

Combined Rehabilitation



How can you help improve your own working environment...



An E-Learning platform has been established to provide you with the theory behind “Redesign”

- The new e-learning platform “**Gem**” was launched in November 2008
- A number of **short courses** are offered through Gem
- Project Management, **Redesign Methodology**, Customer Contact & Communication Skills, Clinical handover implementation, Take the Lead, Patient and Carer Interviews, etc
- Gem is available to all NSW Health staff via the following **link**:

<https://gem.workstar.com.au>



The NSW Redesign School commenced in 2007 to train staff in the Redesign Methodology

62 students over 3 years have conducted 28 projects across all area health services

- 25 students and 9 projects in 2007
- 23 students and 11 projects in 2008
- 14 students and 8 projects in 2009



CENTRE FOR HEALTHCARE
REDESIGN

Students walk away after 16 weeks with 2 Diplomas – Diploma Business (Project Management) and Diploma Government

**Thank you to all who presented and
thank you to those who participated
both in person and over the web**

