

## Rural Local Health District Quality Awards / ACI Innovation Award Winners 2016

ACI Innovation Awards are established at the rural Local Health District Quality Awards to recognise and reward innovation and capture models of care which have potential for broader implementation across other health sectors. Selection Criteria include:

Selection Criteria	Description
Improved patient outcome and experience for hard to reach population groups	Aboriginal or Torres Strait Islander populations, geographically isolated, low socioeconomic, culturally or linguistically diverse (CALD)
Resourcefulness and creativity utilising existing resources	Telehealth, small facility / MPS; including workforce or service delivery models
Inclusive partnerships which increase access to services	Links between: Primary Health Care / Acute Facility, rural / metropolitan, public / private, hospital avoidance
Transferability or system-wide potential	Scalability across other health departments / sectors

The Rural Health Network Executive Committee convene adjudication panels to review entries per LHD against weighted scoring criteria, and the winners are presented with a framed certificate or trophy as part of the LHD Quality Awards celebrations. Winning projects are loaded onto the ACI Innovation Exchange <http://www.aci.health.nsw.gov.au/ie> and opportunities are sourced for authors to present their work on a state-wide platform eg Rural Innovations Changing Healthcare (RICH) Forum, or the NSW Rural Health and Research Congress.

The projects summarised below are the winners of the ACI Innovation Awards 2016.

### Far Western NSW LHD

#### **Winner: *PleDG-ED: It's worth the wait!***



A very person centred program (by removing the Emergency Department Registration Form and replacing registration with an interview), it focusses on the consumer experience not systems processes. Commenced 2014; an Action Plan is developed and Cultural Awareness for JMO's is now embedded practice, with significant reductions in Did Not Waits from 23 per month to 10 per month. This process has the potential to be easily transferable to other Health Facilities.

**Contact and Photo:** Melissa Welsh, Clinical Redesign and Innovation Manager, FWNSW LHD

#### **Highly Commended: Upright Ivanhoe**



A Community-Based Falls Prevention Awareness and education Program was developed and run this year by a new Graduate RN, with the development of a Home Safety Awareness Package (digital resources). Having only been evaluated in April the program is not quite embedded, but there are more community initiatives planned and it is a great initiative for a very small remote community. A kit has been established for other new graduate RNs to continue the work during their placements at Ivanhoe.

**Contact and Photo:** Kadee Rae Jones; New Graduate RN, Ivanhoe, FWNSW LHD

### Hunter New England LHD

#### **Winner: The VIP Program (Very Intensive Patient)**



An excellent program which addresses repeat Emergency presentations and unplanned readmissions; a common problem with all LHDs (metropolitan and rural). The innovation lies in the development of an expanded assessment tool (SCALE-UP) which is routinely used to assess medical AND social care needs such as mental health and social isolation with multidisciplinary VIP action plans tailor made for referral and local management.

**Contact:** Lynne Bickerstaff

**Photo:** L-R: Jenny Preece (NSW ACI), Roslyn Barker (Calvary Mater Newcastle), Dr Rosemary Aldrich (Calvary Mater Newcastle), Dr MaryAnn Ferreux (Maitland Hospital), Lynne Bickerstaff (Maitland & Kurri Kurri Hospitals) Michael DiRienzo (Hunter New England Health Chief Executive).

### Mid North Coast LHD

#### **Winner: Trimming the Fat: Coffs Harbour Acute Mental Health Unit**



This project integrated two services for the first time in the acute setting; Mental Health and Physical Health. The Innovation lies in the introduction of metabolic monitoring and use of prophylactic medication in the acute mental health unit, with greater emphasis on the patient's 'physical health' on transfer of care to Community Health Providers and the GP at discharge.

**Contact:** Matthew Pearce, RN Coffs Harbour Mental Health, MNC LHD

**Photo:** Pat Frances (Rural Health Network Co-Chair), Matthew Pearce and Tanya Dugard (Mental Health Services, Coffs Harbour), Jenny Preece (ACI)

### Northern NSW LHD

#### **Winner: Early Recognition of Dementia - Memory Assessment Program (MAP)**



Although Telemedicine for Specialist consultations exist and there are numerous Memory Assessment Programs available these strategies are not new. The innovation for this project lies in closing the referral loop with General Practice Staff. The Specialist from Sydney does not 'manage' the patients; the Specialist provides early identification and diagnosis, and feeds this back to the GP who co-ordinates and manages the personalised care plan locally.

**Contact:** Liz Flack (CNC Community Dementia Care, Tweed / Byron, HealthOne, Pottsville, NNSW LHD)

**Photo:** L-R, Vicki Denyer (CNC, Lismore) Delma Makejev (RN, Lismore) Liz Flack (as above)

#### **Highly Commended: Contain the Cough Project - Lismore**

This project has a simple, proactive approach pulling together existing resources to create a toolkit to minimise staff and patient exposure to Pertussis. Highly transferable to other health sectors including Residential aged Care with Pertussis on the rise.

**Contact:** Vicki Denyer or Delma Makejev

### Southern NSW LHD

#### **Winner: Lifesmiles GOLD – better access to oral health care SNSW and Murrumbidgee LHDs**



The Oral Healthcare Team concentrated on the patient journey to implement a new way of doing business across the two LHDs. Using learnings from patients at the chairside 18 months ago, two separate pathways were created to make access to dental care fairer: one for urgent care and the other for routine general care. Waiting time for patients with pain has reduced for patients from up to 2 years to less than 3 months and the cost has been halved for a course of care; a very transferable model.

**Contact:** Anne Pritchard (Clinical Leader, Oral Health Quality and Information Systems SNSW and Murrumbidgee LHDs)

**Photo:** Jenny Preece (ACI) and Anne Pritchard

### Murrumbidgee LHD

#### **Winner: Enhancing remote Physiotherapy services for consistent patient care.**



This is an excellent project which expands the role of the rural Allied Health Assistant in outreach areas in the utilisation of Telehealth consultations. The Physiotherapist sole practitioner role in the larger regional centre of Griffith has been extended to provide clinical service delivery locally in Hay where previously travel to Griffith had been required and there were long wait lists. The innovation lies in embedding telehealth into clinical practice for consistent patient care in outreach areas. Established for 12 months now, work is underway to expand the Physiotherapy Telehealth model across the Murrumbidgee District.

**Contact and Photo:** Ellen McMaster (Physiotherapist, Griffith, MLHD)

### Western NSW LHD

#### **Winner: Integrated Care for Mountains to Marshes**



Coonamble MPS have redesigned their workforce model and introduced a Transitional Care Nurse position which increases service delivery across inpatient and outpatient area. seven days per week without increasing FTE. This was trialled in 2013, evaluated and is now embedded practice and business as usual. Plans are now in place to introduce Hospital in the Home (HiTH) Guiding Principles to support the Transitional Care Nurse position into the future.

**Contact:** Elizabeth (Libby) Burnheim (HSM Coonamble MPS)

**Photo:** Jeanette Ryan (Nurse Manager), Libby Burnheim (Health Service Manager) and Laura Dent (Community Primary Health Nurse Unit Manager)

### **Illawarra Shoalhaven LHD**

**Winner: Mirrabook – A truly smoke free Mental Health Inpatient unit. Robin Macgreggor**



This project required a very systematic and thoughtful approach to a difficult problem amongst a very vulnerable cohort (Mental Health inpatients who smoke). The innovation lies in taking the risk in going smoke free and “daring to try” putting an end to the granting of frequent and time consuming unofficial leave for patients to go outside for a cigarette; a practice which over the years had insidiously become business as usual. No additional resources were required, just a united team with a common goal. The high incidence of chronic illness amongst people with Mental Health illness gives this initiative the potential to be taken up across many other services.

**Contact:** Robyn Macgregor, NUM Mirrabook Mental Health

**Photo:** Alison Bannister, accepting on behalf of Robyn Macgregor from Mirrabook, Mental Health

For further information please contact Jenny Preece, Rural Health Network Manager

[Jenny.Preece@health.nsw.gov.au](mailto:Jenny.Preece@health.nsw.gov.au) or

Anna Nichols, Knowledge Manager and Innovation Exchange Co-ordinator

[Anna.Nichols@health.nsw.gov.au](mailto:Anna.Nichols@health.nsw.gov.au)