

**Aim Statement:**

By June 2020 100% of patients of both the Evans Head Medical Centre and Coraki/Evans Head HealthOne will have formal communication exchanged at the point of referral and discharge.

**Background to problem worth solving:**

- General Practice and Community Health services not collocated in true HealthOne model – requiring “virtual” integration
- No current capacity for electronic integration of health care between both services
- Patient feedback and complaints re lack of coordination
- General Practitioners dissatisfied with level of coordination

**Team members**

- **Sponsor:**
  - Lynne Weir, Director Clinical Operations
- **Project Team:**
  - Leanne Friis, Team Leader
  - Dr Tara Thambimuthu – Evans Head Medical Centre
  - Dr Chris Wee – Evans Head Medical Centre
  - Joshua Collins and Kath O'Brien – Community Health NUM
  - Coraki Campbell, Evans Head HealthOne Clinicians
  - Evans Head Medical Centre Clinicians
- **Consumers:**
  - Paula Starkey
  - George Thompson
- **Quality Advisor:**
  - Pam Mitchell

**Link to National Standard or Strategic Imperative:**  
**National Safety & Quality Health Service Standard 5**

Comprehensive care is the coordinated delivery of the total health care required or requested by a patient.

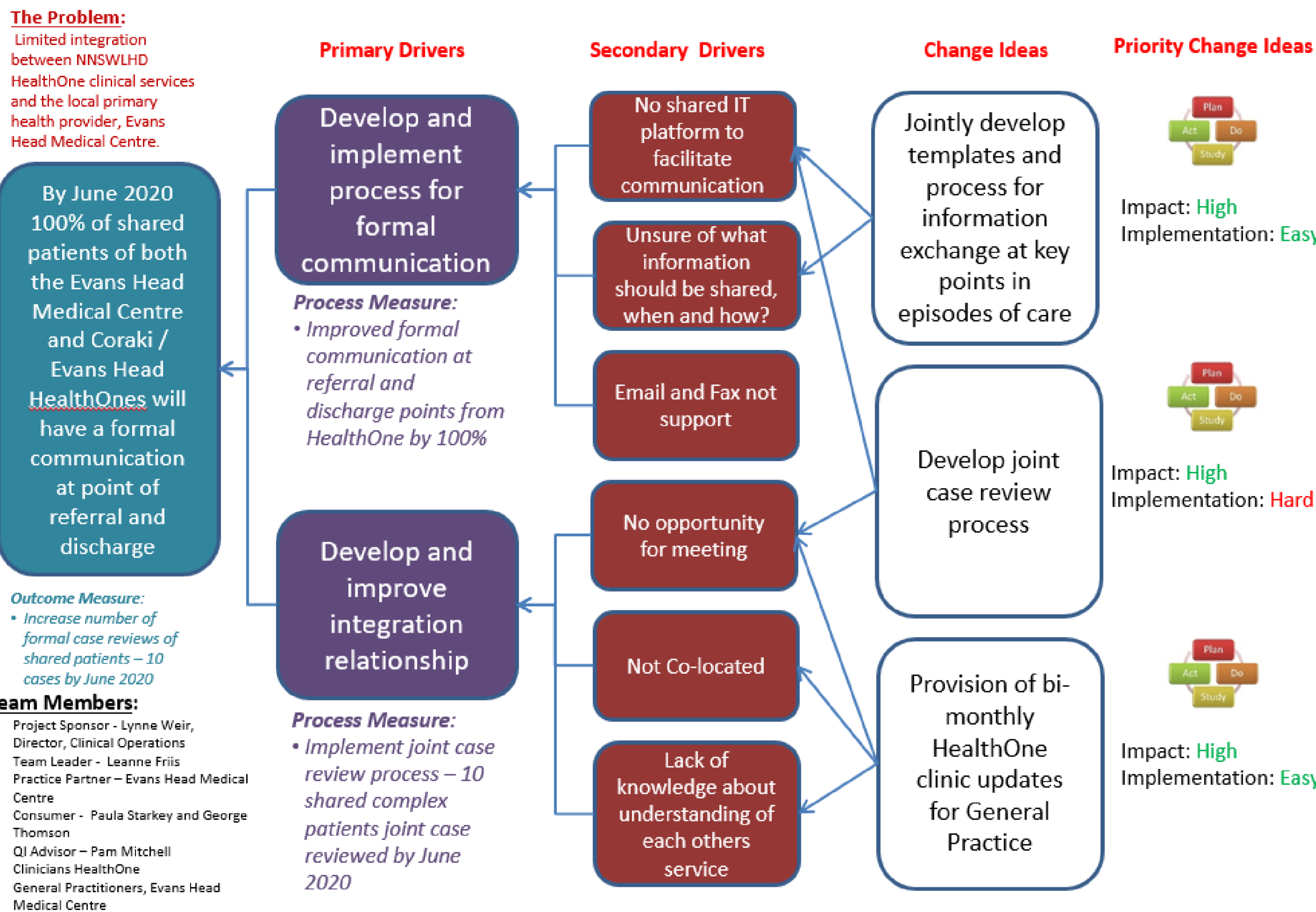
The delivery of comprehensive care is based on partnering with patients, carers and families to identify, assess and manage patient’s clinical risks, and determine their preferences for care: and on communication and teamwork between members of the health care team  
*National Primary Health Care Strategic Framework, Canberra, ACT: Department of Health:2013*



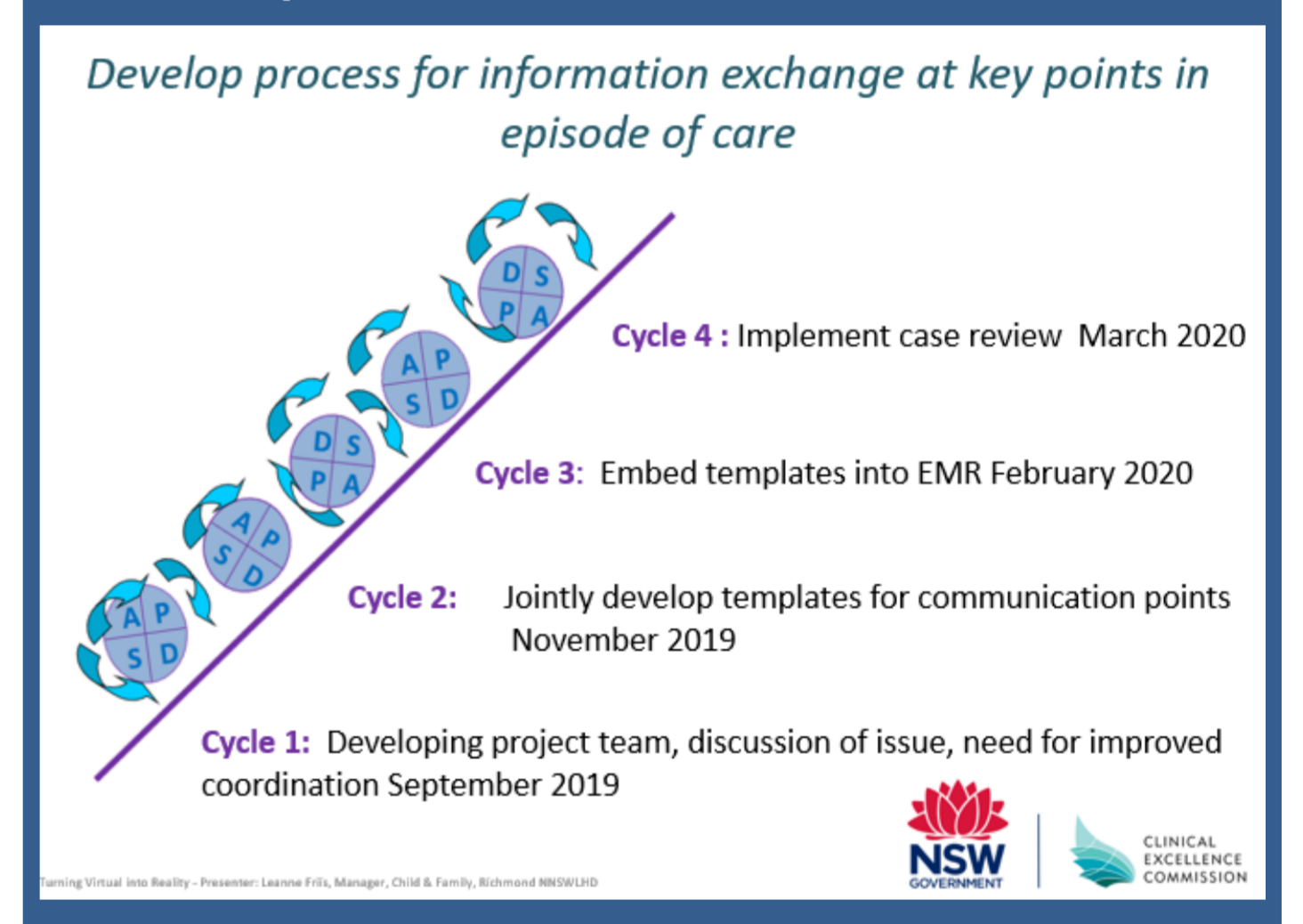
**Literature Review**

Behrendt, K., Parashan, R. 2020 Factors in implementing integrated care... a duty to collaborate, International Journal of Integrated Care, Vol2, Issue 1-4  
Bolton, P. 2001. A quality assurance activity to improve discharge communication with General Practise. Journal of Quality in Clinical Practise. Vol2, Issue3. Sept 2001. 69-70  
Closs, S.J. 2007. Discharge communications between hospital and community health care staff: a selective review. Health and Social Care in the Community. Vol5, Issue 3, 181-197

## Driver Diagram



**PDSA Ramp**



**Overall Outcome of Project:**

- Stretch goal achieved
- Joint Case Review process well established
- Improved General Practice satisfaction with level of coordination

**Unexpected Outcomes:**

- Increasing referrals to previously less utilised services within Community Health (e.g. Child Counselling)
- Improved informal communication due to improved relationships

**Plans to sustain change**

1. Ensure maintenance of achieved levels of documented clinical information exchange via regular audits
2. Explore extending use of developed templates and process to other sites within Richmond Community and Allied Health
3. Further investigate options of electronic information exchange e.g. via My Health Record

**Plans to spread /share change**

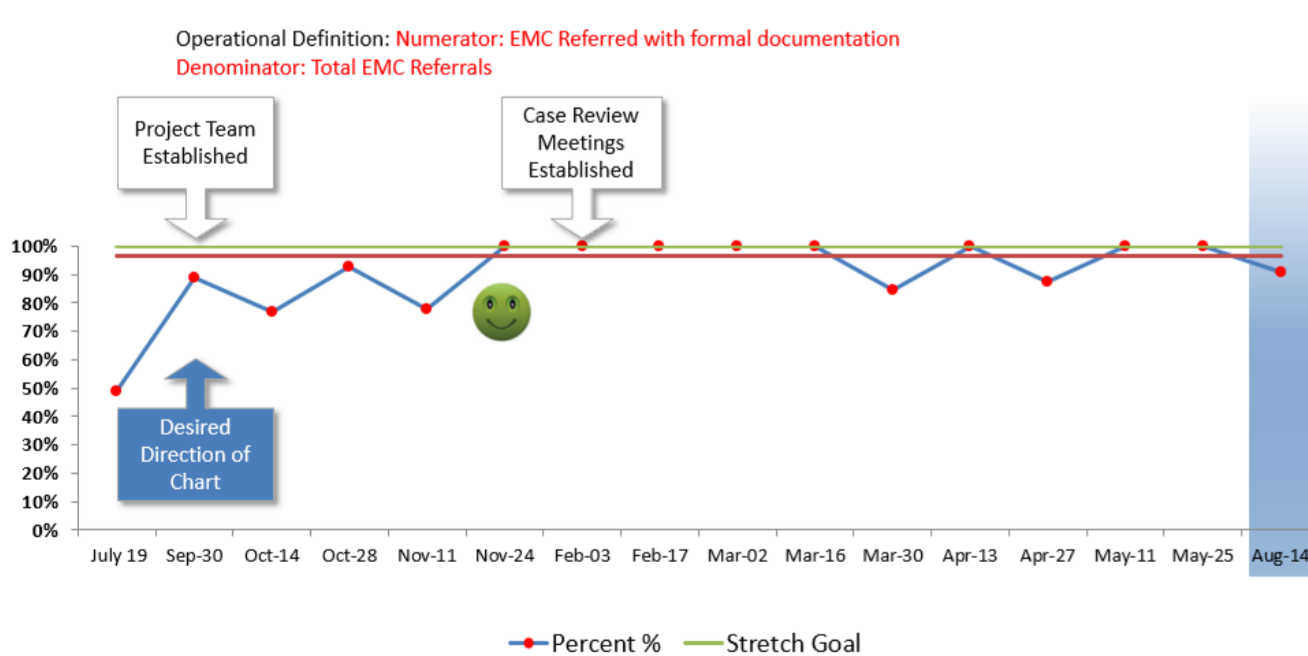
**Completed:** Submitted to Richmond Community Health Quality and Safety Committee

**Planned:** Submit to NNSWLHD Quality Awards  
Submit to ACI Information Exchange

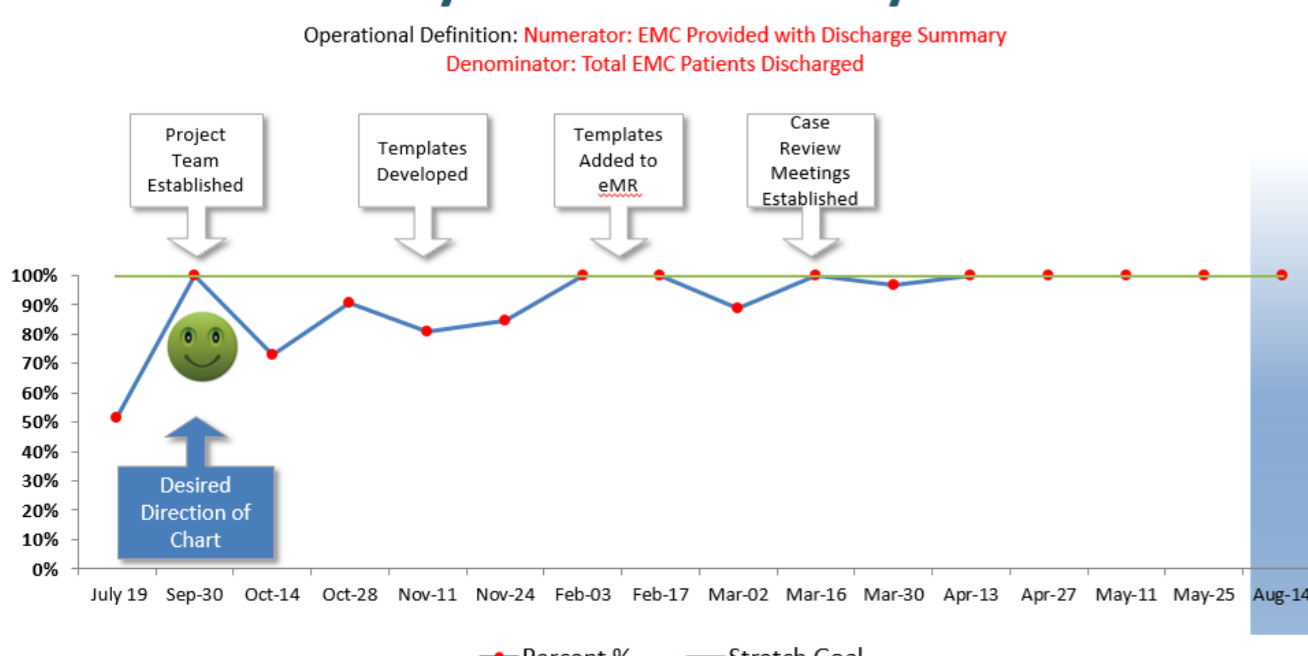
## Results

**Outcome measures:**

**Percentage of EMC patients referred with formal referral documentation**



**EMC Patients Provided with A Formal Discharge Summary from Community Health**



**Discussion**

- Project team developed simple pathway for improved exchange of clinical information
- Templates developed for information exchange in consultation with GP’s, Community Health team and consumers
- Results improved at key points in project when templates were embedded in EMR and again when Case Review process implemented
- Case Review goal exceeded and process well established with 33 case review discussions to end August 2020

**Post Project**

- 100% GP satisfied or very satisfied with communication between services
- GP’s receiving 150% more discharge summaries from Community Health per month
- 80% of GP’s report receiving acknowledgements of referrals “most of the time”