

# Opportunities and challenges in achieving transformational change in allied health: a South Australian experience



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## Case Study 1

### Aim

Australia is confronted by a number of health care challenges. Successfully addressing these challenges requires a health system which is nimble, responsive to change and takes a system-wide focus. This presentation will showcase these and the positive impacts on health care processes and outcomes.

### Methods

Using a case-study approach, new models of care from allied health disciplines (such as physiotherapy and nutrition and dietetics) and clinical areas were trialled across South Australia. Quantitative (such as waiting time, cost, and safety) and qualitative (patient and practice perspectives) were captured to measure the impact.

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Jess is a dietitian. She knows 48% of patients at the Royal Adelaide Hospital are at risk of malnutrition, which is associated with significant consequences, and widely unrecognised and untreated.

Unfortunately, she is unable to review all malnutrition patients as she has a large case load.

Dietitian Assistant (DA) role was introduced to assist dietitians with oral supplement/snack review, re-enforcing diet principles and assessment of nutritional intake.

### Significance

90% compliance across most tasks

Cost-efficiency when compared to current model of care

Patients rated 7.7 out of 10

### Challenges

Delays in referral system

Limited time allocation and access to DA  
 DA lacked support on ward due to competing workloads

## Case Study 2

Brian is a farmer lives in Port Pirie, a small rural town in South Australia. He suffers from spinal disorder for many years and needs to see a specialist frequently.

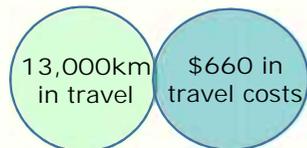
There is limited access to healthcare services in the town. Brian has to drive a few hours every time to see his specialist in Adelaide.

### Alternative?

Outreach Clinics OR Teleconferences

### Outreach Clinics:

Brian saved...



SA Health...

Saved \$1412 on travel

Total Cost: \$14,452

### Teleconferences:

Brian saved...



SA Health...

Saved \$1862 on travel

Total Cost: \$11,187



### Significance of findings to allied health

South Australia (SA) has made significant contributions to transformational change in allied health. Lessons learnt from SA's experience has national and international significance as change is the new norm in 21<sup>st</sup> century health care.