



# TRGS and NSW Premier's Priorities

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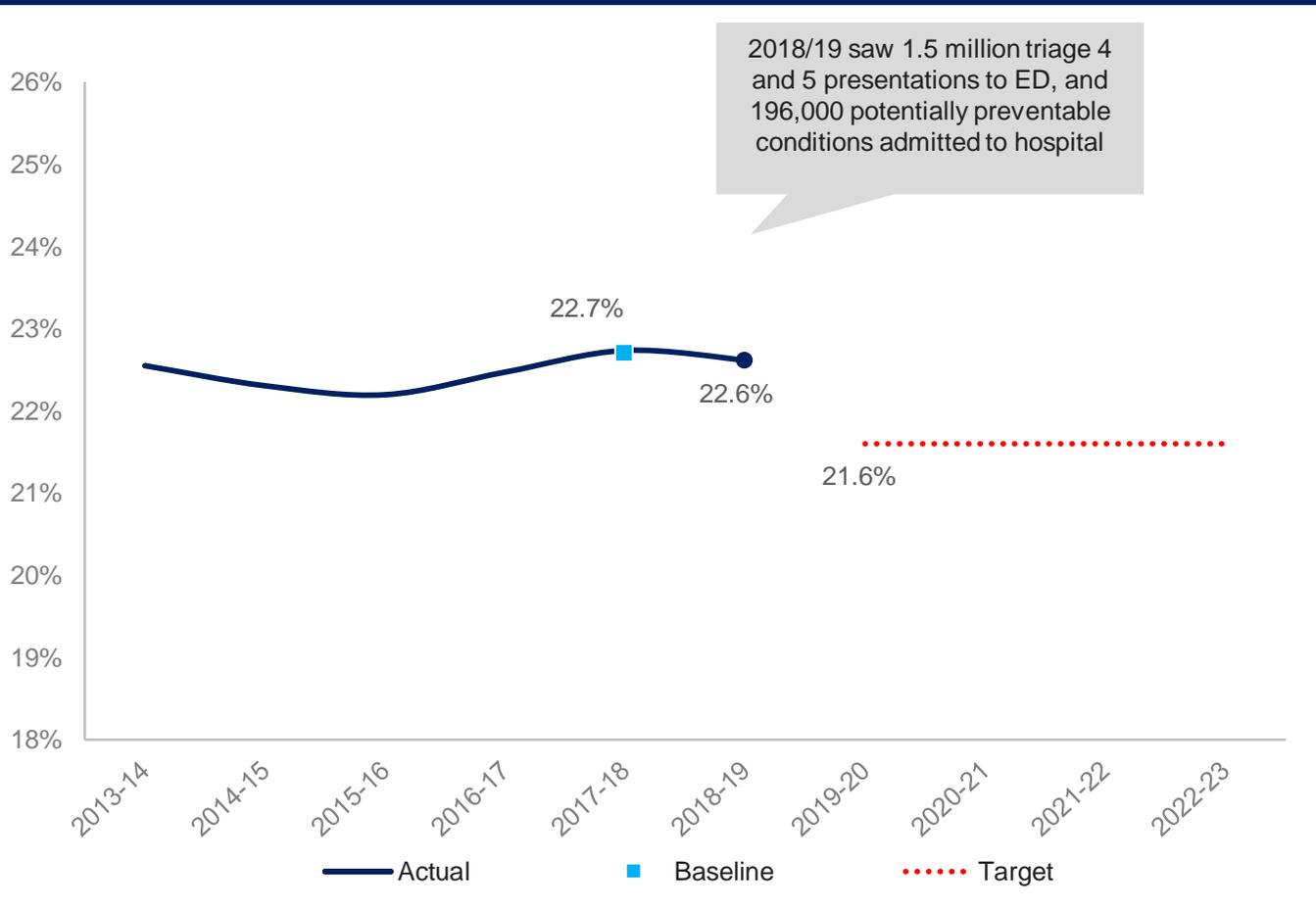
Health



# The Premier's Priority: Reduce preventable visits to hospital by 5% through to 2023 by caring for people in the community



Proportion of total days spent in hospital by people with conditions where hospitalisation is potentially preventable



In 18/19, there were

## 10.25 million 'bed days' utilised in NSW hospitals

(This is made up of 7,276,803 hospital inpatient bed days and 2,980,872 ED presentations.)

Of this 2.316 million bed days or **22.6%** were either due to an admitted PPH or presented to ED as a triage 4 or 5.

# Key State-wide IC initiatives to support the Premier's Priority

Initiative supporting PP	What is it?	What are the benefits?
<b>Risk of Hospitalisation</b>	Coordinating care around people who are at risk of hospitalisation in the next 12 months. Patients identified, assessed and supported into care provided in the community. To be implemented across all LHDs throughout 2020-21.	Within two years: <ul style="list-style-type: none"> <li>• Up to 45% reduction in ED presentations</li> <li>• Up to 51% reduction in admissions</li> <li>• Up to 65% reduction in TLOS</li> </ul>
<b>ED to Community</b>	An intensive case management approach for people who present to a hospital ED 10 or more times within twelve months.	<ul style="list-style-type: none"> <li>• A significant reduction in ED presentations, admissions and TLOS for enrolled patients</li> </ul>
<b>Residential Aged Care</b>	Partnering with RACFs to provide more appropriate, safe and timely care for residents and to avoid preventable hospitalisation.	<ul style="list-style-type: none"> <li>• Significant reduction in ambulance call outs and ED presentations</li> <li>• Care provided in safe, familiar settings</li> <li>• Improved capability at RACF</li> </ul>

# Other state-wide Integrated Care initiatives supporting care in the community

Three other state-wide Integrated Care initiatives are supported by the Ministry of Health. They require the integration of services and settings to support a patient's care journey.

IC State-wide initiative	What is it?	What are the benefits?
<b>Vulnerable Families</b>	An intensive care coordination intervention for families with complex needs that improves access to and engagement with health care and social determinant care.	<ul style="list-style-type: none"> <li>• Improved patient and family engagement with health system</li> <li>• Potential reduction in ED presentation and length of stay</li> </ul>
<b>Specialist Outreach to Primary Care</b>	Optimising patient care in the community through collaboration between primary care and specialists, and upskilling GPs and nurse practitioners.	<ul style="list-style-type: none"> <li>• Potential decrease in ED presentation rate</li> <li>• Greater connection between primary and secondary care</li> <li>• Care provided in a safe and familiar setting</li> </ul>
<b>Paediatrics Network</b>	Enabling paediatric care for children with complex needs to be delivered closer to home where possible and appropriate, and reducing travel time and admissions at metropolitan facilities.	<ul style="list-style-type: none"> <li>• Significant reduction in travel time, days missed from school / work</li> <li>• Improved paediatric capacity in regional areas</li> <li>• Increased capacity in metro paediatric facilities</li> </ul>

# Premiers Priority

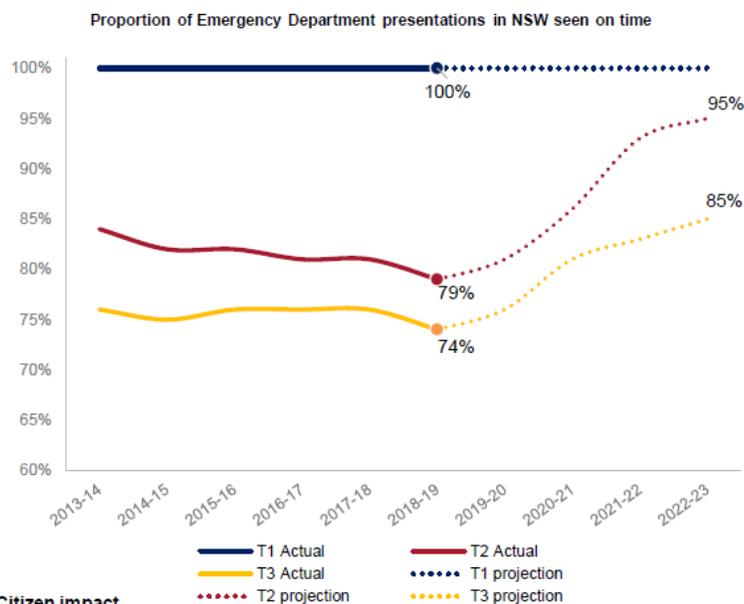


## Improving service levels in hospitals

100 per cent of all triage category 1, 95 per cent of triage category 2, and 85 per cent of triage category 3 patients commencing treatment on time by 2023



### Target and performance



### Citizen impact

Approximately 440,000\* more patients will commence treatment on time in NSW public hospital emergency departments by 2023.

\* based on an projected annual growth rate for T1-3 of 5.2%

### Contribution of interventions to achieving the target

#### Current performance

Triage categories 1, 2 and 3 accounted for 1.4 million presentations or nearly 50 per cent of all presentations to ED in 2018-19.

#### Current interventions

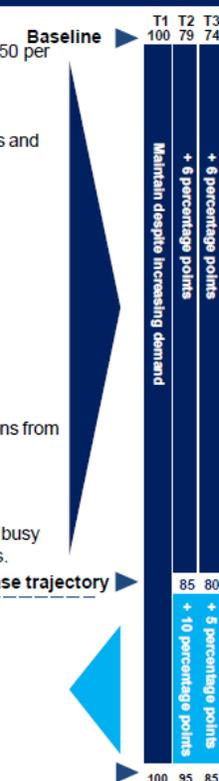
- Monthly KPI performance monitoring/management of Local Health Districts and individual hospitals for T1, T2, and T3.
- Continued focus on Emergency Treatment Performance key interventions:
  - Discharge practices to support patient flow
  - Move non-admit patients through the ED faster
  - Use of real-time data visualisation for decision making
  - Patient centered communication to drive whole-of-hospital engagement

**New/enhanced/strengthened interventions:** look to expand and scale

1. **Improve patient flow through Intensive Care Units** to enable admissions from emergency departments.
2. **Uptake of clinical pathways for chest pain, sepsis and trauma.**
3. **Improving outpatients and community care** enables the ED to be less busy allowing for the quicker treatment of patients with more serious conditions.

#### Gap to target

- Embed strong clinical engagement and communications plan.
- Identify successful local initiatives for scaling opportunities and focus interventions in March 2020.

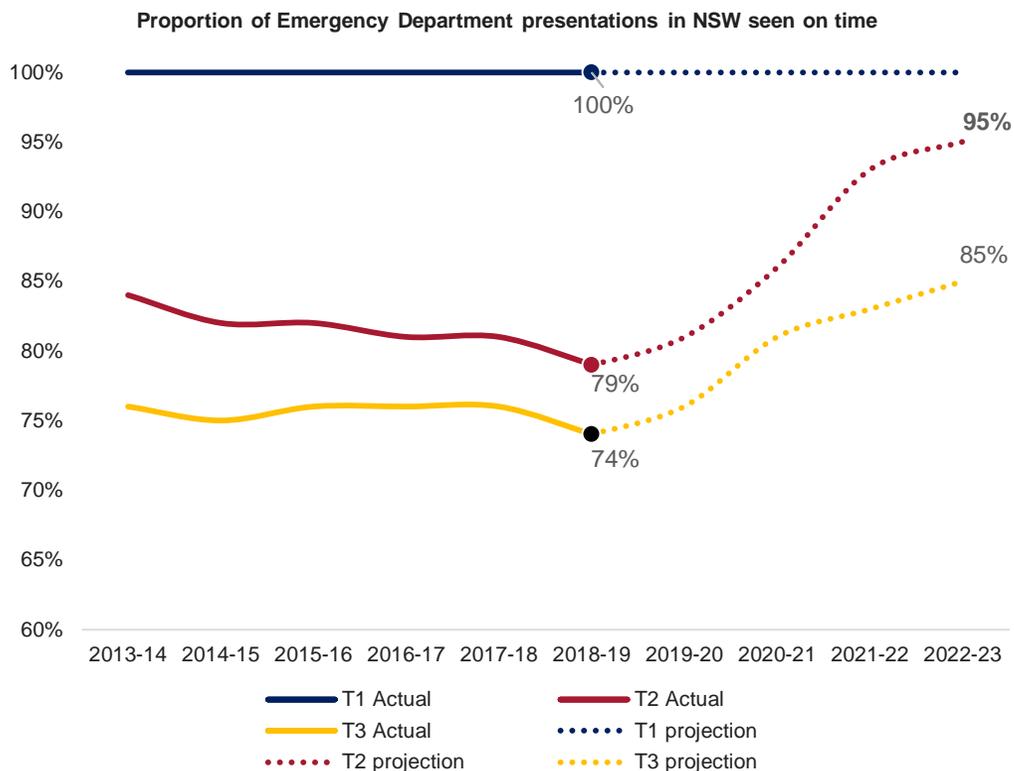




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### Additional support

- Embed strong clinical engagement and communications plan
- Identify successful local initiatives for scaling opportunities and focus interventions in March 2020



**For more information**

### **Improving outpatient and community care**

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### **Improving service levels in hospitals**

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