



Health
Northern NSW
Local Health District

Home Grown

Maximising Tweed Children's Hospital in the Home / Paediatric Post-Acute Care Service (CHITH/PACS)



Melissa Rahmate, Innovation Manager

Samantha Peterson, Paediatric Nurse Unit Manager, The Tweed Hospital

Case for change

In 2020/21 only 5 patients were admitted to the Tweed Children's Hospital in the Home (CHITH) service

Patients are receiving limited and inconsistent access.

'If only we knew about CHITH/PACS earlier....the drive to Queensland Children's Hospital (QCH) is exhausting!'

Staff are frustrated there is a lack of service clarity and inconsistent processes

Organisation is not achieving service level agreements (SLA) for HITH and Virtual Care



The service needs to **grow**

★ Opportunity = New Tweed Valley Hospital in 2024

Goal

All paediatric patients meeting the inclusion criteria are able to access an integrated Tweed CHITH/PACS, ensuring best practice care as close to home as possible, by November 2023

Objectives

1. The CHITH service at The Tweed Hospital (TTH) will increase the delivery of care for admitted patients aged 0-16 years from 0.4% to 5%* (approximately 214 bed days) by November 2023
2. Increase the number of Paediatric staff who rate their understanding of the CHITH/PACS service as high/very high from 58% to 100% by November 2023
3. By November 2023, 100% (from 82%) of parents/carers of CHITH/PACS patients tell us they had enough information to manage their child's care at home
4. By November 2023, 15% (from 0%) of Non-Admitted Patient Occasions of Service (NAP OOS) will be delivered by virtual care and 30%* by November 2024

*NNSW Local Health District (LHD) Service Agreement with NSW Health 2022-23

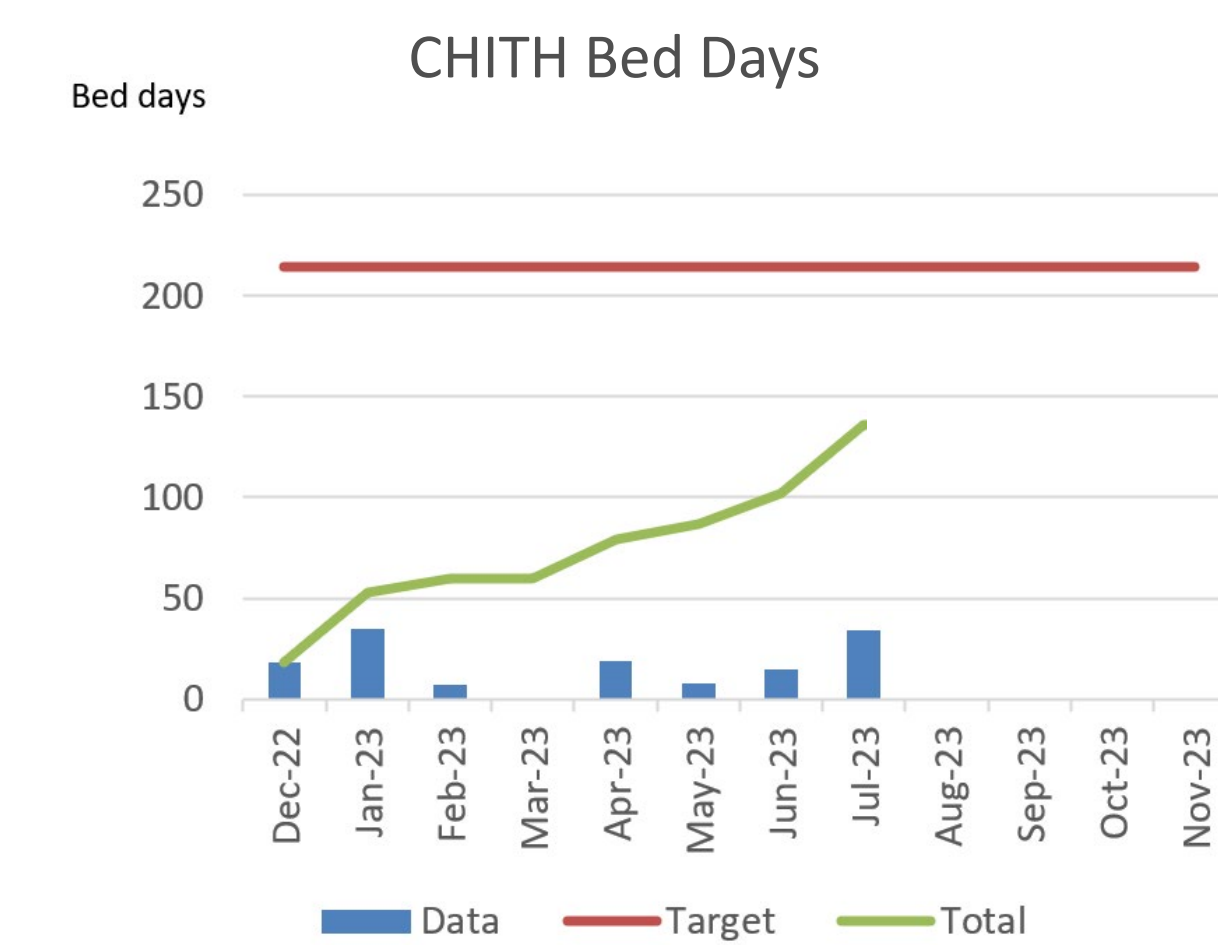
Method

- Ongoing education, data collection (including revenue increases), staff and patient surveys
- Implementation of new Service Name (CHIPA*), Model of Care & Referral Pathways *Children's Hospital in the Home, Infusions, Procedures, Acute Review



- Key stakeholders engaged
- Develop case for change
- Scoping the project
- Patient Stories / Staff Surveys
- Process Mapping
- Data analysis
- Medical Record Reviews
- Solutions Workshops (Blitz, Brainstorming, 'What would X do'), theming & prioritisation
- Site visits / Literature Review
- Staff survey / consumer engagement

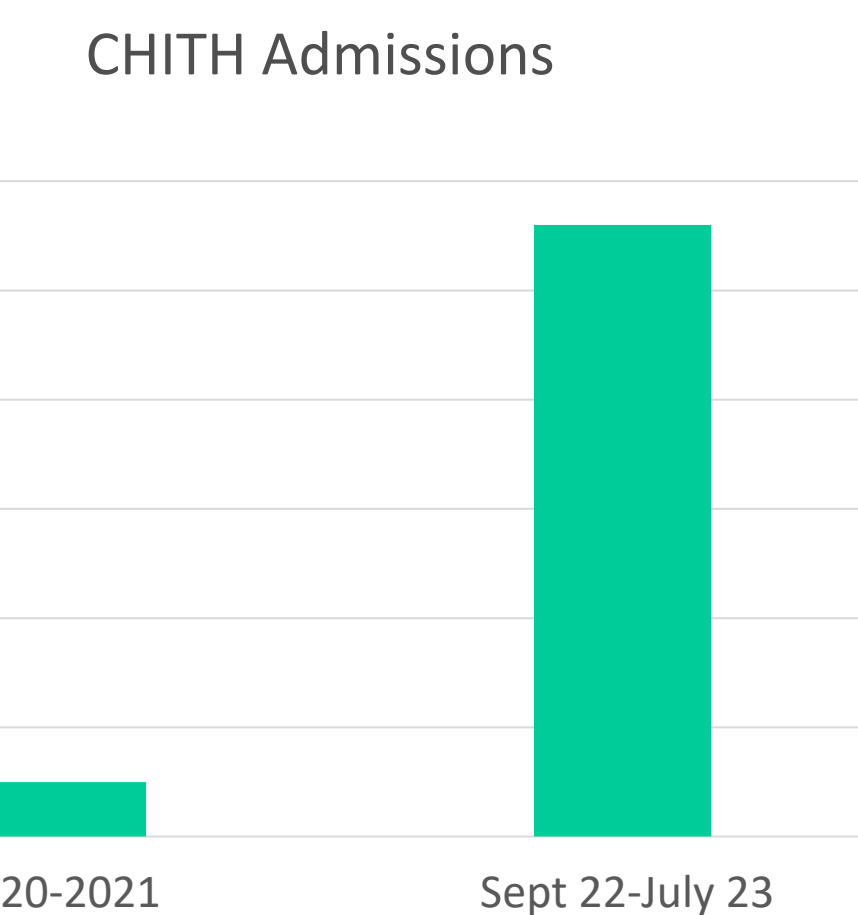
Results



Increased activity -Objective 1

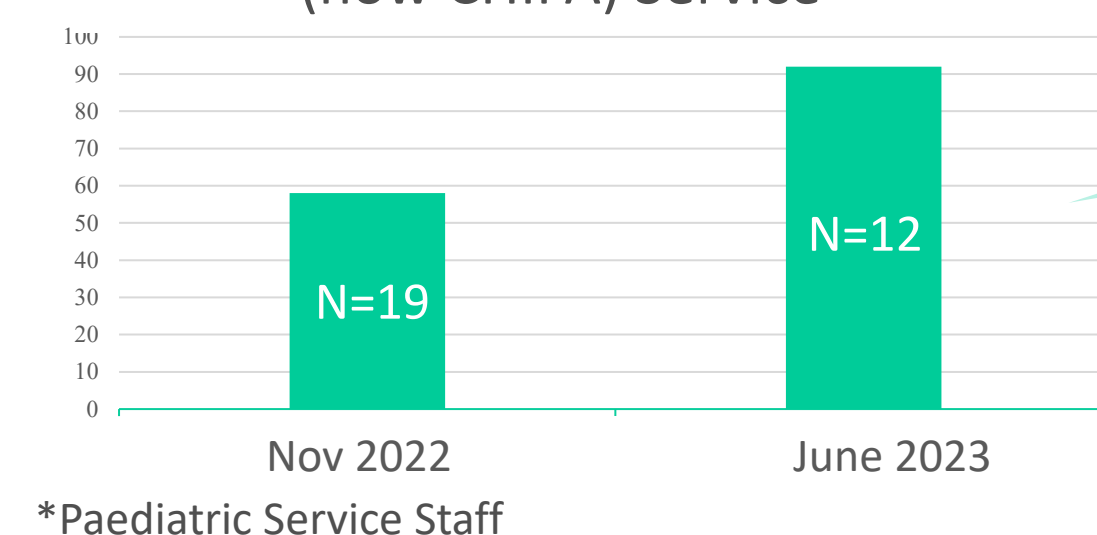
On track! 136 bed days - 64% of target achieved by end of July 23

Increase from 5 patients in one year (2020-21) to 56 patients since project commenced (Sept 22-July 23)



Staff - Objective 2

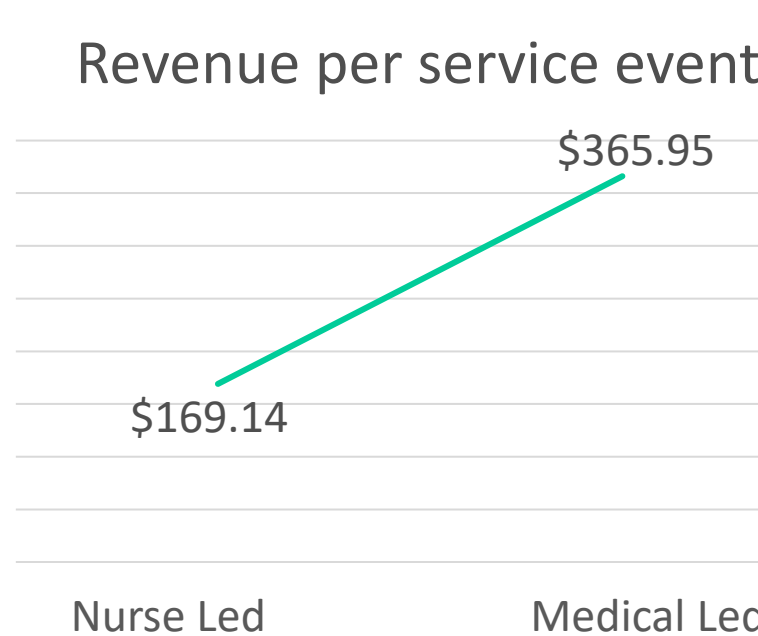
Staff* with high/very high understanding of the CHITH/PACS (now CHIPA) Service



Increase from 58% to 92% in first post launch survey, June 23



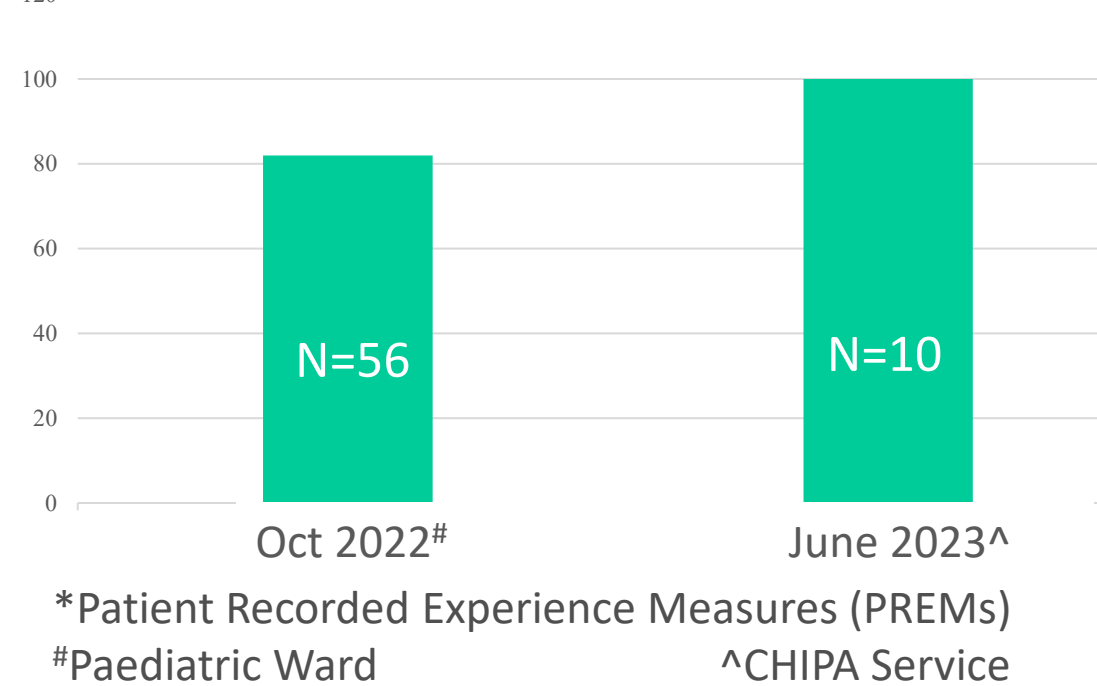
Organisation - Flow on benefits



Change from Nurse to Medical led model = projected increase revenue of \$148,800 per year

Patient - Objective 3

Were you given enough information about how to manage your child's care at home*



Early results show increase from 82% to 100%



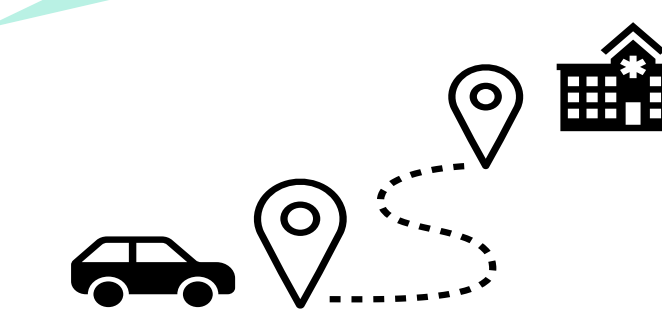
Feedback

"If the CHIPA service wasn't there I would not have felt safe to go home, we would have stayed in hospital taking up a bed another sick child could have had" Mother of CHIPA patient, May 2023

'What matters to me' - Real life impacts

- Care of one CHIPA Oncology patient (managed as NAP & Short Stay) in June 2023 has provided care much closer to home. By accessing care at TTH instead of QCH, the family saved 744.5kms and 9 hours 36 minutes of travel across 4 appointments (including 2 transfusions)

9 hours 36 mins & 744.5kms travel saved for one patient!



Acknowledgements

- Authorising Sponsor: Rachael Andrew
- Medical Lead: Andrew Hutchinson
- Redesign Lead: Lynn Hopkinson
- Steering Committee - Paediatric Service, CNC & CHIPA Staff
- Consumers who shared their stories
- ACI Centre for Healthcare Redesign



Contact

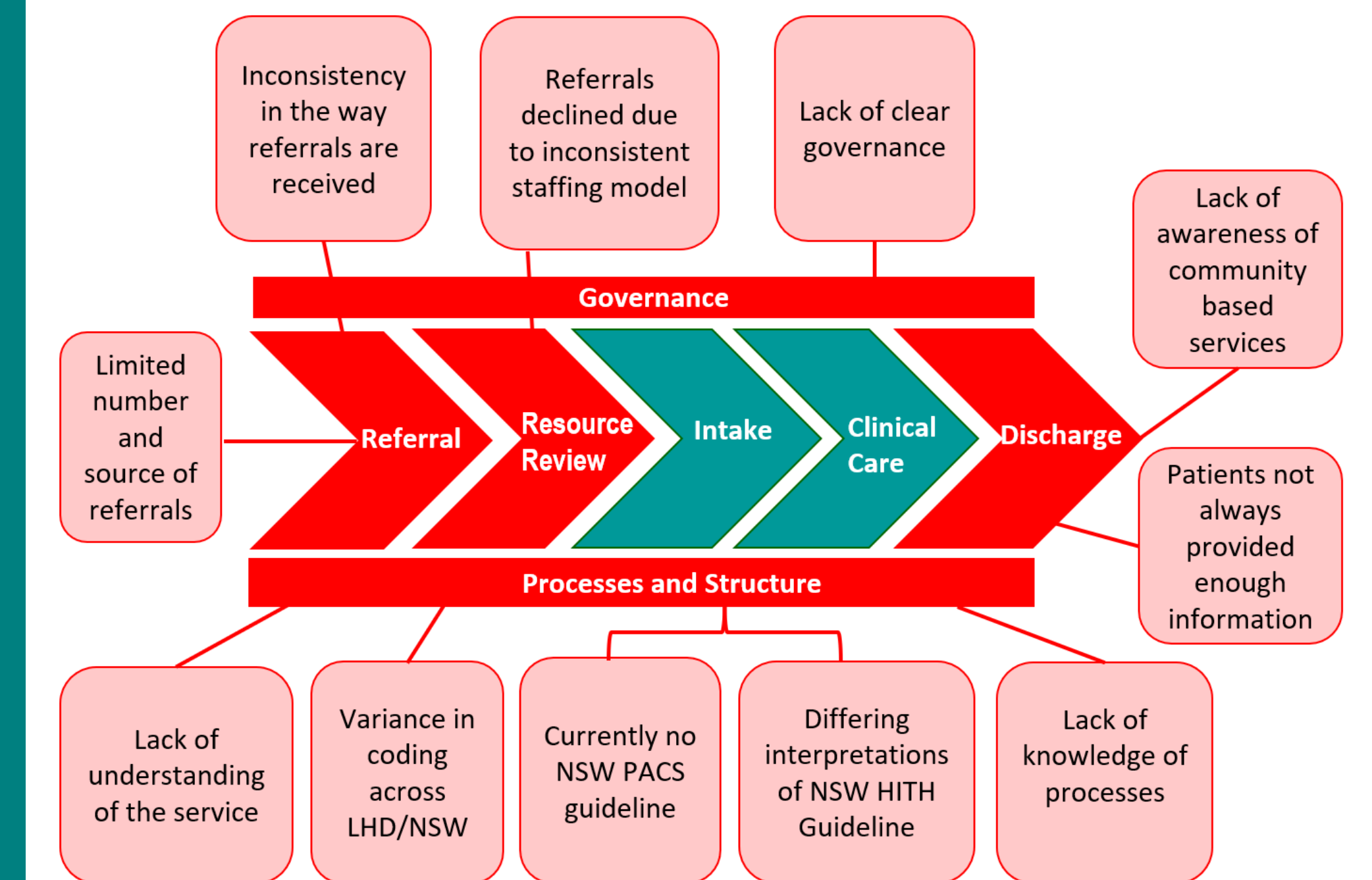
Samantha Petersen, Paediatric Nurse Unit Manager, The Tweed Hospital

Samantha.Petersen@health.nsw.gov.au

Melissa Rahmate, Innovation Manager
Melissa.Rahmate@health.nsw.gov.au

Diagnostics

High Level Process Map - Key Issues



"Hospital stays can be long and scary for my child" Parent of CHIPA patient, Nov 2023.



Sustaining change

- Development of a Model of Care & electronic Referral Pathway
- Objectives linked to NNSWLHD Service agreements with NSW Health for Hospital in the Home (HITH) and Virtual Care Services
- New model will be transferred to new Tweed Valley Hospital in 2024
- Hospital in the Home and Virtual Care are strategic priorities for NSW Health (Future Health Report & Regional Health Strategic Plan 2022-32)

Conclusion

- Delivering care closer to home provides benefits for patients and their families, staff and the organisation
- Strong clinical leadership and governance has been key to developing a safe and supported service that can continue to grow & achieve objectives
- CHIPA has developed into a transferrable & sustainable model for delivering care as close to home as possible in a regional setting