

Country Health SA

Patient Journey Communiqué

Welcome to this edition of the Patient Journey Communiqué



CHSA Community Nursing for Under 65's Project

Kathy Slagter is currently undertaking a project looking into Community Nursing services for under 65 year olds across CHSA sites. The project was commenced to gain a greater understanding of Community Nursing including learning about its funding, staffing and service provision.

The aims of the project are to;

- determine what Community Nursing services are already being provided by sites across CHSA,
- identify what gaps/issues or un-met demands exist in services ie. what Community Nurses are currently unable to provide including identifying the reasons for this
- identify the priority areas that require service development or improvement, in consultation with an Advisory Group

Kathy is working in consultation with Karen Dixon, Andrea Church, the Community Health Directors group, Community Health Nurses, Patient Liaison Nurses and Referral Unit staff – both Country and Metropolitan health units. Kathy can be contacted on 08 8553 4263 or via email kathy.slagter@health.sa.gov.au.

Two New Literature Resources

Data demonstrates that many people from the country voluntarily, or through direct referral, travel to Adelaide for inpatient treatment at metropolitan hospitals. To improve the Patient Journey to metro and increase the knowledge of services available in metro two Health Information Resources have been produced and launched earlier this year and are now ready for dissemination across country South Australia.

The two resources ready to be distributed are:

'Before You Travel' – a checklist for people from country SA preparing to travel for medical treatment, including suggested questions to ask their referring GP / doctor.

'Contacts for when you travel to access health services' – a directory of commonly required contacts for people from country SA travelling regionally or to metropolitan Adelaide for medical treatment.

The CHSA Patient Journey Health Information Resources additionally aim to:

- Reduce the number of people from country SA travelling to metropolitan Adelaide for health services by providing a prompt to discuss local / regional options, particularly when journey is GP initiated
- Provide practical support in a clear format to people from country SA who require access to health services in metropolitan Adelaide

To order these resources contact Suzi Warnest or Pam Pratt, arrangements are also being made to



make available on the Patient Journey Initiative page on the CHSA Web-site.

Sending a patient to the Royal Adelaide Hospital? - Contact the CPC

The Central Point of Contact (CPC) or transfers in coordinator has now been established at the Royal Adelaide Hospital. The Central Point of Contact assists in the transfer of stable patients from external hospitals and referrers to the RAH for admission and treatment.

The role of the CPC is to:

- Streamline patient flow by allowing patient transfer from an external inpatient bed to a RAH inpatient bed with no additional processing in the Emergency Department
- Place the right patient, in the right place, at the right time in a safe and efficient manner
- Provide a 'one stop shop' for all admissions
- Improve patient and staff satisfaction
- Assist medical staff by reducing some of their "clerical" duties

The CPC is to be contacted once the decision to transfer a patient from the country hospital or health unit to the RAH is made and the patient has been accepted by a doctor at the RAH. The CPC will confirm admission details and book an inpatient bed at RAH. The CPC should be called once RAH doctor has approved transfer and prior to booking transport to ensure bed availability.

Please note this process does not apply for those patients that are requiring Retrieval to the RAH. In following this process we aim to improve communication both within RAH and to external care providers and streamline the patient flow into the RAH and in turn improving the patient journey. The CPC is contactable Monday to Friday, 8pm-4pm on mobile 0434 609 611

After hours the role is coordinated by the Nurse Management Facilitator who can be contacted on 82224000, ask for pager 3610.

Tracey Roffey, Acting Coordinator, Transitional & Community Services - E-mail: tracey.roffey@health.sa.gov.au



Aboriginal Patient Pathway Officers

The initial development phase has been supported and led by the Senior Project Officer who is guided by the Aboriginal Patient Pathway Steering Group with representatives from the Metropolitan Health Regions, Aboriginal Health Division, DH and the Aboriginal Health Council of SA and chaired by Country Health SA.

Linking with the existing Patient Liaison Network (Patient Journey Initiative), made up of Patient Liaison Officers from country hospitals and health services, GP practice nurses, Aboriginal Community Controlled Health Service representatives and Rural Liaison/Patient Liaison contacts from all the major metropolitan hospitals, the Aboriginal Patient Pathway Officer officers will provide a key contact and coordinating point both in metropolitan Adelaide and at the larger regional centres in country SA for people from Aboriginal and Torres Strait Islander backgrounds travelling to access health services.

Recognising the potential challenges in relation to workforce issues, orientation, training and development opportunities will be made available for all incumbents to support learning and increase the Aboriginal Health workforce.

Role of the Aboriginal Patient Pathway Officer

1. Contribute to building resources and capacity of Health Services to prepare people from Aboriginal and Torres Strait Islander backgrounds for journeys to access health services.
2. Utilise tools, resources and processes for successful patient journeys.

3. Develop linkages with discharge team, Patient Liaison Nurse, Aboriginal Liaison Officer (this may vary from region to region) and where possible, participate in planning meetings.
4. Develop linkages with the Divisions of General Practice, Aboriginal Community Controlled Organisations, Community Health, Non-government agencies (this may vary from region to region) and where possible, participate in networking meetings.
5. Identify and work to address barriers to hospital and health system treatment.
6. Identify and work to address barriers within the hospital and health system.

REGION	CONTACT DETAILS
Flinders Medical Centre	Claire Fleckner Mobile: 0457 526 733 Email: Claire.Fleckner@health.sa.gov.au
Rural & Remote Mental Health Services – Glenside Campus	Susan Williams Mobile: 0457 526 745 Email: SusanM.Williams@health.sa.gov.au
Lyell McEwin Hospital	Carol-Anne Cooper Mobile: 0457 526 742 Email: Carol.Cooper@health.sa.gov.au
Queen Elizabeth Hospital	Peter Burgoyne Senior Mobile: 0457 526 741 Email: Peter.Burgoyne@health.sa.gov.au
Royal Adelaide Hospital	Paul Herbert Mobile: 0457 526 744 Email: Paul.Herbert@health.sa.gov.au
Women's & Children's Hospital	June Romeo Mobile: 0457 526 738 8161 7000 pager 5959 Email: June.Romeo@health.sa.gov.au
Riverland – Berri Campus	Henry Rankine Mobile: 0457 526 737 Email: Henry.Rankine@health.sa.gov.au
Ceduna	Debra Miller Mobile: 0457 526 743 Email: Debra.Miller@health.sa.gov.au
Cooper Pedy	Jeff Williams Mobile: 0457 526 736: Email: Jeff.Williams@health.sa.gov.au
Maitland	Katrina (Kit) Prior Mobile: 0457 526 735 Email: Katrina.Prior@health.sa.gov.au
Mount Gambier	Harold Rankine Mobile: 0457 526 740 Email: Harold.Rankine@health.sa.gov.au
Murray Bridge	Margi Sumner Mobile: 0457 526 746 Email: Margeret.Sumner@health.sa.gov.au
Port Augusta	Owen Karpany Mobile: 0457 526 747 Email: Owen.Karpany@health.sa.gov.au
Port Augusta	Nicole McLachlan Mobile: 0457 526 739 Email: Nicole.McLachlan@health.sa.gov.au
Port Lincoln	Anthony Burgoyne Mobile: 0457 526 734 Email: Anthony.Burgoyne@health.sa.gov.au
Whyalla	Brenda Carter Mobile: 0457 526 732 Email: Brenda.Carter@health.sa.gov.au



Royal Flying Doctor Service

Wing Tips....

Helpful Hints when Preparing your Patient for Transport

Changes to Mental Health Act 2009

The Mental Health Act 2009 will be proclaimed from 1st July 2010. The new Act has different forms to be used for the detention and transport of mental health patients.

RFDS has amended "RFDS Statement by Treating Practitioner" form to be compliant with the new Act.

From 1st July, the old Forms 1 & 15 are no longer valid and cannot be used. Should RFDS receive one of these forms we will request the referring hospital to provide the appropriate new form/s, which will be;

- o Detention and Treatment Order level 1 form **OR** a Community Treatment Order level 1 form.
- o PLUS a Patient Transport Request form (Intrastate form)

These forms will have been provided to your Health Service. Contact your local Mental Health service for advice regarding the forms or if you require copies of them.

RFDS will still require an RFDS "Statement by Treating Practitioner". A copy of the amended RFDS form is attached.



[Mental Health
Transport Guidelines](#)

For more information contact Greg McHugh, Flight Nurse Manager PH: (08) 8150 1313

For more information

For further information about the Patient Journey Initiative or to place an article in the next Communiqué, please contact: Pam Pratt, Patient Liaison Network Coordinator via telephone 8536 5333 or via email pam.pratt@health.sa.gov.au or Suzi Warnest, Acting Assistant Project Officer, via telephone 8553 4271 or via email suzi.warnest@health.sa.gov.au