



Health
Limestone Coast
Local Health Network

Keith and District Hospital Inc.



Model of Care

Keith and District Healthcare



Introduction

The Keith and District Hospital (KDH) is a community owned facility operated by the Keith and District Hospital Board. KDH has provided valuable health services to the Keith community and surrounds for more than 65 years. In recent years, KDH has struggled financially for a variety of reasons, including difficulty in maintaining access to 24/7 GP coverage and reliance on locum and agency staffing. The KDH Board is working with the South Australian Government to put an end to uncertainty and secure a quality health service for Keith that meets the needs of the community.

Vision

Keith and District Healthcare will provide contemporary, sustainable health and aged care services responsive to the needs of the Keith community. With a focus on primary health and aged care services, Keith and District Healthcare will connect community with the health services they need.

Decision Making Principles

- Health and aged care services responsive to the Keith community, focused on keeping our community healthy.
- A centre of connection for the Keith community.
- A service that is sustainable and represents value for money.
- A service that optimizes the use of the Keith & District Hospital site.
- A service that supports and grows the local health and volunteer workforce.
- Contemporary, integrated services that complement other health offerings in the area.

Overview

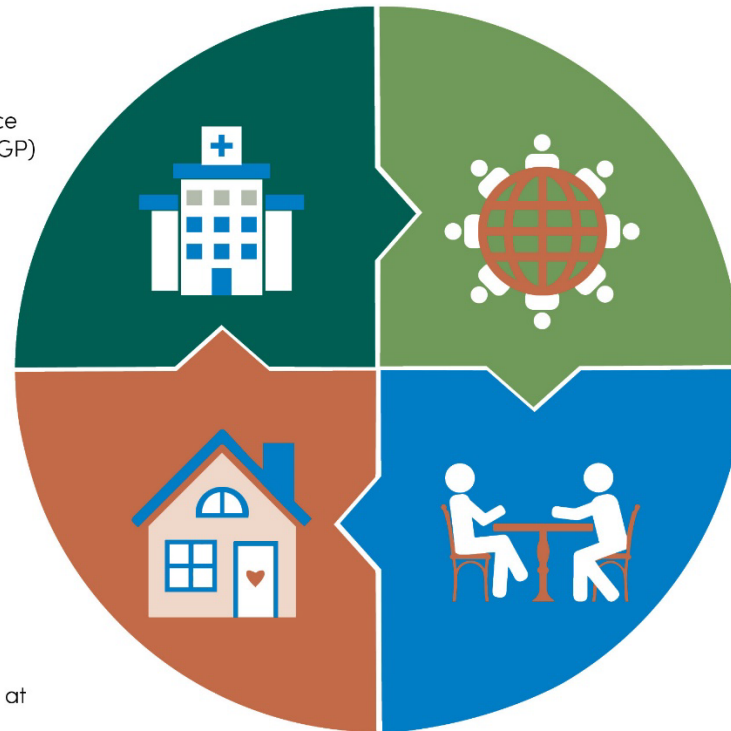
The Keith and District Hospital will transition to Keith and District Healthcare. Keith and District Healthcare will be situated on the footprint of the existing Keith and District Hospital and will be governed and managed by the Limestone Coast Local Health Network (LCLHN) and Limestone Coast Local Health Network Governing Board. Keith and District Healthcare will integrate with the range of Country Health Connect services already provided in the region. Some positions within Keith and District Healthcare will be new and some positions will be existing roles from within Keith and District Hospital or LCLHN. All positions will be employed by the LCLHN except the Community Paramedic position which will be employed by SA Ambulance Service (SAAS). The range of services provided by Keith and District Healthcare are described in the infographic below.

Keith and District Healthcare

PROPOSED MODEL OF CARE

Urgent Care

- Available 7 days per week
- Community Paramedic, Nurse Practitioner, SA Ambulance Service volunteers, General Practitioner (GP)
- Telehealth



Acute Care

- At home under the care of a General Practitioner (GP)
- Support from skilled health professionals
- Telehealth services
- Acute inpatient services provided at Bordertown Memorial Hospital

Community Health Hub

- Coordination service
- Dedicated Telehealth rooms & support
- Resident nursing & allied health
- Community Paramedic
- Nurse Practitioner
- Club Hub
- Community Farm/Garden
- Enhanced transport between Keith and District Healthcare & Bordertown Memorial Hospital

Aged Care

- 26 updated aged care rooms with en-suite
- Cafe
- Gymnasium
- Clinic space
- Hairdresser
- Inviting outdoor spaces

Urgent Care

Consumer Experience

Consumer presents to Urgent Care Service and receive treatment from Community Paramedic or Nurse Practitioner

Consumer dials 000 – Emergency Operations Centre delegates job to a Community Paramedic or volunteer crew. If the Community Paramedic leaves the Urgent Care Service between 9am and 5pm, the Nurse Practitioner provides back up cover.

- Consumer is treated and discharged – communication occurs with usual health care provider/s.
- Consumer is stabilised and up transferred – direct admission to Bordertown Memorial Hospital if clinically appropriate in consultation with a GP. Up transfer can occur to Mount Gambier or metropolitan hospital via Med STAR or road ambulance.

Workforce

Community Paramedic 2.0FTE (New Positions)

A Community Paramedic (CP) model will provide a range of healthcare in the local Keith community as well as support to the Keith volunteer SA Ambulance Service team. The CP service delivery model is fluid and dynamic to support outcomes critical to the local community.

The CP links people living in the community with appropriate care teams, such as Palliative Care, Better Care in the Community, mental health teams or complex care teams. The CP treats patients in their usual place of residence and, provide preventative health screening and referrals in the community to avoid medical conditions from developing into higher acuity situations that require urgent medical attention.

The CP will provide the primary health care provider (usually the GP) with a summary of SAAS attendance, including any recommendations for further referrals and or education.

The CP model provides opportunities for residents in the community to improve their disease management, increase their wellbeing, participate in prevention strategies and reduce their risk of functional decline by providing education, and connecting them to services designed to tailor treatment plans to support their individual health care needs.

The Community Paramedic program supports regional Residential Aged Care facilities (RACF) by preventing hospital transfers from an aged care facility, where the Community Paramedic provides a service in-house and supports the RACF to continue to provide continuous care.

The CP has the capacity to provide non-urgent clinical procedures and medical support as referred by local clinicians, most commonly the patient's usual health care provider (HCP). The HCP and the CP take a shared responsibility approach. Treatment may occur in the community, in the local medical facility or aged care facility. CPs provide treatment within their scope of practice.

The CP can support:

- Health screening
- Preparation and administration of medications, including IV antibiotics
- Point of care testing

- Wound closure or dressing
- Catheter care
- Patient review
- Monitoring of clinical observations
- Hospital avoidance and supported early discharge
- Care that aligns with written action plans; for example, when treating palliated patients or patients returning from Mount Gambier or a metropolitan hospital.
- Home oxygen, suction unit or other medical equipment malfunction
- Patient education
- Cardiac, Pulmonary and Respiratory Rehabilitation
- Chronic disease self-management
- Referral to other health care providers including Virtual Clinical Care

The CP will be employed by SAAS. The CP will have clinical oversight provided by the Emergency Care Physician SAAS. Clinical Governance will also be provided through the Limestone Coast Local Health Network Clinical Governance structure.

The CP will support the local volunteer ambulance crews and facilitate high acuity transfers from within the region to a regional general hospital.

The CP will maintain robust communication with other health care providers, including the patient's GP, community nursing and allied health via Electronic Medical Record (EMR).

The CP will have access to mobile technology (iPad or similar) to enable real time collaboration with supervising clinician.

Nurse Practitioner or Nurse Practitioner Candidate 1.0FTE (Alteration to Existing Position)

A Registered Nurse with the experience, expertise and authority to diagnose and treat people of all ages with a variety of acute or chronic health conditions will have their own community-based practice within Keith and District Healthcare but will also support the Urgent Care Service.

The Nurse Practitioner (NP) will provide:

- Provide patient rebates through Medicare
- Provide prescriptions and access to PBS medicines
- Refer patients to hospital and specialists
- Order x-rays and diagnostic tests
- Provide urgent care within their scope of practice

The NP would have clinical oversight provided by a medical officer appropriate to their scope of practice. Clinical Governance will also be provided through the Limestone Coast Local Health Network Clinical Governance structure.

The NP will maintain robust communication with other health care providers, including the patient's GP, CP, community nursing and allied health via Electronic Medical Record (EMR).

The NP will have access to mobile technology (iPad or similar) to enable real time collaboration with supervising clinician.

The NP would also work clinically within Keith and District Healthcare managing their own community caseload determined by their scope of practice.

General Practitioner available 9am-5pm Monday to Friday

The Keith Medical Practice General Practitioner will provide support to the Urgent Care Service if required.

Infrastructure

Urgent care space with direct access to Ambulance, adjoining treatment room enabling treatment whilst leaving free the urgent care space. The urgent care space could be used outside of hours by SAAS volunteer crews by arrangement for special events in the district.

Digital Telehealth Network (DTN) capability in the urgent care space that will enable connectivity to

South Australian Virtual Emergency Service (SAVES) – access to GP support

MedSTAR – access to senior Critical Care Nurse or Critical Care Specialist

Burns service – access to specialist advice

SA Telestroke service – access to specialist advice

Workforce are equipped with mobile devices capable of linking with clinical supervisor or MedSTAR consultant for additional eyes on patient and second opinion.

Point of Care Testing (PoCT) suite available

Monitoring Equipment

Equipment imprest available for hire (walking frames, crutches etc)

Current	Proposed
Nurse lead urgent care service with GP on-call 9am-7pm Monday to Friday (resident GP and Docto)	Urgent Care Service available across 7 days per week
	Community Paramedic
	Nurse Practitioner
	General Practitioner available 9am-5pm Monday to Friday
	Digital Telehealth Equipment enabling access to: <ul style="list-style-type: none"> • SAVES • MedSTAR • Burns Service • SA Telestroke service
	Mobile Digital Telehealth Equipment enabling access to clinical collaboration with supervising clinician or MedSTAR.
	The local GP is part of the Rural Emergency Responder Network (RERN)
Rural Generalist AHP available for referral as required (eg. Equipment provision, falls assessment, home safety assessment) depending on scope.	

Outside of Hours Service

The Nurse Practitioner and Community Paramedic would work in partnership where one or the other is at the Urgent Care Service at all times 9am-5pm Monday to Friday. Outside of these hours, community will be advised to dial 000 for urgent care assistance provided by a Community Paramedic or SAAS volunteer crew. A General Practitioner is available if required 9am-5pm Monday to Friday.

Governance

The Urgent Care Service located in Keith and District Healthcare would operate as a satellite service of Bordertown Memorial Hospital. Governance for this service would be provided by the Limestone Coast Local Health Network.

Benefits of Model

- Availability of urgent care across 7 days per week
- Supports the local General Practice
- The service is sustainable if there is a gap in GP service in Keith
- Focus on hospital avoidance and supported early discharge
- Value for money
- CP and NP provide extensive clinical services when not attending an urgent care presentation
- Improved support for SAAS volunteers

Acute Care

Keith and District Healthcare will not provide acute inpatient services. When clinically appropriate, acute care will occur in the patient's home under the care of a General Practitioner with support from other skilled health professionals which may include the Community Paramedic, Nurse Practitioner and Rural Generalist Allied Health Professional. Patients requiring an acute inpatient stay will be admitted to Bordertown Memorial Hospital, Mount Gambier Hospital or a metropolitan hospital and supported to return home as soon as possible with support from their GP and Keith and District Healthcare.

Community Hub

Consumer Experience

Consumer can telephone or visit Keith and District Healthcare to find out information and receive way finding assistance for a range of services including, but not limited to:

- Planning and coordination for a planned admission to and from a larger regional or metropolitan hospital back to the community or Residential Aged Care Facility (this may be via Bordertown Memorial Hospital)
- Accessing specialist care via telehealth
- Transport to and from Bordertown Memorial Hospital
- Information and referral for services and programs.
- Assistance with accessing My Aged Care
- Full range of NDIS services
- Full range of Country Health Connect Services
- Burns Link
- Range of groups run according to community need including exercise
- Rooms for visiting specialists
- Volunteer opportunities
- Involvement in the Community Farm/Garden

- Space may be loaned to community groups upon arrangement

Workforce

Community Paramedic 2.0FTE (as described in urgent care)

A Community Paramedic (CP) model will provide a range of healthcare in the local Keith community.

The CP has the capacity to provide non-urgent clinical procedures and medical support as referred by local clinicians, most commonly the patient's usual health care provider (HCP). The HCP and the CP take a shared responsibility approach. Treatment may occur in the community, in the local medical facility or aged care facility. CPs provide treatment within their scope of practice.

Nurse Practitioner 1.0FTE (as described in urgent care)

A Registered Nurse with the experience, expertise and authority to diagnose and treat people of all ages with a variety of acute or chronic health conditions will have their own community-based practice within Keith Healthcare but will also support the Urgent Care Service.

The NP will have access to mobile technology (iPad or similar) to enable real time collaboration with supervising clinician.

The NP would also work clinically within Keith and District Healthcare managing their own community caseload determined by their scope of practice.

Rural Generalist AHP 1.0FTE (AHP3) (Existing Position)

An Allied Health Rural Generalist Practitioner responds to the broad range of healthcare needs of a rural or remote community with a wide range of clinical presentations (working to the full scope of the profession, and often working to extended or advanced scope of practice). A rural generalist is not a generic allied health worker. Rural Generalists practice under the regulatory instruments relevant to the individual's specific allied health profession and the policies of their employer.

The Rural Generalist AHP would work clinically within Keith and District Healthcare, the Keith community and adjacent communities in the Upper South East, managing their own community caseload determined by their allied health profession and scope of practice.

Rural Generalist Pathway AHP (2.0FTE) AHP1/2 (Existing Positions)

Allied Health Practitioners working within their professional scope of practice providing Allied Health Services to

- Keith Community and adjoining communities in the Upper South East
- Residential Aged Care Facilities
- Brokered services to NGO's (e.g. Boandik, Resthaven)
- Could provide inpatient services at Bordertown Memorial Hospital to support early discharge

Allied Health Assistant 1.0FTE (AHA3) (New Position)

An Allied Health Assistant provides support to the Rural Generalist AHP as well as visiting AHPs.

Coordinator/digital telehealth support 1.0FTE (AS03) (Existing Position)

This role provides a way finding service to consumers, providing information and assistance in linking to available health services. Skilled with technology, this role is responsible for ensuring maximization of telehealth access and providing customer support. This role is the first point of contact to support telehealth.

Practice Business Manager 0.8FTE (AS04) (Existing Position)

This role provides administrative and business support to Keith and District Healthcare, seeking and leveraging opportunities for revenue generation and partnerships with non-government organisations and private industry. This role will support volunteer opportunities within the Keith and District Healthcare.

Infrastructure and Equipment

- Closely situated with Keith General Practitioner clinic
- Dedicated Digital Telehealth rooms
- Clinic and Therapy spaces
- Device library to enable telehealth at home
- Loan equipment imprest
- Therapy equipment library
- Community Farm/Garden
- Playground, BBQ area, outdoor spaces suitable for bush kindy or equivalent
- Access to tablet for assistance with My Aged Care access within centre
- Private entry available by arrangement for consumers who don't wish to access the main entrance for privacy reasons.

Current	Proposed
Country Health Connect Monday – Thursday 9am-3pm Visiting services	Coordinator
	Country Health Connect
	Resident Community Nursing, Allied Health, Community Paramedic, Allied Health Assistant
	Digital Telehealth support
	Digital device library
	Club hub
	Community Farm/Garden

Governance

Keith and District Healthcare would operate as a Country Health Connect service. Governance for this service would be provided by the Limestone Coast Local Health Network.

Benefits of the Model

- ‘One stop shop’ for the community
- Assistance with transport between Keith and District Healthcare and Bordertown Memorial Hospital
- Supports primary care and aged care
- Improved access to Allied Health
- Increased efficiency in services provided to the Upper South East
- Hub of Allied Health to foster community of practice, peer support and networking
- Enables student placement and work experience opportunities for future workforce development.

Aged Care

Consumer Experience

Residents of the Keith Aged Care facility continue to be actively involved in the Keith Community via Keith and District Healthcare. The transition to Aged Care is a natural progression demystified by regular interactions with aged care through access to group activities, respite and rehabilitation co-located with Stirling Lodge.

Governance

Continuation of Residential Aged Care Services in Keith is a key priority. Investigation of opportunities for greater collaboration and integration of functions with Country Health Connect and Charla Lodge could be undertaken.

Infrastructure

26 Updated aged care rooms all with ensuites

Café

Gymnasium

Clinic space

Hairdresser

Inviting outdoor spaces which are also used by the community

Future Aspirations

- Rehabilitation and Transitional Care Packages
- Hydrotherapy Pool
- Community Bus
- Broker Allied Health Practitioners to non-government organisations
- Medicare claiming for Nurse Practitioner and Allied Health Professionals using Section 19(2) Exemption.

For more information

Limestone Coast Local Health Network
Keith and District Hospital Transition Project

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sahealth.sa.gov.au/limestonecoastlhn

 Follow us at: facebook.com/LimestoneCoastLHN

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