

Update

Priority Care Centres



June 2020

In late 2019 Priority Care Centres (PCC) were initiated as a pilot in partnership with Local Health Networks, SA Ambulance Service and the Adelaide Primary Health Network to test delivery of a community service option for eligible patients who would otherwise be treated at an emergency department.

Four general practices across metropolitan Adelaide partnered to deliver the pilot which was reviewed and the key recommendations have been progressed to further develop and strengthen the PCC model as an alternative to emergency departments, where appropriate.

The PCC model has continued in 2020 with the pilot general practices from Hindmarsh, Elizabeth and Para Hills West PCC sites. As of 9 March 2020 a new southern PCC site was established at Marion in response to feedback on location of a southern site and its proximity to Flinders Medical Centre. This year, as at 14 June 2020, 2,136 people had received care at a PCC this year, with 422 coming via SA Ambulance pathway, 1,355 from emergency departments and the remainder through other pathways.

COVID-19 has resulted in significant reductions in patient presentations at emergency departments with subsequent impacts on eligible patients being identified for PCC services. Patient satisfaction surveys continue to show high rates of satisfaction with PCC services, with 95% of respondents advising they would recommend the service to family and friends.

The PCC pilot commenced with two main pathways for patients - from a metropolitan hospital Emergency Department and via SA Ambulance Service. Additional pathways have been developed including:

- SA Police (SAPOL) to PCC: a nursing service in four watch houses has been established to enable SAPOL to manage the health needs of people in custody and help avoid unnecessary presentations to an emergency department. A PCC pathway for this service provides an additional alternative for SAPOL to utilise for health care needs for people in custody, where doctor input is required. It was initiated in May 2020 and is already showing good results.
- Community Pathways to PCC: direct access to PCCs for people who are clients of community based SA Health programs such as Central Adelaide Local Health Network's Integrated Care program, are being tested.
- General Practice to PCC: COVID19 saw an increase in use of telehealth services and PCCs were requested to provide a service option for GPs who might otherwise refer their patient to an emergency department. The GP to PCC pathway was implemented in April 2020 and is being monitored.
- Internal referral to PCC: this pathway enables the patient from the clinic providing the PCC to access PCC services. This pathway was established in response to people presenting to the PCC practice with urgent care needs and no capacity to be seen within the practice. These patients would have previously been sent to ED but through this pathway have been able to be seen by the PCC.

Additional work is currently underway with project partners to explore paediatric and residential aged care pathways to PCCs as well as linking of PCC into a range of service models that have been established as a result of the COVID-19 responses. All these pathways maintain the underlying principle of providing an alternative to attending an Emergency Department.

Overarching governance, regular partner meetings, clinical governance and a range of other working groups have been established to provide clinical leadership and support continuous improvement to PCC service model and development of new service pathways.

In 2020 Adelaide PHN, a key project partner, has contributed funding to support the delivery of after-hours services at PCCs.

Further evaluation of the PCC model is planned for the second half of 2020 with project partners, to look at ways of embedding a sustainable PCC model.

For more information

Wellbeing SA

WellbeingSAPriorityCareCentres@sa.gov.au

www.sahealth.sa.gov.au/

Public-IA-A1

© Wellbeing SA, Government of South Australia. All rights reserved.



Government
of South Australia

phn
ADELAIDE

An Australian Government Initiative