



CARE IN THE BED YOU PREFER

GREATER NEWCASTLE HOSPITAL IN THE HOME (HITH)

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Case for Change

Greater Newcastle (GN) covers a large geographical area with a diverse population of around 450,000 people. Local Public hospitals are facing increasing demand and bed pressures. The GN HITH service is well established within Newcastle, however, it is not always recognised as viable alternative to inpatient hospital care. The project team has set out to determine and address the underlying cause of this discrepancy.



Hospital admissions are rising



Bed block & increased length of stay



HITH referrals not reflecting the increased acute services demand

Goal



Increase the utilisation of GN HITH virtual ward by **25%** from John Hunter Hospital and Belmont District Hospitals by February 2025.

Objectives

Increase the number of referrals to the GN HITH virtual ward by 25% by February 2025

Increase GN HITH virtual ward admission capacity by 10% by February 2025 within current HITH Nursing Full Time Equivalent

Increase the use of technology in the referral, assessment and care of patients by 50% by February 2025

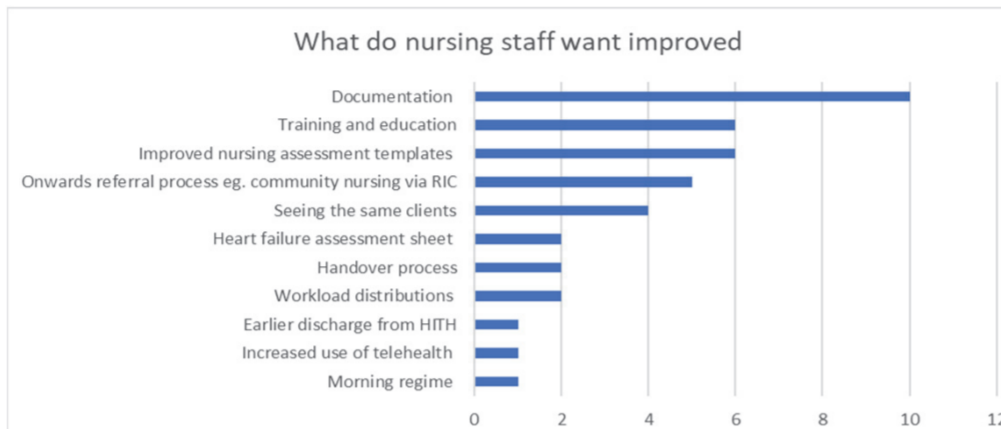
Methods

<p>Patient Surveys N = 49 Patient Interviews N = 5</p>	<p>Referrer Surveys N = 38 HITH Staff Surveys N = 13 NSWAS Interview N = 1</p>	<p>Analysis IPM Patient Audits N = 120 Workshops N = 2 Root Cause Analysis N = 9</p>
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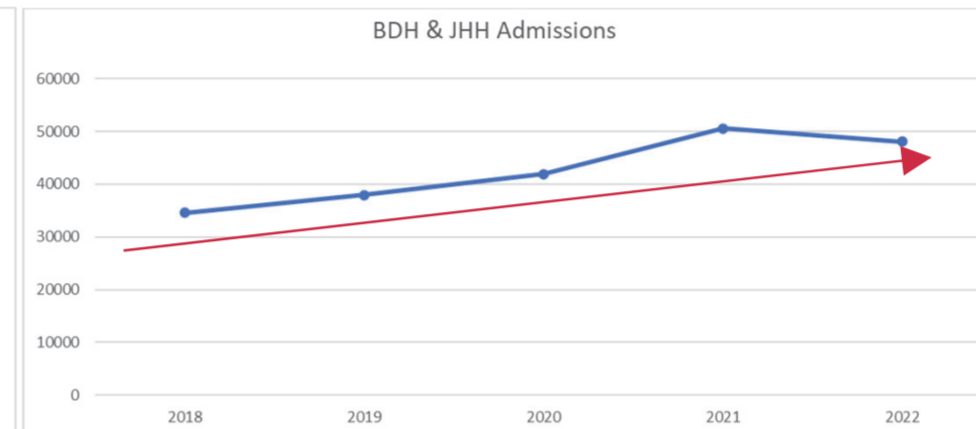
Hunter New England Local Health District

Diagnostics: Key Issues

Where do nurses want to see improvement?



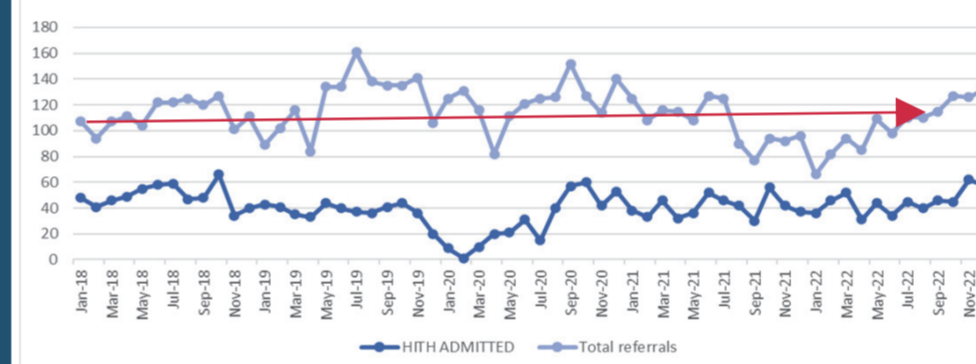
JHH & BDH Admission 2018 - 2022



Findings & Concerns

- Referral bottleneck due to phone-based referral system
- Upward trajectory of JHH & BDH admissions not matched in HITH referrals
- Nursing staff wanting improvement in documentation processes

HITH Referrals 2018 - 2022



Solutions & Quick Wins

Introduction of the Clinical Co-Ordinator role



My virtual care funding from MoH



Update of intranet resources



QUICK WIN 1

QUICK WIN 2

QUICK WIN 3

IMPLEMENTATION

Solution 1: My Virtual Care



Benefits:

- Reduce travel time
- Increased capacity and capability
- Reduced carbon emissions
- Aligns with environmental sustainability initiatives

Implemented: 01/06/2023



Solution 2: Documentation and Electronic Resources



Benefits:

- Standardised format to improve efficiency and capacity
- Improved patient safety
- Addresses key issue identified by nursing staff
- Current resources to support referrers

Implementation scheduled: February 2024



Solution 3: Electronic Referral



Benefits:

- Eliminates phone bottleneck
- Increases ease of referral
- Standardised referral process
- Improved logging of referrals
- Improved referrer & HITH assessment nurse efficiency

Implementation scheduled: April 2024



Sustaining Change

My Virtual Care uptake



Creating Sustainable Change:

- Understanding key barriers
- Self-assess against key measures
- Identify organisational strengths
- Plan for efforts
- Monitoring of progress
- Robust data collection
- Reinforcement strategy
- PDSA cycles
- Pay attention to the needs of stakeholders

Lessons Learnt

- Co-Design is vital to sustaining change
- Processes are the problem, not people
- Communication is key to effective implementation
- Positive reinforcement & reward goes a long way for encouraging the change environment
- Assumptions are not facts
- Rushed implementation can be more time consuming
- Installation does not mean implementation
- Implementation goes well beyond the project's life
- Reinforcing the return on investment to those in whom the change impacts is essential

Acknowledgements

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