Country Referral Unit Update

On 1 July 2015, the Commonwealth funded My Aged Care system commenced operation providing a national gateway for aged care services to help older people living in the community maximise their independence or move into residential care.

Due to these changes, Access2HomeCare (A2HC) is no longer the central contact point if people are seeking home and community care and/or aged care assessment services within South Australia.

Please note that the referral request for services received at A2HC between 15 June - 30 June 2015 may be forwarded to My Aged Care if client consent is established.

For enquiries regarding this information, A2HC will be able to assist or direct enquiries to someone who can help, phone 1300 130 551.

All enquiries and referrals for aged care services should now be directed to My Aged Care on 1800 200 422.

Information about My Aged Care and aged care services is also available from the My Aged Care website http://www.myagedcare.gov.au.

Heartbeat House

When country or interstate visitors come to Adelaide for treatment or consultations they often have the need for accommodation.

Located at 21 Beckman Street, Glandore 5037, five kms from the city, Heartbeat House was opened in 1990. It provides low cost accommodation for cardiac patients and their carers.

Facilities

There are three twin and one single bedrooms on the ground floor and one twin on the first floor. There is a comfortable lounge and a sunroom and the fully equipped kitchen allows guests to prepare their own meals. Due to various dietary requirements they are unable to provide food. All linen is provided and the House Manager is on call. The two showers, two toilets, and fully equipped laundry are shared facilities.

The house is within walking distance of the shops including a large supermarket complex and close to both bus and tram services. Public transport timetables are available at the house and the House Manager can advise guests regarding the most convenient way to get to hospitals or other destinations.

Accommodation Costs

At the present time the cost is $25 per person per night. However it is advisable to contact the volunteer House Manager on (08) 8177 2270 for up to date information before making a booking.

Enquiries and Bookings

For enquiries and bookings phone (08) 8177 2270, while cardiac patients and their carers have priority, other bookings may be accepted if vacancies are available. For more information visit their website http://www.heartbeatsouthaustralia.org.au/heartbeat-house.
The Managing Two Worlds Together (MTWT) project investigated what works well and what needs improvement for Aboriginal people who travel from rural and remote areas of South Australia and the Northern Territory to city hospitals.

Stage 1 (2008–2011) focused on understanding the problems that occur within and across patient journeys and the barriers and enablers to access, quality and continuity of care. Challenges and strategies from the perspectives of individual Aboriginal patients, their families, and health and support staff and managers were examined using interviews, focus groups and patient journey mapping.

Stage 2 (2012) focused on possible solutions and strategies. Complex patient journeys were analysed and a patient journey analysis tool was developed collaboratively with staff, patients and carers.

Stage 3 (2013–2015) involved staff participants and researchers working together to modify, adapt and test the Aboriginal patient journey mapping tools for quality improvement, training and education. Five sets of case studies – renal, cardiac, maternity, city sites and rural and remote sites were produced. There is also a writable PDF version of the mapping tools workbook that can be downloaded and used to map patient journeys.

The launch of Stage 3 of the Managing Two Worlds Together Project – Improving Aboriginal Patient Journeys took place on Tuesday 2nd June 2015. Dr Janet Kelly from Flinders University, Health Care Management, has led the project, and worked closely with staff and managers in rural, remote and city areas of South Australia and Northern Territory. The project was funded by the Lowitja Institute.

At each site nurses, Aboriginal workers, educators, doctors and support staff modified and tested the tools for quality improvement, education and training. They identified an issue, concern or emphasis of relevance to their area, adapted the tools to suit their needs and planned how to map a journey. They then mapped an actual patient journey, preferably with direct input of patients and family members themselves. Staff members then identified the gaps, risks and positives, and developed strategies for improvement.

Staff reported that using the tools helped them to understand, and make visible to others the complexity of patient journeys. Using the tools enabled the perspectives of patients, their family members and staff from across a range of health and support services to be considered. The adapted tools from across the project were then developed into a single set of patient journey mapping tools. These became the workbook.

The findings of the project are that:

- It is important to map and highlight what happens at critical steps in the journey, such as transition points between primary and hospital care, county and city, Aboriginal, specialist and mainstream services
- Usually no single person or service coordinates an entire patient journey
- Patients are most vulnerable during transfer or discharge
- Communication, coordination, collaboration and cultural safety within and between health services are key aspects of successful journeys

All reports from Stages 1, 2 and 3 of the Managing Two Worlds Together project are freely available from the Flinders University Managing Two Worlds Together Website at http://www.flinders.edu.au/medicine/sites/health-care-management/research/mtwt/ or the Lowitja Institute website at: https://www.lowitja.org.au/lowitja-publishing

If you would like to talk to Janet Kelly about the project or using the tools, please contact her on janet.kelly@flinders.edu.au or phone (08) 82017755 and reception will pass on a message.

For more information or to place an article

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