Good News Story - Better Care in the Community, Wallaroo Hospital

A 33 year old male attended the Wallaroo ED with hyperglycaemia. He recently moved to the area and was depressed following his marriage breakdown and recent notification that his car and truck driver’s licence would be withheld until management of his diabetes improved. The Better Care in the Community team (BCIC) reviewed the client and discussed how he could improve his diabetes management and informed him of the services available to provide support. In addition to diabetes the man was also diagnosed with asthma and depression. An appointment was arranged with the GP and a plan was formulated on what to discuss at the appointment. The client was phoned later that day, medications were adjusted by the GP and he was booked for diabetes / respiratory assessment and education.

The client attended assessment and education. A spacer was provided as well as education on correct usage and medications. The assessment revealed a limited understanding of diabetes. Average Blood Glucose Levels (BGL) were 17-24mmol and education was provided on type 2 diabetes using the ‘Feltman’ model. Information was given on monitoring, management, care plan, healthy eating, risk factors and diet and exercise. The client was keen to make changes and was placed on the waiting list to attend the rehabilitation program at the local gym run by the BCIC team.

The BCIC provided regular follow up phone calls to check on how he was managing. Client had made significant improvements with the self-management of his chronic condition. He started to feel better mentally and physically, improved his diet and began to exercise regularly. In the two months since the assessment, his HbA1c reduced by more than half and daily BGL readings had improved to under 10. Client had partial licence (car) reinstated.

The client commenced gym rehab program and was enthusiastic with exercise. Recently he was seen by his endocrinologist. He arrived at the following gym session and was overjoyed to report that he had had his HR truck license reinstated. Since making positive changes his relationship has improved and he is living with his wife again. Client said he was feeling positive about the future and feels as though he is back in charge of his health and his life. He is keen to share his story for reporting, as he wants others to know what a difference the program has made to his life.

Patient Assistance Transport Scheme (PATS) - February 2015 - Update

Phase 1

The outcome of the review was a commitment from the Government to implement the 15 Recommendations in the PATS Review Report. The key changes to the subsidy payment amounts came into effect on 1 January, 2015 include:

- expansion of the criteria for approving escorts; specifically, the accommodation costs for an escort when the patient is hospitalised
- the abolition of the $30 patient co-payment
- increasing the accommodation contribution from $30 to $40 per night.

Phase 1 has been implemented.
Phase 2
Further recommendations yet to be implemented are incorporated in this phase.

There are two key strategies in phase two:

1. Development of updated print materials
2. Identification of a replacement system for the PATS database and the associated application process and documents

As at mid-February 2015, these two strategies had not been completed.

Phase 3
Commencement of this work will only be undertaken following the completion of the final and approved outcomes from Phase 2.

- The development of the software for the database will commence with an identified “Go Live” date identified
- This phase will include focus groups and stakeholder consultation in regard to:
  - The language, presentation of content, readability etc of the PATS materials
  - The ease of use and appropriateness of the PATS application process and paper forms
- A broad communication strategy for PATS focussed on rural communities, rural GP’s and specialists should be developed and implemented.
- It is recommended that in the PATS communication strategy specific focus is given to raising awareness of specialists and public hospital outpatient departments in particular to the specific difficulties experienced by country residents.

This phase has not commenced.

Patient Liaison Network Forum 2015
The 2015 Patient Liaison Network Forum was held on 27 February 2015. It brought together 53 people, including members of the Patient Liaison Network, formed as a key strategy of the CHSALHN Patient Journey Initiative, and others interested in improving the country patient journey. Further information will be provided in future Communiques.

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