

EASTERN HEALTH GP LIAISON EVENTS 2012

- Eastern@Home credentialing information Forum
- Maternity forums for ante natal shared care
- Emergency management events
- In the treatment room for practice nurses
- Fracture management active learning module

THE GP LIAISON TEAM WILL PROVIDE INFORMATION ON THESE FORUMS IN 2012

INTERIM MEDICATION MANAGEMENT

One of the longstanding challenges for the care of elderly residents in aged care facilities is the handover of patients between acute and primary care.

A further step towards improving the handover of care from Eastern Health hospitals to local GPs has happened with the implementation of the interim medication administration chart to Registered Aged Care Facilities (RCFs). Box Hill Hospital and selected RCFs were the first to introduce this chart. The Interim Medication Administration Chart has now been extended to more care facilities and it is expected to also include Maroondah and Angliss hospitals shortly.

WHAT CAN YOU EXPECT AS A GP IF ONE OF YOUR PATIENTS IS PART OF THE INTERIM MEDICATION ADMINISTRATION CHART PILOT?

1. Your resident will be discharged with a medication administration chart that will be valid for 5 days. This chart will include all medications that the resident is prescribed at discharge, including routine medications. A medicines reconciliation will be done by the hospital pharmacist based on the information provided by the RCF staff (ie the current medication list or medication chart sent with the resident on admission).
2. The RCF will call you to advise that the resident has returned from Box Hill Hospital and let you know the date the chart will expire. You should visit the resident prior to that date to write a new chart.

There will be a feedback form attached to the interim chart that we would appreciate you completing. It is only through your feedback that we will be able to refine the process and progress it from a pilot project to standard procedure for all residents in all RCFs, at all Eastern Health sites.

Some key people at Eastern Health have been instrumental in getting the interim medication chart this far. Thanks to Associate Professor Christopher Gilfillan, Eastern Health Clinical Director of Emergency and General Medicine and Melita Van de Vreede, Deputy Director of Pharmacy.

GP Liaison project lead:

Anita Hill, Program Coordinator Clinical Education and Aged Care/GPLO T: 8878 3768 E: ahill@ieeml.com.au

HOSPITAL ADMISSION RISK PROGRAM

Provides service co-ordination and case management for clients who have chronic medical conditions and complex needs, e.g. Chronic Heart Failure, Chronic Respiratory Disease, Diabetes or complex health needs. The aim of the program is to reduce avoidable hospital admissions and improve health self-management.

The program also provides service coordination to clients with **Complex Psychosocial** needs including drug and alcohol, social isolation, homelessness, ABI, personality or behavioural issues, depression / anxiety.

Please call our intake staff for more information or referral:
Eastern HARP Access

1300 661 141

Box Hill Hospital Redevelopment Project



An official sod turning event was held on 2 November 2011

Construction of the \$447.5m Box Hill Hospital redevelopment has officially begun with the turning of the first sod on the site on 2 November 2011 by Minister for Health the Hon David Davis and Eastern Health Board Member Jeanette Ward.

The Minister also announced that Baulderstone Pty Ltd (BPL) has been selected to build the new clinical services block to be built adjacent to and linked to the existing hospital.

Excavation works have now commenced for the new block, which will take three years to build. Some refurbishment of the existing building will then be undertaken with the full redevelopment complete in 2015.

What will be in the new clinical services block?

- a larger emergency department including up to 20 beds for the management of short stay patients
- dedicated women and children's services
- eleven new operating theatres and a surgical admissions area
- a new 18 bed intensive care unit (capable of expansion to 20 beds in the future) with direct access between the Emergency Department and ICU
- expanded services for cardiology, cancer and renal patients
- replacement of the majority of the old deteriorated wards
- an additional 100 beds, approved in the 2011 Budget, taking the total extra bed capacity to more than 200 beds and
- two floors of parking will be constructed under the new building to provide 200 much needed additional car spaces for patients.



Eastern Health GP Liaison Newsletter

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Eastern Health GP Liaison Program

The Eastern Health GP Liaison program has achieved so much this year! Across seven Eastern Health sites and the three Divisions of General Practice—Eastern Ranges GP Association (ERGPA), Inner East Melbourne Medicare Local (IEMML) (formerly the Melbourne East GP network) and Greater Eastern Primary Health (GEPH) - we have been able to effect region-wide change to GP-hospital relationships. We have a fantastic team of Eastern Health staff, Division staff and GPs who all share ideas and resources effectively.

Our GP Liaison team consists of GP Consultants: Dr Geoff Broomhall, Dr Precious McGuire and Dr Sara Whitburn and the GP Liaison Project Officers: Emily Groszek, Anita Hill and Greg Poynter. Merissa Boyce (GEPH) and Kathleen Corless (EH) coordinate the program.

The Eastern Health GP Liaison Program Plan for 2011-2012 has been developed in collaboration with our primary care partners, GPs and staff within Eastern Health. The key project areas targeted by the Program Plan are:

- Timely, quality communication between General Practice and Hospital services
- Effective models of shared patient care and
- GP education and training.

Neth Hinton

Eastern Health's Executive Director, Continuing Care, Community and Mental Health

Neth Hinton is the Executive Director of Continuing Care,



Community and Mental Health at Eastern Health. As part of this role she is responsible for all of Eastern Health's community-based and ambulatory services. She is also responsible for sub-acute, residential, mental health and drug and alcohol services.

Neth is keen to see greater GP involvement in these services, in particular Eastern@Home and Transition Care.

There is considerable scope for general practice to play important roles in both of these areas.

Dear GP colleague

Just a quick note to keep you informed of developments at Eastern Health. Currently the excavators and bulldozers are hard at work preparing the site next to the old Box Hill Hospital for the building of the new facility. It is very exciting to think that within three years we will have an up-to-date modern facility available for patients in the East. The hospital will have double the floor space, 11 operating theatres and around 200 new beds.

July should also see the commencement of release 2C of the HealthSMART project. This will provide online ordering and viewing of pathology and radiology. It is hoped that the system can be developed so that GPs who share patients with Eastern Health can "come into the system" electronically to view results for themselves.

Finally, I strongly encourage GPs to become credentialed with Eastern Health so that they can participate in our programs including Maternity Shared Care, Eastern@Home and Fracture Management. Formal credentialing will entitle a GP to be considered an accredited member of the Eastern Health staff and an essential component of the Eastern Health care continuum. This will help create a seamless continuum for patients as they journey between the hospital and the community. When GPs and specialist services become one and the same, then the walls disappear.

CONTACT LIST

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Kathleen Corless

Eastern Health Kathleen.corless@easternhealth.org.au

GP LIAISON

Keeping you in the loop

We wish you and your families a safe Christmas and happy new Year



Dr Colin Feekery
Chief Medical Officer

AMBULATORY AND COMMUNITY SERVICES

Ambulatory and Community Services is the newest Program at Eastern Health. The program comprises:

- Yarra Valley Community Health and community health services delivered at Box Hill, Maroondah and Angliss hospitals
- Eastern Centre for Aggression and Sexual Assault (ECASA)
- Aged Care Assessment Services (ACAS)
- Hospital Admission Risk Program (HARP)
- Sub-acute Ambulatory Care Services (SACS)
- Ambulatory Access Unit
- Eastern@Home (Hospital in the Home (HITH), & Residential Care In-reach)
- Post Acute Care (PAC)
- GP Liaison
- Health Promotion
- Aboriginal Health Team
- Advance Care Planning
- Transition Care Program (TCP)
- Community rehabilitation
- Specialist clinics



Michelle Kotis is the Eastern Health Program Director of Ambulatory and Community Services. Michelle's clinical background is in Speech Pathology, and she has Masters Degrees in Linguistics and Public Health. Michelle has worked at Eastern Health for four and a half years in various management roles.

Dr Kwong Teo is the Eastern Health Executive Clinical Director For Ambulatory and Community Services. Kwong's clinical background is in Rehabilitation Medicine, Geriatrics and Chronic Pain Management and he has worked at Eastern Health for 7 years. Kwong works with Dr Andrea Bee (Medical Lead for Eastern@Home) and has 2 registrars to provide clinical advice and care for patients admitted to HITH or the In Reach service.



"GPs are vital primary care providers and central to patients well being. It is important to have GPs working in partnership with all elements of the Ambulatory and Community Services that Eastern Health provides."

Eastern@Home

In May 2011, Eastern Health centralised their three separate Hospital in the Home (HITH) programs, which is now called Eastern@Home. Eastern@Home comprises both HITH and Residential Care In-Reach Services.

Eastern@Home HITH

HITH services provide care in the home for a patient who would otherwise need to have their care delivered within a hospital as an admitted patient. Patients who receive HITH care are still classified as "admitted patients", and care is funded through health services case mix revenue.

HITH can provide an alternative to an admission into a clinical hospital environment, or an opportunity for a patient to be transferred to their home for the remainder of their care when appropriate.

Referrals into Eastern@Home HITH service can be:

- Directly from the Emergency Department
- Directly from the community/the GP or
- As a transfer from an inpatient stay unit

Eastern@Home In-Reach

Residential In-Reach services help to provide a diversion strategy to the Emergency Department for people living in Residential Aged Care Facilities requiring support or particular procedures of care. These procedures include indwelling catheter complications, PEG management, wound management and assisting with end of life issues.

In addition to providing care, the program develops relationships and communication between Residential Aged Care facilities, GPs, hospitals and local community services, through clinical support, inservices and improved planning around adverse clinical events.

Referrals to Eastern@Home In-Reach service can be from:

- Residential Aged Care Services staff
- Health professionals
- GPs
- Ambulance Victoria
- Family or
- A self-referral

**EASTERN@HOME REFERRALS:
PH: 9871 3197
THIS IS A 7 DAY SERVICE
(7AM-9PM)**

There will be a forum for GPs who wish to be credentialed to admit to Eastern@Home on Feb 29th 2012 at Wantirna Health (7pm-9pm)

More details to follow in the New Year.

Eastern Health Community Health Update...

Community Health provides services to improve the physical, social and emotional wellbeing of our community.

We see children, adults and families as well as offering specialised services for those with chronic conditions.

We have clinics at each Eastern Health site to ensure you can access the services you need.

- Counselling
- Diabetes education and management
- Dietetics
- District Nursing
- Family Violence Services
- GP medical bulk billing clinic
- Aboriginal health services
- Mental health services
- Paediatric speech therapy
- Paediatric assessment teams
- Podiatry – foot care
- Physiotherapy
- Occupational therapy
- Speech therapy
- Support programs for seniors and their carers
- Tobacco free clinics to support smoking cessation
- Women's Health Clinics
- Maternal and Child Health Youth Clinics

If you are unsure which service you need, please call our service intake staff for advice and guidance on

1300 130 381

Our policy ensures that if we don't have the right service for you in your area we will direct you to a service which better suits your needs

Integrated Renal Service at Eastern Health

We are an independent service providing comprehensive care for people with kidney disease and end stage renal failure from chronic disease management, to pre-dialysis, dialysis and transplantation.

In 2008, our service expanded to incorporate four satellite Haemodialysis Units located at Angliss, Box Hill, Maroondah and Peter James Centre.. In 2009, the Eastern Health Integrated Renal Service further expanded to incorporate the following services:

- Chronic Kidney Disease and Pre Dialysis management
- Pre and Post Transplant care
- Inpatient dialysis
- 24 hour on-call medical support
- Home dialysis education and management
- Allied health provision
- Creation and management of vascular access
- Management of anaemia and bone disease
- Pregnancy-related medical disorders
- Clinical support services including pathology, radiology and pharmacy



Professor Lawrence McMahon
Director of EH Integrated Renal Services

A new position of Nurse Practitioner Candidate was created in 2011 in order to provide care for patients with chronic kidney disease. Part of this role is to provide information and feedback regarding patients to General Practitioners. A direct point of contact may be made to the Nurse Practitioner Candidate regarding new referrals or existing patients in our Service. This is to reduce delays in communication.

If you would like further information please contact Lisa Colquhoun or Professor Lawrence McMahon on **Ph: 90952419**

Useful Phone numbers for GPs

	Angliss	Box Hill	Maroondah
Outpatients Depts.	9764 6118	9895 4881	9871 3370
Emergency Dept:	9759 1904	9895 3195	9871 3562

EASTERN HEALTH WEBSITE

Changes have recently been made to the Eastern Health website to reflect the changes and improvements in Eastern Health services for both GPs and patients. Online clinic details have been updated to include how best to refer to services and programs and the most recent clinical information.

Visit the **GP portal** on the Eastern Health website for referral options for your patients.

If you wish to provide feedback on how we can improve, please email the GP Liaison Coordinator:

Kathleen.Corless@easternhealth.org.au

ADVANCE CARE PLANNING

Advance care planning is a process enabling a person to express wishes about his or her future healthcare. Based on the ethical principle of patient autonomy and the legal doctrine of consent from the person, advance care planning helps to ensure that the concept of consent is respected if the person becomes incapable of participating in treatment decisions.

Elizabeth Sinclair is available to discuss how to initiate advance care planning and is happy to come to your practice to speak with staff.



Elizabeth Sinclair P: 99551276
Elizabeth.Sinclair@easternhealth.org.au