

Patient centered
**multidisciplinary
case conferences**



Presented by Nicole Jones

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?

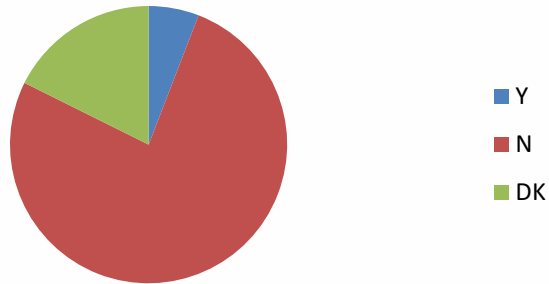
- Benchmarking
- Created a patient survey
- Surveyed the patients



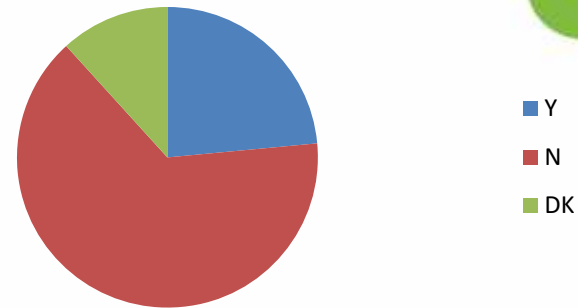
What did I find?



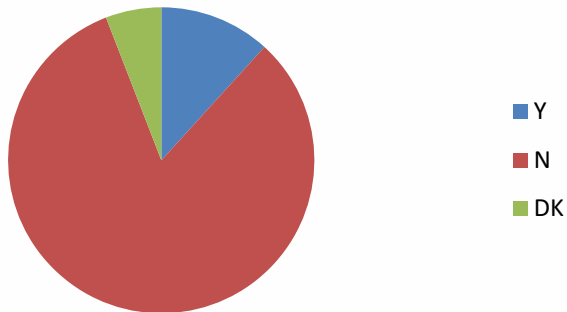
Have you been assigned a liaison?



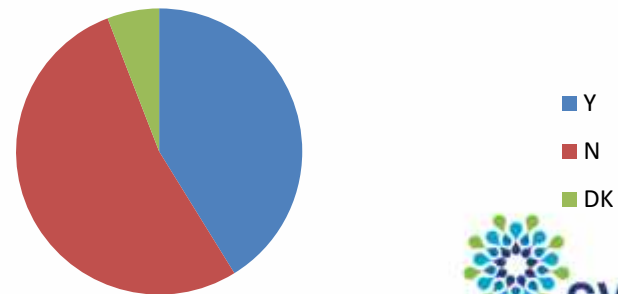
Have you been asked about your goals are while on MCU?



Have you been told about any meetings on MCU?



Have you been told about your discharge date and destination?



What did I do?

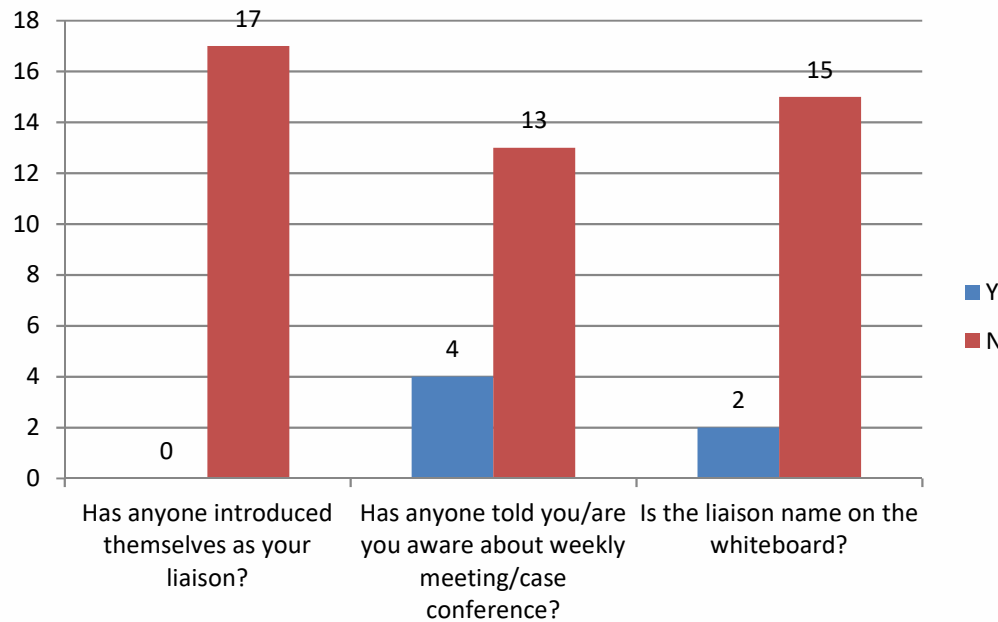
- Arranged and attended working group meetings
- Made changes
- Arranged some more meetings
- Made some changes
- Waited.....



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





Healthy Communities

QUESTIONS?



Healthy Communities