

# What is pace-it?

partnerships in  
aged  
care  
emergency services using  
interactive  
telehealth

- Linking residents to appropriate care
- Minimising disruptions by avoiding unnecessary transfers
- Strengthening partnerships and enhancing communication
- Optimising person and family centred decision making

Care delivered in the right place to  
the right person in a timely manner

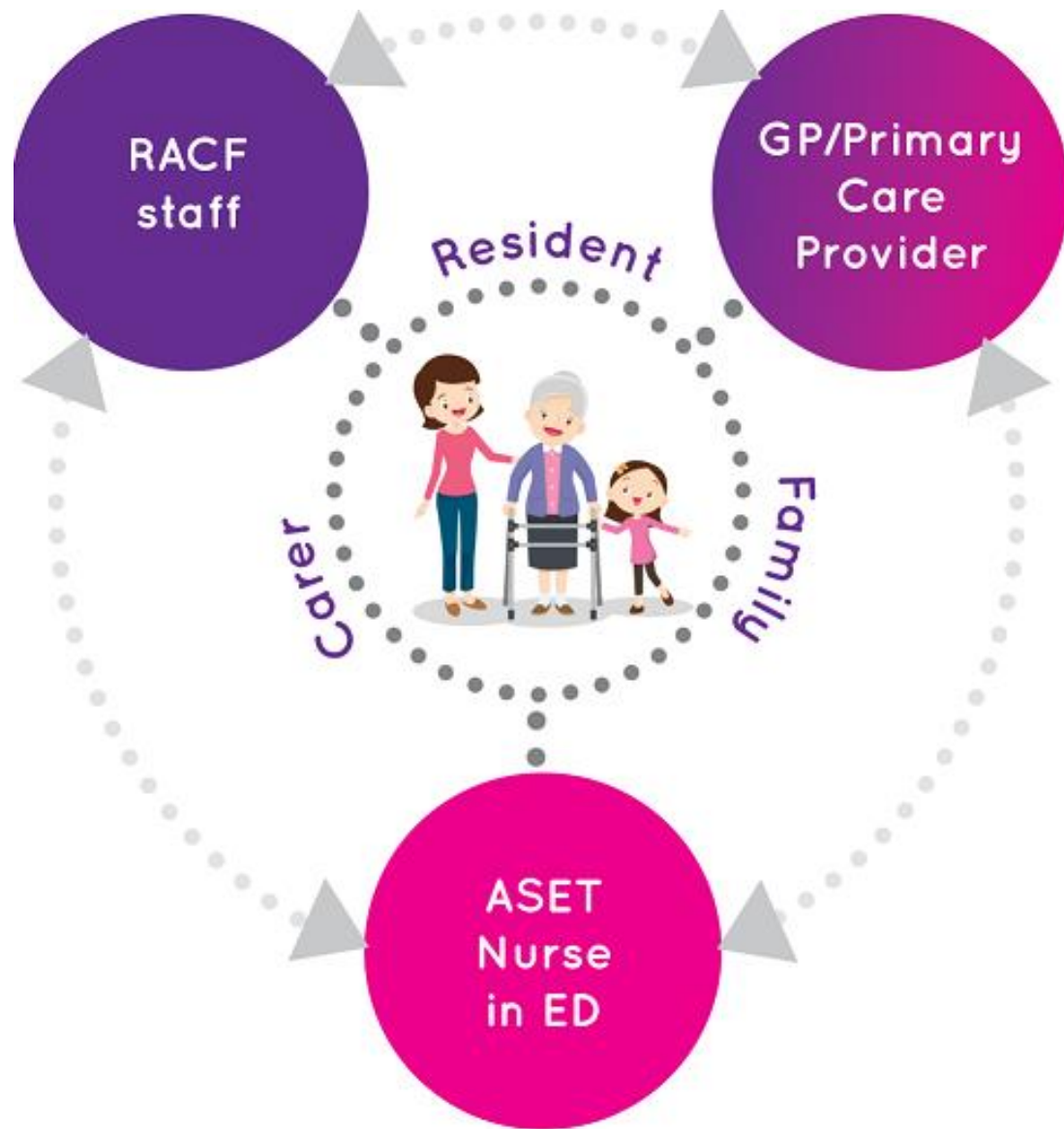


**Health**  
Hunter New England  
Local Health District

# The Aim of the project

- ▶ To assess whether the enhancement of ACE services through the addition of protocol-guided interactive Visual Telehealth Consultation and clinical decision-making, plus telephone follow-up, reduces RACF transfers to ED





# Why this is significant?

- ▶ Low cost
- ▶ Time efficient for staff and resident
- ▶ Person and family centred
- ▶ Sustainable
- ▶ Support for GPs
- ▶ Reduced ED activity and adverse events
- ▶ Appropriate use of NSW Ambulance Service
- ▶ 12 622 RACF residents will potentially benefit from this project across the 2 health districts
- ▶ If scaled across NSW approximately 690 000 RACF residents stand to benefit



# Intervention

Augmentation of the existing ACE service with the addition of

- ▶ Visual Telehealth Consultation
- ▶ A notification letter to the GP and the RACF
- ▶ A follow up phone call 24 hours post telehealth

# Implementation

- ▶ Clustered randomised stepped wedge controlled trial
- ▶ Each cluster composes 2 RACFS partnered with one ED, each cluster will commence implementation at 4 weekly intervals starting on the 24<sup>th</sup> February 2020