

# WINTER STRATEGY

## Keeping Patients Well And At Home Over Winter



PATIENT EXPERIENCE SYMPOSIUM  
30 APRIL, 2019

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**A whole of health system approach**  
to keeping patients well and at home  
during the winter period.



Health  
Northern NSW  
Local Health District



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## Which patients?



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**Supporting  
consumers to have  
a voice about the  
care they want**



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## **Variation in Care**

- ✓ **Care plans updated**
- ✓ **HealthPathways updated**
- ✓ **Patient friendly information**

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## Difficulty accessing GP services

- ✓ Priority care in the practice when unwell
- ✓ Enhanced role of practice nurses
- ✓ Encouragement to have flu shots

## Patients and carers felt unsupported

- ✓ Extra monitoring by the practice over winter
- ✓ Better coordination between hospital and practice teams
- ✓ Better communication when a patient attended hospital



## Patients didn't understand their condition & didn't follow instructions

- ✓ Action plans to guide self care
- ✓ Health coaching training provided to clinicians

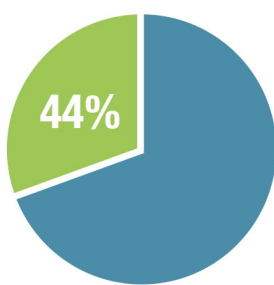


## Consumer Advisory Panel

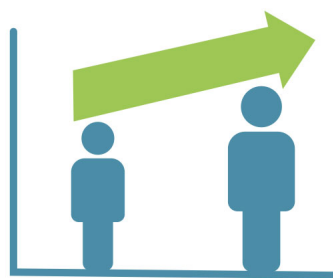
How do  
we know  
if it  
works?



## Value



PARTICIPATING  
PRACTICES



PARTICIPATING  
PATIENTS



PARTICIPATING  
AMSS

## Clinician Experience

I have picked up three people already from the phone calls and got them to come and see the doctor sooner than they would have to really good effect

One of our patients had two hospital admissions last year for pneumonia. She was dreading winter and was very comforted to know she can call for help. She really appreciated being asked onto the winter strategy.

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## Patient Experience



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Health Outcomes ➡ *Pending*



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## Proactive care for high risk patients

- Identifying those most at risk
- Building relationships between hospital and general practice
- Increasing patient self management



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