

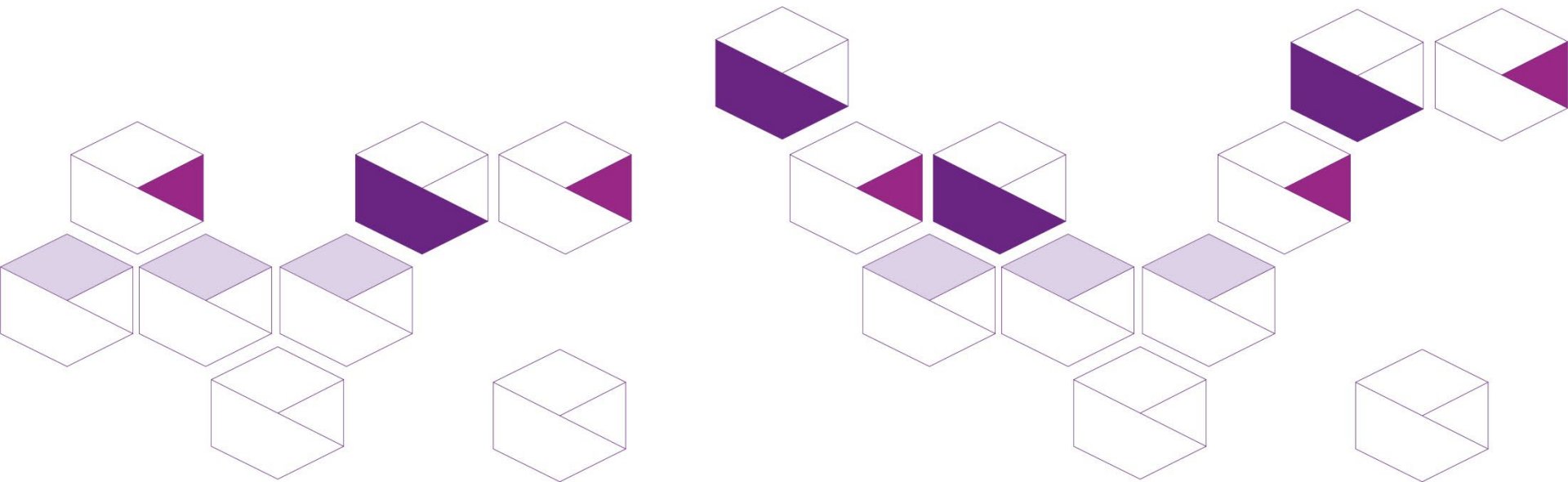


Government of **Western Australia**
South Metropolitan Health Service

Complex Needs Co-ordination Team

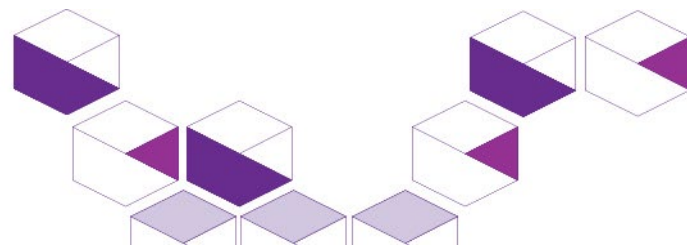
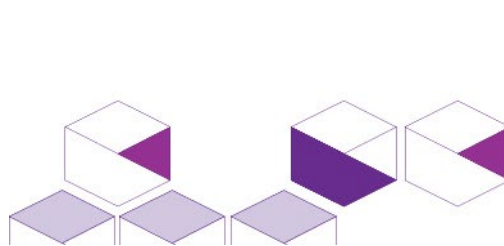
CoNeCT

Emma Collins
Admissions Co-Ordinator



CoNeCT?

- A free metro wide service provided to patients in the Public Health system.
- Embedded in Metro public Hospitals, St John of God Murdoch, Joondalup Health Campus, Peel Health Campus.
- Senior nursing and allied health professionals (CoNeCT Complex Care Coordinators) in an interdisciplinary case management role.
- CoNeCT Pharmacy.
- Provides coordination in the community to patients who are frequent presenters to ED.
- Unable to accept urgent /crisis referrals.

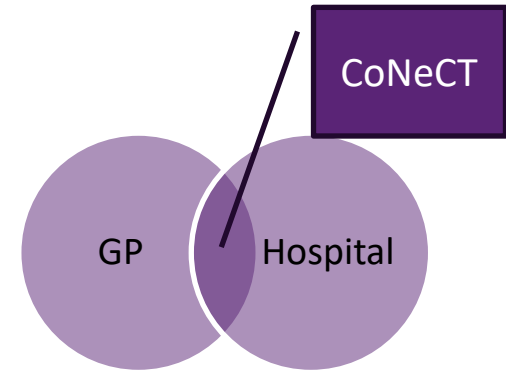


What do we do?

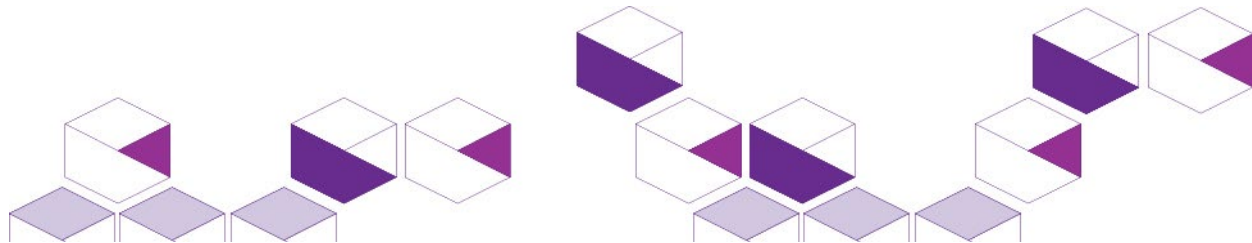
- We provide case management across acute and primary care systems.
- Our aim is to optimise transition of care between these systems.

(e.g.) issues with:

- Medical Governance
- Communication
- Patient education
- Unclear treatment/medication recommendations

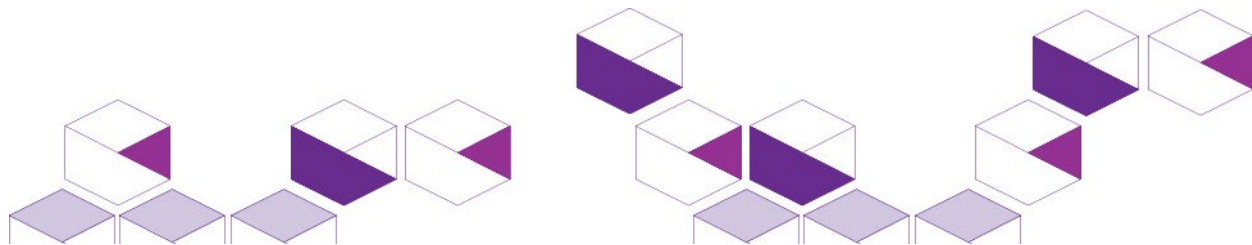


- We provide a pragmatic person-centred approach to reduce risk to the patient and the system.
- Guided by the National Standards of Practice for Case Management
- Average engagement of approx. 3-6 months.



How we do this...

- Comprehensive assessment and intervention plan.
- Assistance to navigate health and other systems.
- Optimise services/supports.
- Review of patient management with GP/specialist.
- Chronic disease management / education.
- Education re appropriate alternatives to ED.
- GP action plan / ED / St John Ambulance management plan (as able).
- Pharmacy assessment for complex/ high risk medicines.
- Assistance to hospital inpatient treating teams to support discharge planning.



What makes a patient complex?

Health system:

- Multiple specialties/hospitals.
- Poor engagement with primary care.
- Difficulty accessing health supports post discharge.
- Limited community services.

Diagnosis:

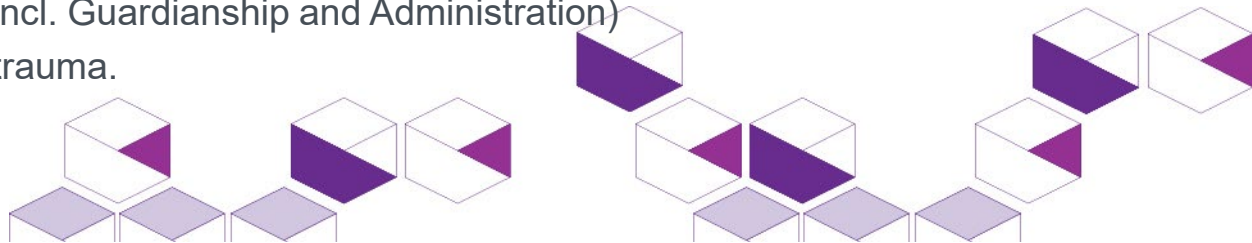
- Poorly managed chronic disease.
- Chronic Obstructive Pulmonary Disease, Congestive Cardiac Failure (CCF), Diabetes, Urinary Tract Infection.
- Complex treatment regimes. (e.g.) CCF

Psychosocial:

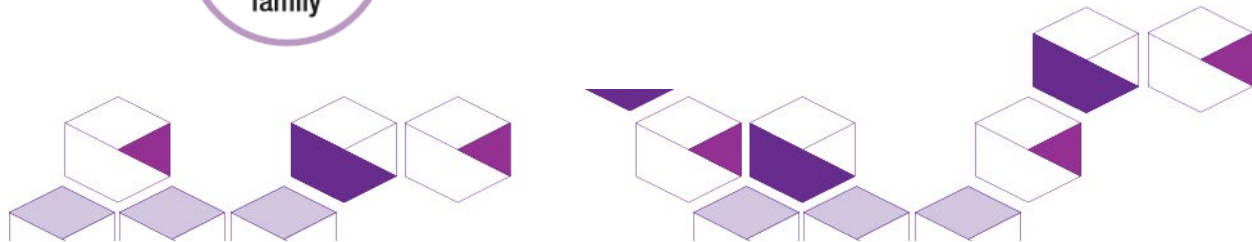
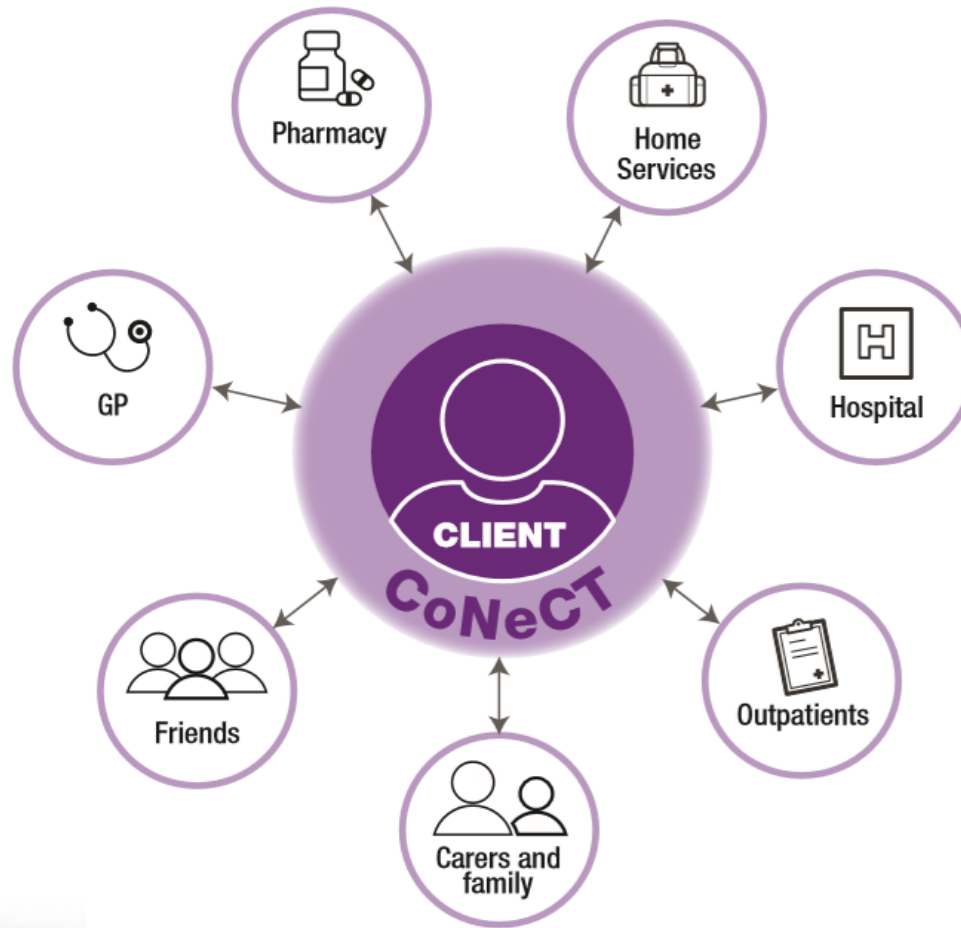
- Social isolation /disadvantage
- Housing, financial, neglect, substance use.
- Poor engagement with supports.

Patient related:

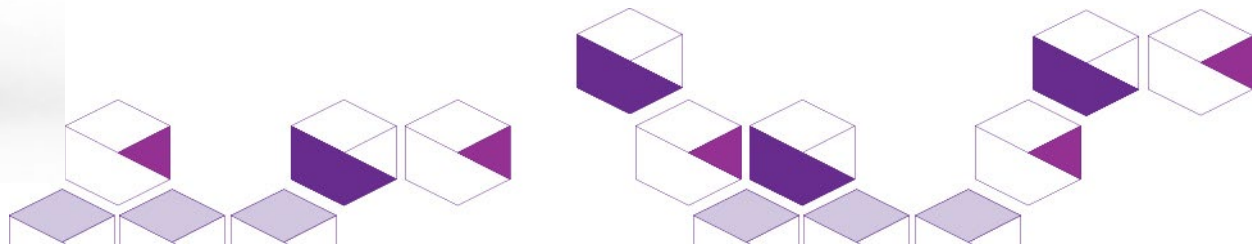
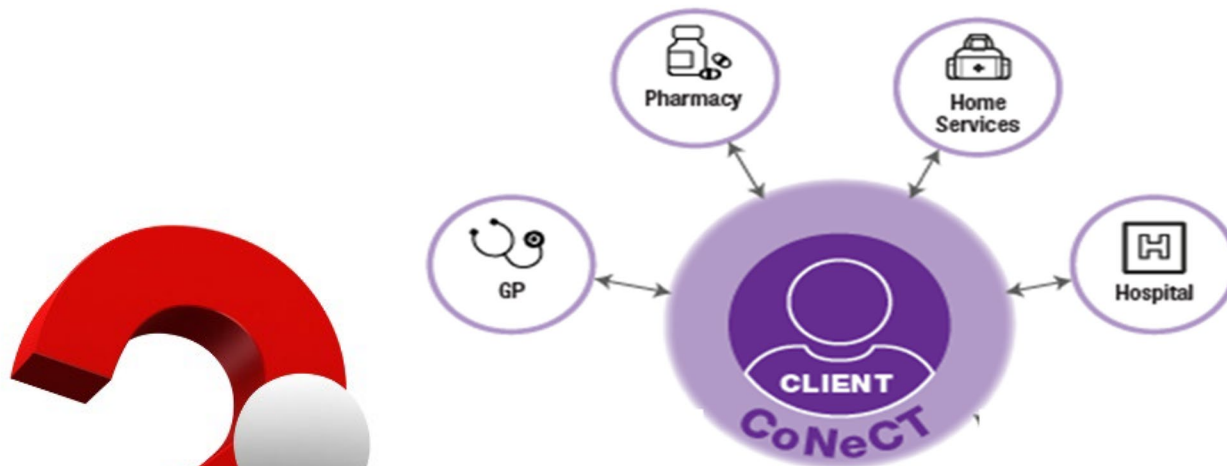
- Limited education/poor health literacy/ non- compliance.
- Cognitive impairment.(incl. Guardianship and Administration)
- Situational challenges, trauma.



In our dreams they have...



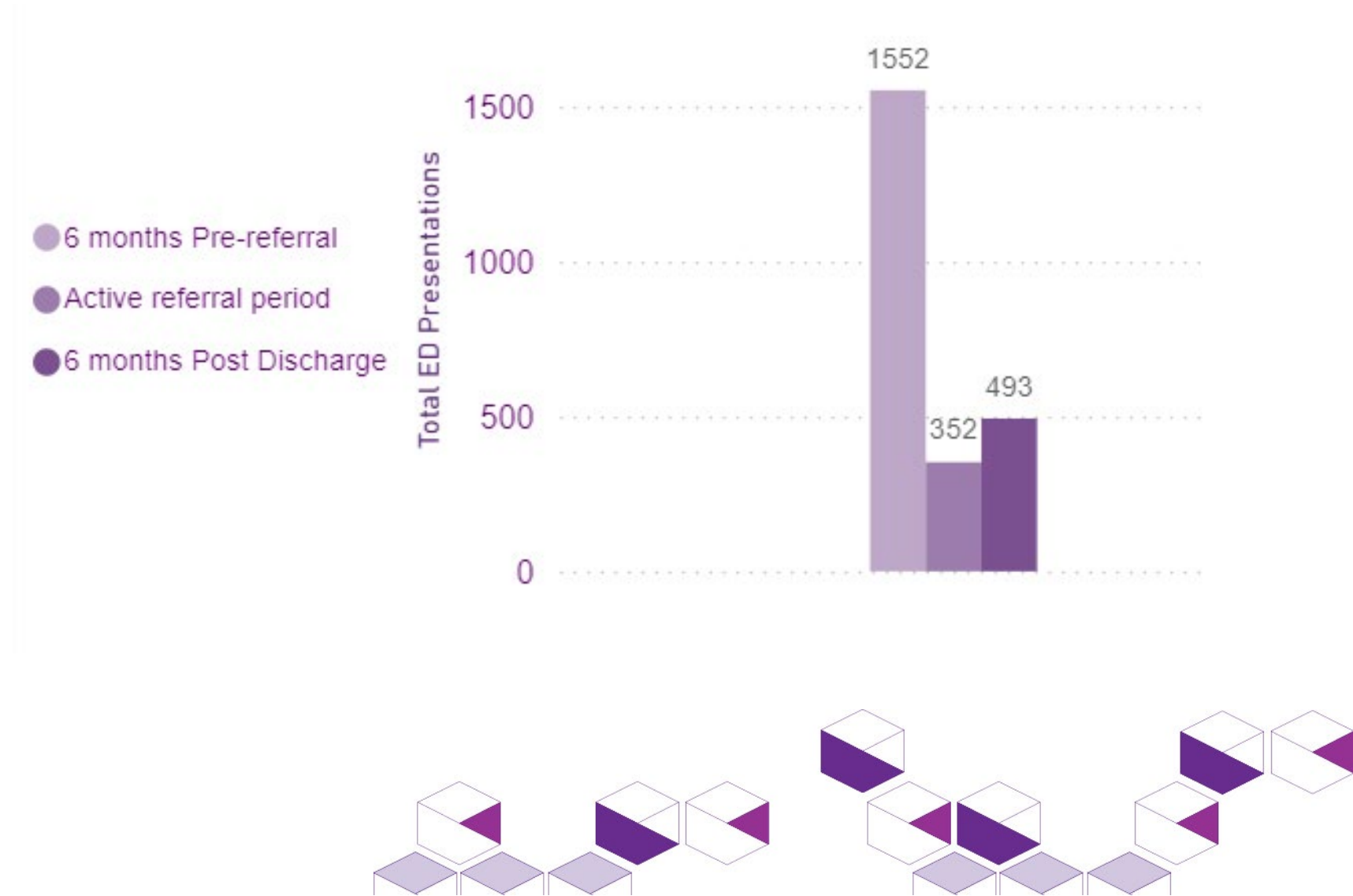
And if we're lucky they have...



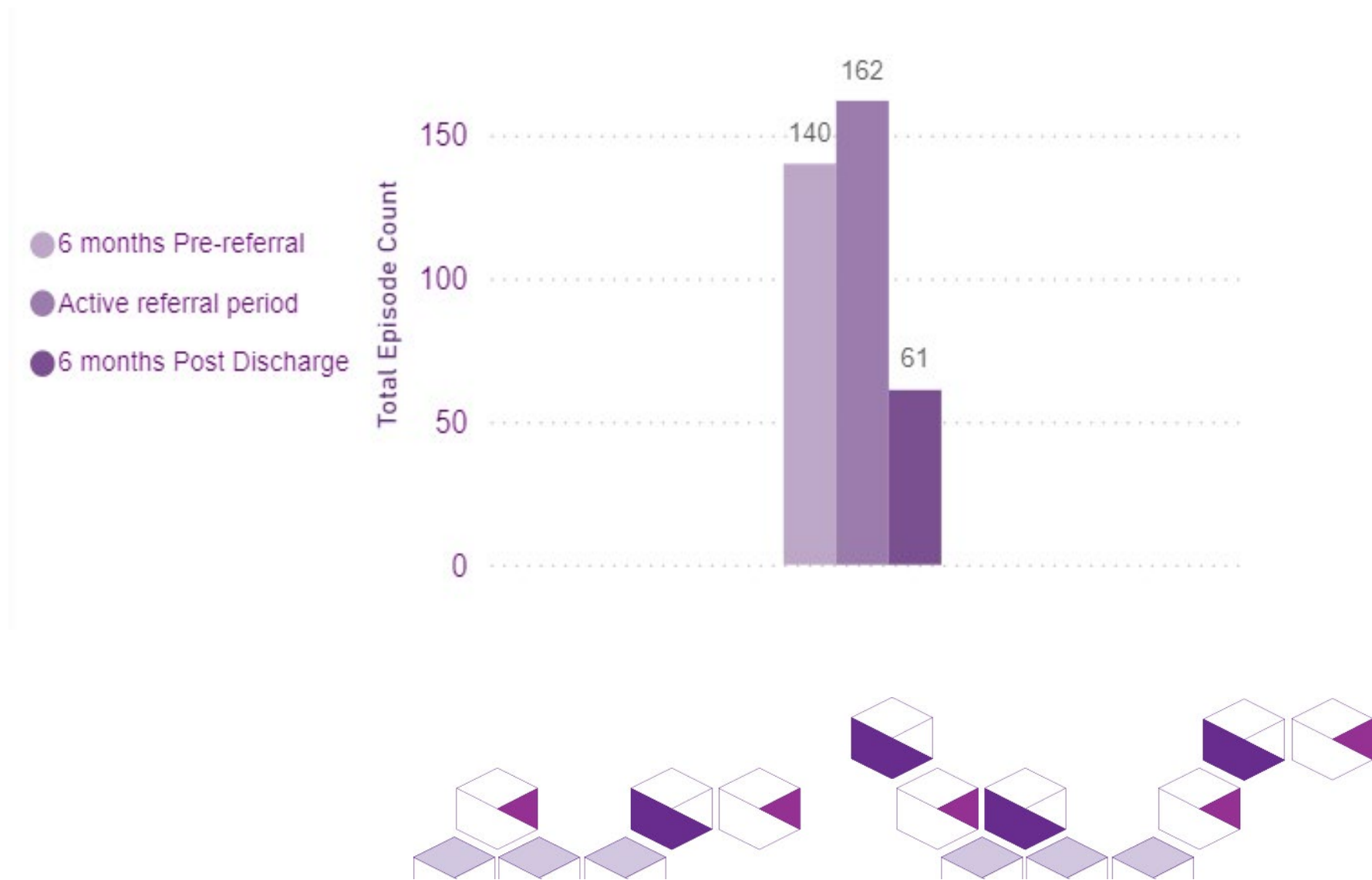
But all too often the
CoNeCT reality...



Service Impact: Total ED Presentations

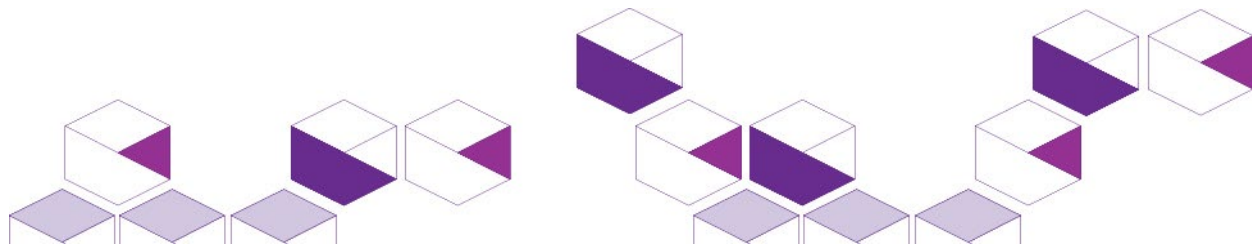


Service Impact: Total Multi-Day Admissions



Referral Criteria

- ✓ Avoidable presentations to ED
- ✓ Complex unplanned LOS >10 days
- ✓ Consent
- ✓ Capacity
- ✓ Willing and able to engage with CoNeCT
- x Co-ordinated by another service (eg) HCP 4, NDIS
- x NDIS access
- x Primarily MH
- x Safety concerns
- x Crisis referrals



How do I refer?

8:30am-4:30pm Mon-Fri
0404 890 092

We'll want to know:

What are the goals for CoNeCT?

Consent

Risks to home visiting

No self referral

