

AMBULANCE REFERRALS FROM GENERAL PRACTICE AND RESIDENTIAL FACILITIES

WHY?

To improve patient centred care.

Prior to commencing the project it was envisaged that there would be substantial benefits in formalising collaboration between GPs, Ambulance and the Local Health District. These benefits included improved communication, consultation and education.

Specifically the project focused on the skills and abilities of NSW Paramedics and the protocols surrounding the “how & when” to transport a patient to hospital by Ambulance. In addition the project allowed NSW to keep up to date information on specific Ambulance tools and initiatives that support GPs and patients within the community.



HOW WAS THE COLLABORATION LED AND MANAGED?

HNECC PHN's ALO led and managed the consultation with GPs across the HNECC region, and NSW state clinical team, to understand the concerns from both primary care and emergency care.

Through this consultation it was identified that GPs were not aware of NSW Paramedics skills and how the Ambulance Service could support them in general practice.

GPs identified problems with the NSW Authorised care plans and the process.

NSW highlighted concerns with the high use of Triple Zero calls from within GP practices.

OUTCOMES ACHIEVED

As a result of the consultation a collaborative Health pathways page for Ambulance Referrals from General Practice and Residential Facilities was developed. This was endorsed by NSW and requested to be replicated across the NSW state.

This collaborative approach allowed the ALO and NSW to work together, to develop a NSW Authorised Care Plan from PDF into templates for General Practice software systems. This streamlined the process and improved GP uptake to support palliative,

chronic and complex disease patients in the community.

Information sessions were also delivered within General Practice around NSW Care Plans and referral from General Practice via the GP specific telephone number.

LESSONS LEARNED

The success of this process included;

- uptake of the health pathways page across 60% of NSW HealthPathways sites.
- the development of the NSW Care Plans into RTF for Medical Director and Best Practice, achieving an 800% increase in uptake across the HNE region.
- the design and printing of stickers for General Practice and Aged Care Facilities to increase the use of the 131 233 GP specific phone line. Resulting in

a decreased use of triple zero for non-emergency patients.

- a collaborative approach was successful as it opened channels of communication and allowed HNECC, NSW and General Practice to collaborative on other initiatives.

A key recommendation from the project would be to ensure you have the right people in the room from the beginning. This would greatly enhance the process and improve the time taken to complete the project.

