

CENTRAL COAST LOCAL HEALTH DISTRICT PODIATRY- HIGH RISK FOOT SERVICE

Prepared by **Kate Norbury**
Senior Podiatrist
Central Coast Local Health District
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Health
Central Coast
Local Health District

WHATS NEW?

Central Coast Local Health District Podiatry Department is evolving to better serve the needs of the community

As a service we have undertaken quality improvement processes

The aim?

By defining our service and streamlining the referral process we will increase the efficiency of the department

WHY



REFERRAL ANALYSIS

WE FOUND THAT THE ROOT CAUSES OF THE INEFFICIENCY OF THE REFERRAL SYSTEM WERE MULTIFACTORIAL

The service did not have clear eligibility criteria

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graph TD; A[The service did not have clear eligibility criteria] --> B[The referrals lack enough information and vary greatly in content required to triage the clients accurately]; B --> C[The referrers are unable to identify the clinic they are wanting their client to access. Wound clinic Vs High Risk Foot Clinic (HRFC)]; C --> D[The triage process is inefficient, needs a systematic approach between admin and triage teams.];
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The referrals lack enough information and vary greatly in content required to triage the clients accurately

The referrers are unable to identify the clinic they are wanting their client to access. Wound clinic Vs High Risk Foot Clinic (HRFC)

The triage process is inefficient, needs a systematic approach between admin and triage teams.



SO WHAT ARE WE ASKING FROM
YOU?

POTENTIAL IMPROVEMENT SOLUTIONS



REBRANDING OF THE
DEPARTMENT AND CLINICS



STANDARDISED REFERRAL
FORMS



REFINING THE PROCESS
WITH TRIAGE TOOL

PODIATRY-HIGH RISK FOOT SERVICE

Central Coast Local Health District Podiatry High Risk Foot Service

For clients to be referred to this service they must have either an active wound below the ankle (malleoli) and/or acute or suspected acute Charcot Neuroarthropathy

Under the Podiatry High Risk Foot Service we have **2 clinic options** for referrers to select.

- **Clinic 1 - Wound clinic (below the ankle)** - referral to this clinic is accepted from health professionals (GP, Allied Health, Private Podiatrist, Community Nursing)
- **Clinic 2 - The Multidisciplinary Team Clinic (MDT) - formerly the HRFC-** Referral for medico legal reasons must be from a GP or Specialist, as the clinic has a specialist attached to it.



Facility: COM GOS LJ WW WYG

REFERRAL - PODIATRY HIGH RISK FOOT SERVICE (OUTPATIENTS)

FAMILY NAME		MRN
GIVEN NAME		MALE FEMALE
D.O.B. DD / MM / YYYY	M.O.	
ADDRESS		
		PH
M/C	FIN	
LOCATION / WARD	ADM DD / MM / YYYY	

COMPLETE ALL DETAILS OR AFFIX PATIENT LABEL HERE

This referral is for patients who require referral to the **High Risk Foot Service** for specialised assessment and management of wounds below the ankle and/or acute or suspected Charcot Neuroarthropathy.

All sections must be completed for the referral to be accepted. (Refer to page 2 for the patient eligibility criteria).
For URGENT referrals please contact the team at Gosford: Telephone: 4320 5253 of Fax: 4320 5449

Date of referral	DD / MM / YYYY	
Referring Practitioner/Name:	Provider No:	
Signature:	Designation:	
Practice Name:	Phone:	Fax:

Select either Clinic 1 OR Clinic 2 based on the referrer capabilities below:

Services available	Referral Source (Tick all that apply)
<input type="checkbox"/> Clinic 1 - Wound Clinic (Podiatry Led): Wound Below Malleoli	<input type="checkbox"/> Health Professionals (GP, Community Nursing, Allied Health etc.)
<input type="checkbox"/> Clinic 2 - Multidisciplinary Clinics (Tick applicable items below)	<input type="checkbox"/> GP and Medical Specialist referral only (With health summary and recent pathology (Hba1c and eGFR))
<input type="checkbox"/> Wound with ischaemia	
<input type="checkbox"/> Wound with diabetes management issues	
<input type="checkbox"/> Wound with bony involvement (Nil ischaemia)	
<input type="checkbox"/> Acute Charcot Neuroarthropathy -(With or without foot wound)	

Affected foot: Left Right Bilateral Has the foot been immobilised? Yes No
 What immobilisation is in place?
 Has Medical Imaging been completed for the area of concern in the last 12 months? Yes No
 If yes, which type? X-Ray MRI CT Bone Scan (Attach results).

Comments: (please include relevant information)

Grading system for triage purpose (Tick)

Category	Definition	Score	Tick
Wound location	Digits and / or forefoot	0	
	Midfoot and hindfoot	1	
	Exact location of wound:		
Ischaemia	Pedal blood flow intact (1 pulse palpable)	0	
	Reduced pedal blood flow	1	
Neuropathy	Protective sensation intact	0	
	Protective sensation absent	1	
Bacterial Infection	None	0	
	Present (Tick if on antibiotics) <input type="checkbox"/> Yes <input type="checkbox"/> No	1	
	If yes, name of antibiotic(s):		
Area	Ulcer < 1 cm ²	0	
	Ulcer > 1 cm ²	1	
Depth	Confined to skin and subcutaneous tissue	0	
	Reaching muscle, tendon or deeper	1	
Total =		/ 6	



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ADDRESS		
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M/C	FIN	
LOCATION / WARD	ADM DD / MM / YYYY	

COMPLETE ALL DETAILS OR AFFIX PATIENT LABEL HERE

Central Coast Local Health District Podiatry - High Risk Foot Service (HRFS)

Our team of health professionals specialise in caring for clients with foot wounds (below the malleoli) and acute Charcot Neuroarthropathy.

There are **two** unique clinics offered by the CCLHD High Risk Foot Service:

- Clinic 1 - Wound Clinic
- Clinic 2 - Multidisciplinary Clinic

Clients in Residential Aged care Facilities with access to Podiatry services within the facility will not be eligible for the service.

Due to Work Health & Safety considerations and in order to provide a safe treatment environment, clients must be able to transfer into the treatment chairs for the consultation

***If additional supports are required for your client to attend the High Risk Foot Service, please contact the clinic prior to referral to discuss client needs.**

Eligibility Criteria

Health practitioner referral required

Clients must live within the Central Coast Local Government Area

Chronic Disease Management Plans are **NOT** accepted as a referral to the High Risk Foot Service. These are for private providers. Please refer these to private providers.

Incomplete referral forms may be returned to the referrer for completion that will lead to delays in commencement of service.

Contact the service via the number below.

Clinic 1-Wound Clinic -Hours: 8:30am-4:00pm 5 days per week at both Wyong and Gosford

This clinic is staffed by Podiatrists who are experience in wound care, debridement and management of clients with high risk feet.

Referral to this clinic is accepted from health practitioners, for clients that have acute neuroarthropathy or a wound below the ankle.

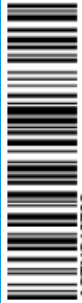
Clinic 2- Multidisciplinary Clinics -Hours: 8:30 am - 4:00 pm weekly alternating between Wyong and Gosford

This clinic offers access to Podiatry Wound Clinicians and consultation with Vascular, Endocrine and Orthopaedic specialists, Diabetes Educators and Dietitians. Orthopaedic and Endocrine consult is only available at the Gosford Clinics.

Referral to this clinic is accepted by general practitioners and we ask that the most recent health summary and pathology results are attached.

To be medicare compliant referrals to this clinic must be from a GP or medical specialist.

**For URGENT referrals please contact the team at Gosford: Telephone: 4320 5253 or Fax: 4320 5449
Email: CCLHD-AHOutpatientsReferrals@health.nsw.gov.au**



ASTNS10706

Holes punched as per AS2928.1:2019
BINDING MARGIN - NO WRITING

CATALOGUE NUMBER C0777 #FB03V1

REFERRAL - PODIATRY HIGH RISK FOOT SERVICE (OUTPATIENTS)

Holes punched as per AS2928.1:2019
BINDING MARGIN - NO WRITING

WHAT TO DO

- The plan is to get the referral out to the referrers
- The referral will be added to:
 - Health pathways
 - Community allied health intranet page
 - Podiatry intranet page
- WHAT IS THE BEST WAY TO GET THE REFERRAL TO YOU ?





THANK YOU FOR
YOUR TIME