Poster Session
HRT1317 –Innovation Awards
November 2013 Brisbane

VHIU-Reducing Presentations to Hospital Emergency Care

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Hospital Code Name: Counties Manukau Health

KEY PROBLEM

- **Group of patients who present 5 or more times within 12 months to Emergency Care**
- **Complex and multiple conditions**
- **Lack of co-ordinated care**
- **Increasing Acute Demand for hospital beds**
- **Many patients disconnected from General Practice**
- **Most have significant Psycho-social issues**

AIM OF THIS INNOVATION –

- Reduce the number of EC presentations in the Very High Intensity User Group (VHIU) to Middlemore Hospital by 1st July 2013

- Using IHI (Institute of Healthcare Improvement) Collaborative methodology
- Supported by the 20000 days campaign and Ko Awatea Innovation Hub

BASELINE DATA -

- **In the year ending February 2010:**
  - **64,409 patients presented to ED 88,565 times.**
  - **1711 were VHIU and had 8756 presentations**
  - **61% stayed overnight**
  - **Total bed days for the year were 25,768.**
  - **Median of 10 bed days per patient**

Total cost of VHIU patients was

$31.5 million

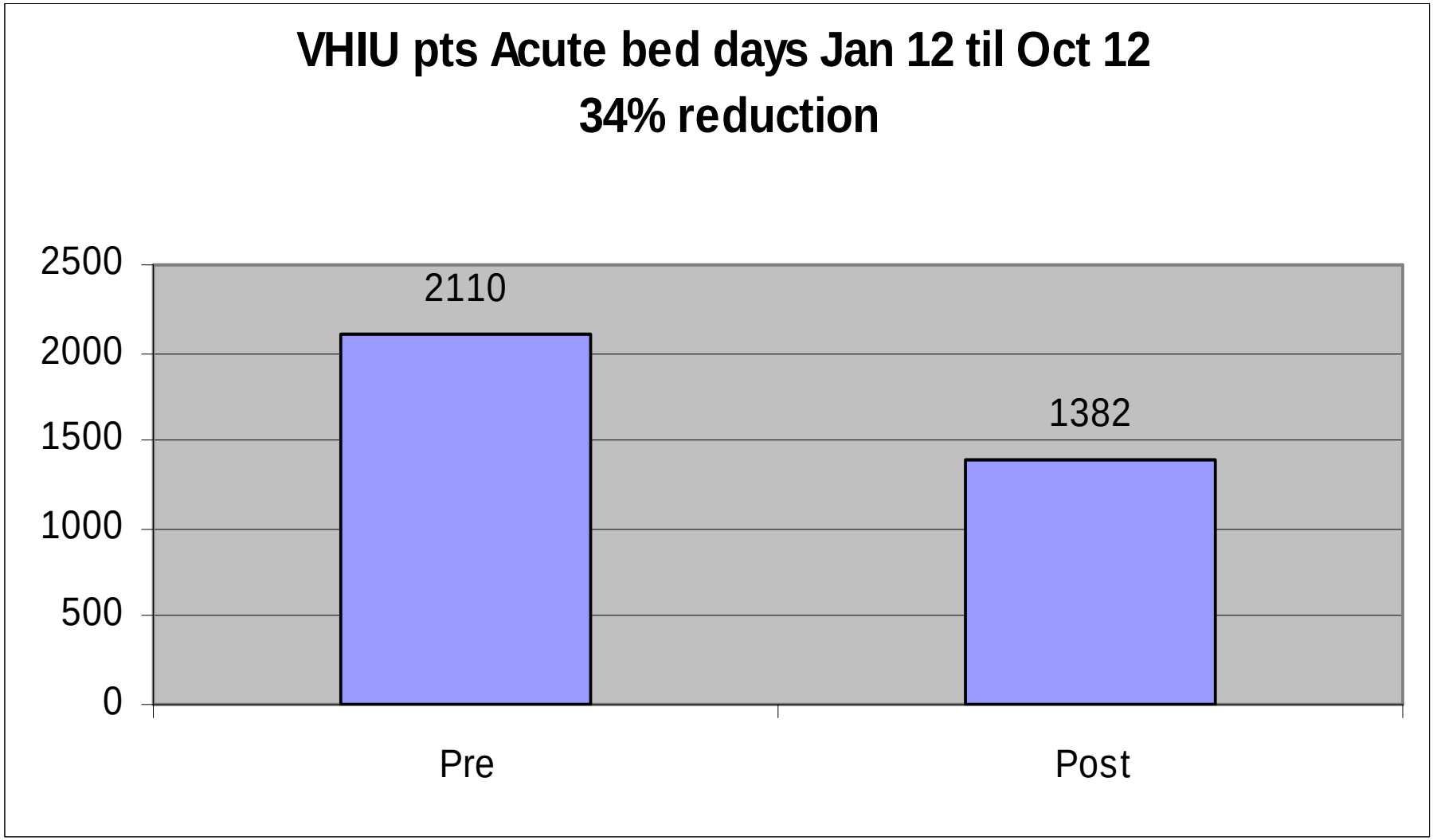
KEY CHANGES IMPLEMENTED

By Creation of an Interdisciplinary team-VHIU Link

fostering

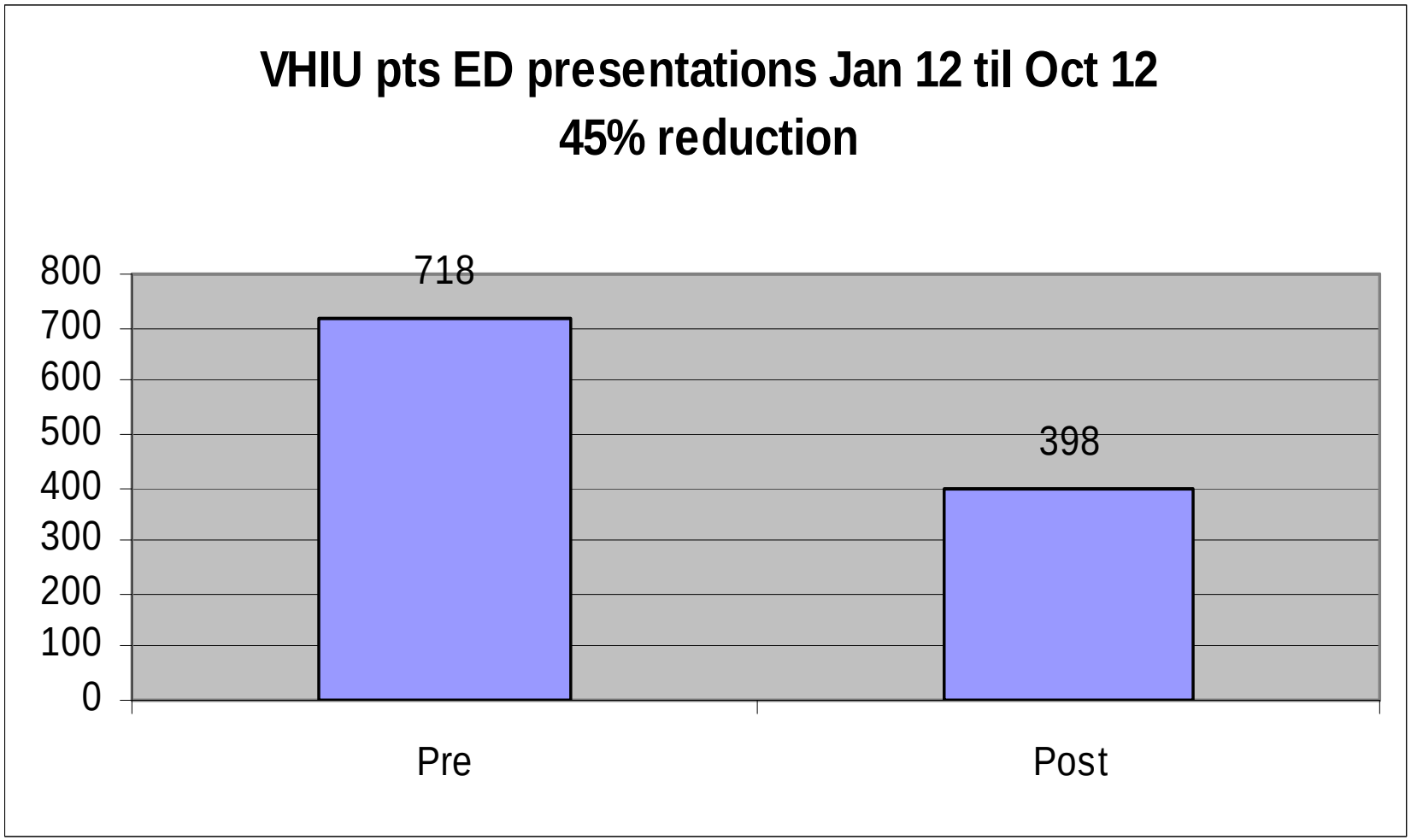
- Partnership - with patients, primary care, secondary care and community
- Integrated Case-Management
- Inter-disciplinary Assessment
- Cross-service and Cross-sector
- Self-management focussed
- Clinical Pharmacy review

OUTCOMES SO FAR-
For cohort of 205 VHIU patients



Results cont……

For cohort of 205 VHIU patients



LESSONS LEARNT –

- Identify the specific group of frequent presenters where you can make a difference
- Use an Inter-disciplinary team approach
- Respond quickly – within 2-7 days of discharge
- Access Flexible funding for engagement
- All-round simple Risk Assessment tool (RAG)
- Establish GP/ Practice Nurse as medical home
- Ensure a Senior Medical Officer is part of the team
- Get measures in place before you start
- Home visit essential and clinical pharmacy review