What is GV Health all about?

• Located in Shepparton
• Acute and subacute teaching hospital
• Subacute facility has 48 beds, of which 4 palliative.
• Subacute ward is co-located with the acute wards
Why did I do this project?

- Other workplaces had patient communication working well
- No discussion of patients’ goals at case conference
- No discussion of discharge dates with patients
- DHHS funding for AH clinician in redesign
- Thought I would aim high
What did I do?

- Benchmarking
- Created a patient survey
- Surveyed the patients
What did I find?

Have you been assigned a liaison?
- Y
- N
- DK

Have you been asked about your goals are while on MCU?
- Y
- N
- DK

Have you been told about any meetings on MCU?
- Y
- N
- DK

Have you been told about your discharge date and destination?
- Y
- N
- DK
What did I do?

- Arranged and attended working group meetings
- Made changes
- Arranged some more meetings
- Made some changes
- Waited......
What did I do while I waited?

- Created a standard work practice
- Created a liaison initial contact sticker for the medical record
- Completed a check measure
What did I Learn?

• Allied Health are very supportive of each other
• Some staff members will surprise you
• Know who your key members are
• Process can take a long time
• It’s easy to change a form, not a habit
• Surveying can be problematic
How does this impact a regional hospital?

- Service gaps more wide spread in regional areas
- Communication is critical
- Staff use the service
What does the future look like?

• Monthly check measures of patients knowledge of case conference/liaison
• Education of junior medical staff on rotation
• Patient/family attendance at case conference
• Mobile case conferencing
• Job opportunities
QUESTIONS?