

Keith and District Healthcare



Frequently Asked Questions

Q1 Will Urgent Care Services be available at Keith 24 hours per day?

Yes. It is proposed that Urgent Care services will be available as follows:

Monday to Friday, 9.00 am to 7.00 pm

Keith and District Healthcare staffed by a Nurse Practitioner or Registered Nurse Supported by Community Paramedic and General Practitioner (where available)

After hours and weekends

Urgent care can be accessed by:

1. Calling Triple Zero (000)
2. Emergency Operations Centre delegates to a Community Paramedic or volunteer crew.

Q2 Will Keith and District Healthcare put more pressure on SA Ambulance Service Volunteers?

SA Ambulance Volunteers are a valuable support for health services and communities right across South Australia, particularly in rural areas. Urgent care services will continue to be available at Keith and District Healthcare 9am-7pm Monday-Friday in line with the current services provided by Keith and District Hospital. It is proposed that a Community Paramedic role is introduced that will support provision of urgent care services in Keith as well as support the volunteer SA Ambulance Service Volunteers with education and clinical support. It is not anticipated that the proposed changes will put more pressure on SA Ambulance Service Volunteers, but this will be monitored closely as the transition is implemented.

Q3 Will Palliative Care be available at Keith and District Healthcare?

Patients requiring palliative care over the age of 65 years, with an eligible Aged Care Assessment, will be able to receive palliative care within Stirling Lodge Aged Care Service located in Keith. In-home palliative care services will continue to be provided in the community under the care of a General Practitioner by Country Health Connect staff. This care will also be supported by the Community Paramedic and Nurse Practitioner from Keith and District Healthcare. If inpatient palliative care is required, this will need to be accessed outside of Keith, at Bordertown Memorial Hospital, or another acute hospital.

Q4 Acute hospital care will not be available in Keith and District Healthcare, will Keith get acute beds back in the future?

Whilst the proposed model for Keith and District Healthcare does not currently include acute hospital inpatient services, patients requiring palliative or respite care over the age of 65 years, with an eligible Aged Care Assessment, will be able to receive care within Stirling Lodge Aged Care Service. In-home services will continue to be provided in the community under the care of a General Practitioner by Country Health Connect staff. This care will also be supported by the Community Paramedic and Nurse Practitioner from Keith and District Healthcare. In consultation with the Keith and District Health Advisory Council, Limestone Coast Local Health Network will continue to monitor service needs in Keith, including the need for acute hospital services.

Q5 Will Bordertown Memorial Hospital be over capacity if acute Hospital Care is unavailable at Keith?

Bordertown Memorial Hospital has capacity for both private and acute patients with 19 acute beds available to service our community. Bordertown Memorial Hospital has never been unable to provide acute services due to lack of capacity, even during times when KDH acute hospital services were closed.

Q6 What transport options will there be for people to get to Bordertown Memorial Hospital to visit family or attend appointments?

Transport between Bordertown and Keith is an issue for many community members for attending medical appointments and visiting people in hospital or aged care. We will be working through this issue together as we move toward the implementation phase of Keith and District Healthcare.

Q7 How will we recruit and retain the staff for the Keith and District Healthcare?

Some roles within the proposed Keith and District Healthcare model are pre-existing roles and others are new roles. We know that it can be difficult to recruit and retain skilled healthcare staff in rural areas. The Keith and District Healthcare workforce model has been designed with these challenges in mind. Whilst we cannot be certain that we will be able to fully staff all positions, all the time, we can design a workforce environment that focuses on staff support, development and longevity, a service that the Keith community can be proud of and where people want to work. Into the future, we anticipate expanding training opportunities to help grow our future workforce.

Q8 What accommodation and housing will be available for staff of Keith and District Healthcare?

We are aware that housing availability in many regional areas can be a challenge. We will be working through this issue together as we move toward the implementation phase of Keith and District Healthcare.

Q9 Who will own the Keith and District Hospital buildings?

The ownership of the current Keith and District Hospital buildings will be maintained by the Keith Community through the proposed Keith and District Health Advisory Council (HAC). The proposed Keith and District HAC will be developed early in transition to ensure that community issues are considered throughout the transition process and beyond. HACs are consultative bodies that advise the Minister for Health and Wellbeing on issues related to specific groups or regions. Each financial year the Keith and District HAC will receive audited financial information regarding Keith and District Healthcare to ensure transparency and accountability that allocated funds are spent appropriately.

Q10. What are the benefits of Keith and District Healthcare being part of the public health system?

It is proposed that Keith and District Healthcare will operate as a public health service under the Limestone Coast Local Health Network (LCLHN). By transitioning into the LCLHN, Keith and District Healthcare will be supported by LCLHN in all business aspects including Finance, Human Resources, Insurance, Corporate Services, Clinical Governance and Quality and Safety. Therefore the \$1.5m committed to Keith will be invested solely in health services for the Keith and District Community. Like all other public health services, Keith and District Healthcare would be able to access specialist support from the broader system, such as public health support during disease outbreaks, assistance with aged care compliance and accreditation and access workforce from the broader health system during periods of workforce shortages.

Q11. Will Keith and District Healthcare have a doctor?

The Keith Medical Centre is privately owned and run by Rural Doctors Inc. who are working to recruit a permanent General Practitioner (GP) for Keith. It is anticipated that Keith will be more likely to attract a permanent GP with the implementation of Keith and District Healthcare which will increase the number of skilled health professionals in Keith who can support the GP and the community and reduce the on-call requirements for a GP.

Q12. Can the Community Paramedic see children?

Yes. The Community Paramedic can provide emergency care to children. However, treatment guidelines require that children are also seen by a medical officer prior to being discharged. Currently this would involve transport to Bordertown Memorial Hospital, though alternate options are being explored including the use of a virtual GP service.

For more information

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Keith and District Hospital Transition Project

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