WORKING SMARTER TOGETHER:
An example of true integration to benefit a whole community

This project employed a ***Clinical Service Redesign*** methodology to ensure a systems approach that works to add value, reduce burden on patients and families and ensure a systematic approach to care coordination.

Planning

The West Moreton region is facing some significant health challenges:

Population Expected to increase by **43%** by 2026

Population of older people (currently 12%) is expected to increase by **81%** by 2026

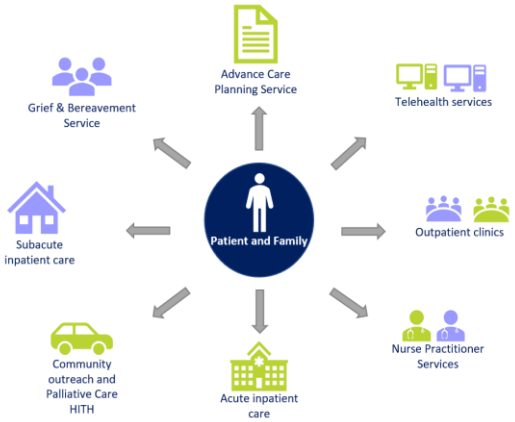
Poor health indicators:
15% people smoke daily
35% adults are obese
12% adults are inactive

The aim of developing an integrated model of palliative care for West Moreton was to co-design a sustainable, coordinated regional model of service delivery that can meet the challenges above, in the context of a low socioeconomic community.

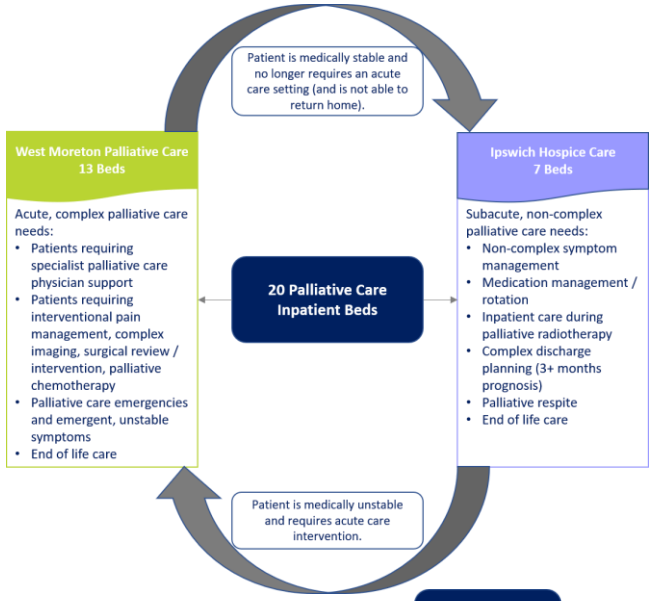
Diagnostic

As independent organisations, West Moreton Health Palliative Care Service and Ipswich Hospice Care provided a range of similar services. The graphic below shows the services provided by WMH in green and IHC in purple.

The objective of the co-design process was to ensure, effective efficient service provision, without duplication and putting the patient and family needs at the centre of the model of care.



Solution Design

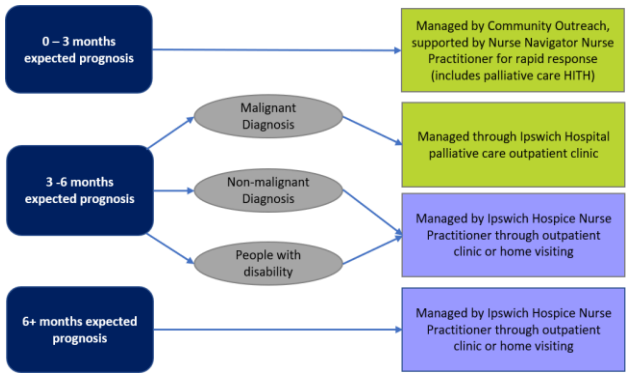


Inpatient Services

There are currently 20 inpatient palliative care beds in the West Moreton region.
Patients are admitted to a setting of inpatient care according to their needs.
Daily communication between the service providers ensures the right care in the right setting at the right time.

Community Services

All community referrals are received and triaged through WMH eReferrals.
As a single person service, IHC Nurse Practitioner Community Service is supported by the WMH Outreach Team.



Implementation

The project team employed a range of implementation tools and strategies to support the integrated model of care:

- Clear pathways for referral.
- Shared learning opportunities.
- Shared equipment and resources.
- Communication and professional support pathways.

Future opportunities:

- Shared clinical roles
- Research collaborations
- Shared regional on-call model

Authors: Melanie McBain, Project Manager & Clinical Nurse Consultant, West Moreton Health - melanie.mcbain@health.qld.gov.au
Carol Hope, Former CEO & Director of Nursing, Ipswich Hospice Care – carol@carolhopeconsulting.com.au