MLHD Residential Aged Care Entry Process

Aim Statement:
By December 2016, 100% of new (permanent) admissions to Residential Aged Care in Tocumwal Multi-Purpose Service, will have an improved entry process to ensure bed allocation will meet individual’s care needs.

Background to problem worth solving
Inconsistent processes for admission to residential aged care within Multi Purpose Services in Murrumbidgee Local Health District.

Team members
- Catherine Maloney
- Rosemary Garthwaite

Project Team
- Karen Solah
- Kerry Sandral
- Craig McColl
- Anne Seamer
- Kerry Tyrell

Link to National Standard or Strategic Imperative
- Comprehensive geriatric assessment for older adults admitted to hospital (Ellis et al, 2011)
- Acute Care of the Elderly (ACE) – Clinical Redesign Program (2006)
- Aged care Assessment Guidelines (May 2015)
- Gathering “pearls” of knowledge for Assessing older adults (Gray-Vickery 2010)

Driver Diagram

The Problem:
Inconsistent processes for admission to residential aged care within Multi Purpose Services in Murrumbidgee Local Health District.

Criteria
- Inconsistent assessment for admission
- No formal criteria for eligibility

Communication
- Inconsistent information for consumers or prior to entry
- Inconsistent communication between service providers

Processes
- Determining level of care - the facility can safely provide to individual
- Respite becomes permanent through consent
- Wait list management

Governance
- Equity of Access
- Transparency

Outcomes:
- 100%
- December 2016

Solution 1 - PDSA Cycle

Solution 2 - PDSA Cycle

Solution 3 - PDSA Cycle

Overall Outcome of Project:
This Project is incomplete and remains ongoing.

Plans to sustain change
1. MLHD Local Procedure published on Policy Management system
2. Information included in MLHD New Manager’s Toolkit
3. Inclusion in MLHD Facilities Participation in the ACI Living Well in MPS Collaborative group discussions and improvement plans.
4. Inclusion in the MPS Redevlopment Program Change Register
5. Data Collection in 6 and 12 Months for evaluation of results

Plans to spread/share change
- Submitted to the ACI Innovation Exchange
- Inclusion in MPS Redevlopment Program Change Register

Results
Outcome measures
- # of facilities with entry agreement in place v’s Total # of facilities

Process measures
- Pre-Intervention [Baseline]: Audit
  - # of agreements recently reviewed and updated v’s in audit

Discussion
This project commenced with aim of implementation across many facilities in the LHD, it was scoped down to one facility, (Tocumwal) with a second facility (Barham) involved in installation of new entry agreement.

The outcome measure is accounting for this change in project scope. Pre Intervention data consists of the 15 facilities reviewed initially, showing results of post Intervention with 2 facilities.

The Process measures above are pre Intervention results only to measure the new admissions to residential aged care with a pre entry comprehensive assessment. Further review of implementation of the admission requirement procedure TBC.