



Walk-in Centre

COLDS & FLU CUTS & ABRASIONS BITES & STINGS MINOR ILLNESS MINOR INJURIES

Improving Healthcare International Convention

16th -18th November 2015

Tim Keun – Clinical Nurse Manager

Naree Stanton – Assistant Director of Nursing Walk-in Centre





Walk-in Centre

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HISTORY, VISION & MODEL OF CARE



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Health



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Walk-in Centre: History

Your health – our priority, ready for the future

Increase in health care demand over next 10-15 years, needs an increase in health services⁽¹⁾

ED demand is known to be rising in almost all first world countries including those with a strong primary care network. Many of these countries are experimenting with innovative methods to reduce demand on emergency services. Minor illness and injury make a large proportion of these presentations ⁽²⁾

10 year redevelopment of health infrastructure, one of the initiatives - *Walk -in Centre* ⁽¹⁾



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Walk in to treatment for **MINOR INJURY** or **ILLNESS**





Walk-in Centre: **Vision**

To provide high quality, rapid access to health care for the management of minor illnesses and injuries for the ACT Community



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Aims

1. Improve public health care access in the ACT
2. Address projected demand for health care services
3. Add value to the health journey - health promotion and information
4. Relieve pressure on the public hospital system. (3)



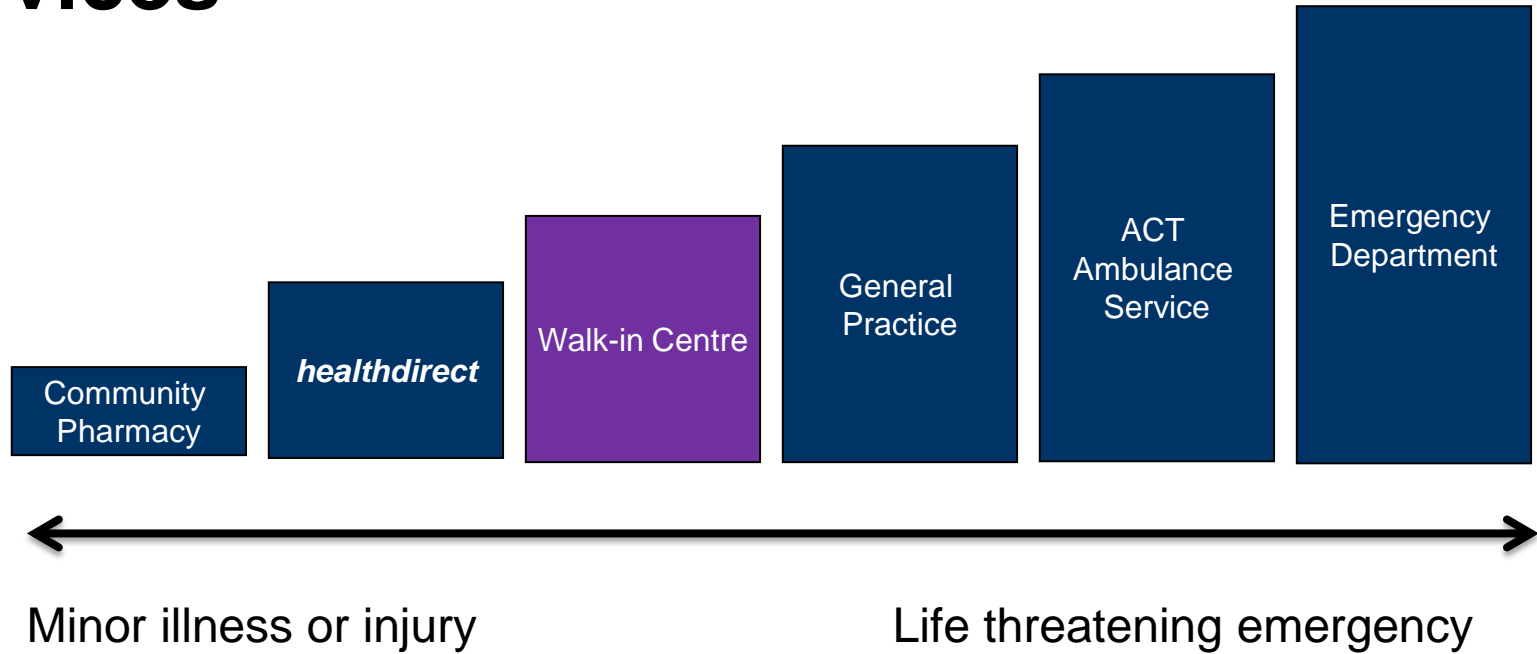
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Compliments existing primary health care services



(3)

Staffing Model

The Walk-in Centres staffed by

1. Nurse Practitioners
2. Advanced Practice Nurses
3. Administrative Staff



Shifts are staggered across the day 0730am – 10 pm seven days/week



Clinical Scope of Practice

Free, one-off treatment for minor illnesses and injuries:

Inclusions:

- Cuts and bruises
- Minor infections
- Strains/Sprains & Simple Fracture
- Skin complaints
- Coughs and colds
- Gastroenteritis

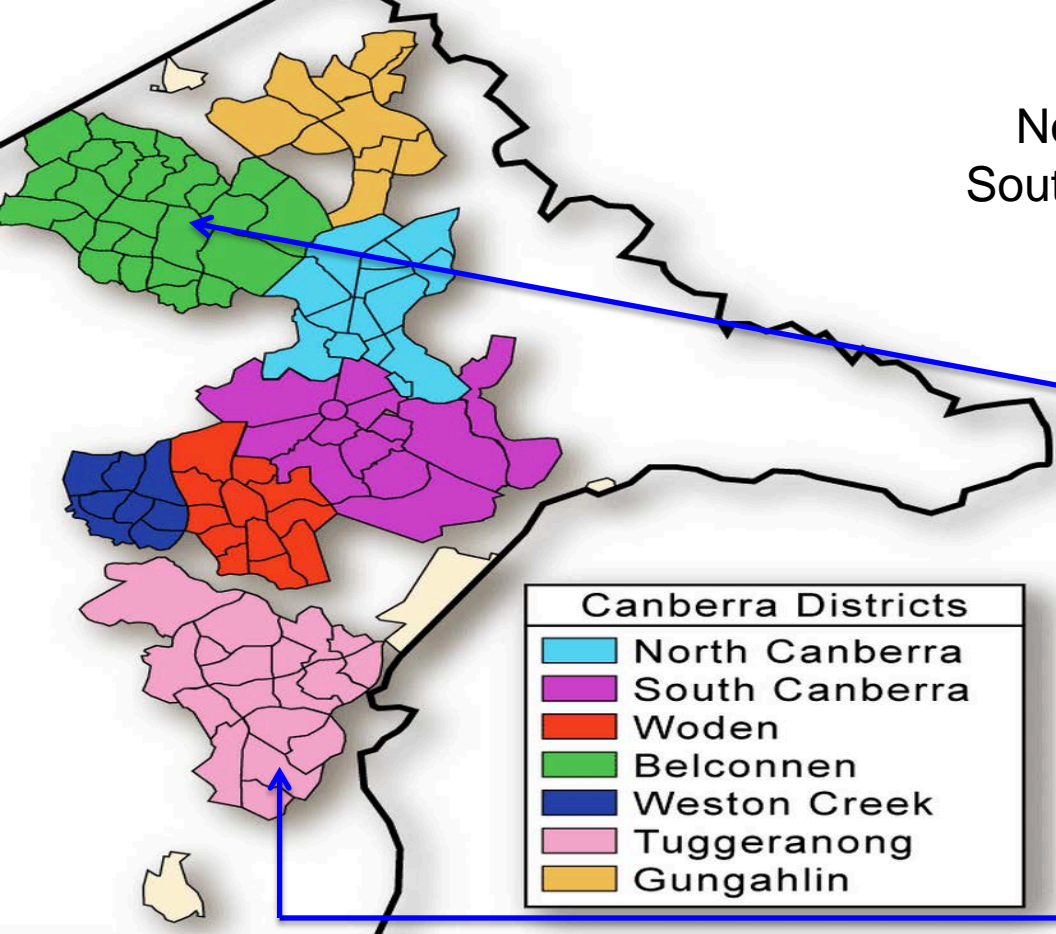
Exclusions:

- Children under 2 years
- Ongoing care
- Chronic conditions
- Referrals to specialists
- General health checks
- Workers Compensation Claims



Walk-in Centres

North Side – Belconnen Health Centre
South Side – Tuggeranong Health Centre



Canberra Districts	
	North Canberra
	South Canberra
	Woden
	Belconnen
	Weston Creek
	Tuggeranong
	Gungahlin



01/07/2014



26/06/2014



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EVALUATION



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Evaluation

External review 2011: conducted by Australian Primary Health Care Research Institute (APHCRI)⁽⁴⁾

Review highlighted:

- Safe, effective service that is supported and valued by the Community
- Confirmed the positive impact of the WiC for patients and Practitioners



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WHAT DOES THE DATA TELL US?

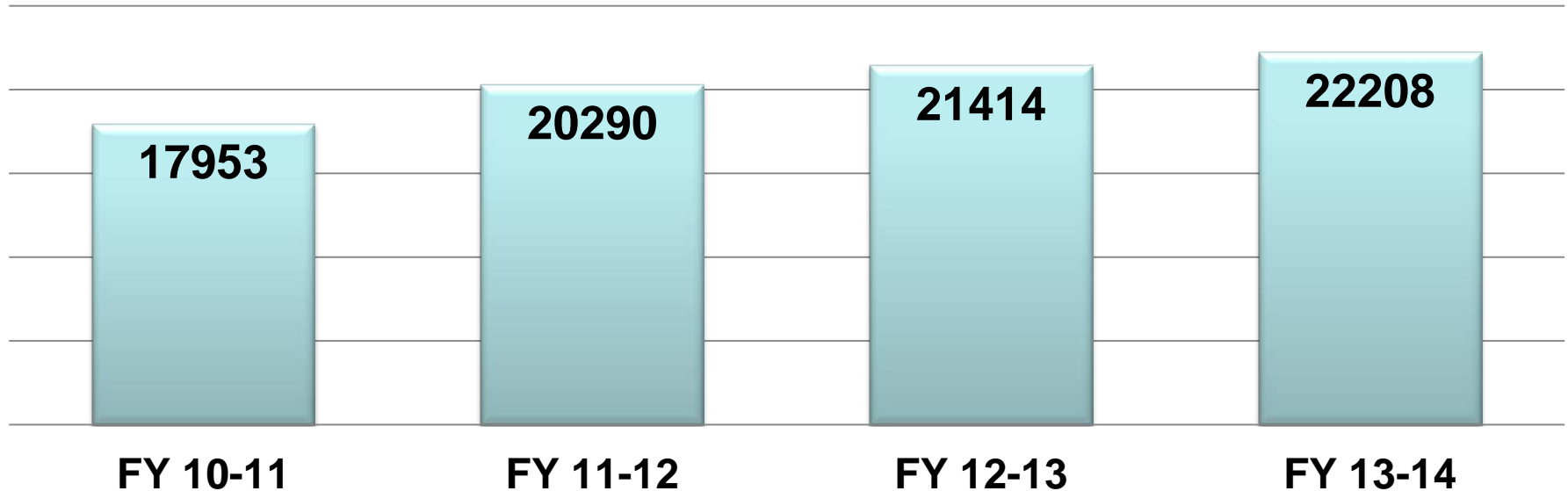


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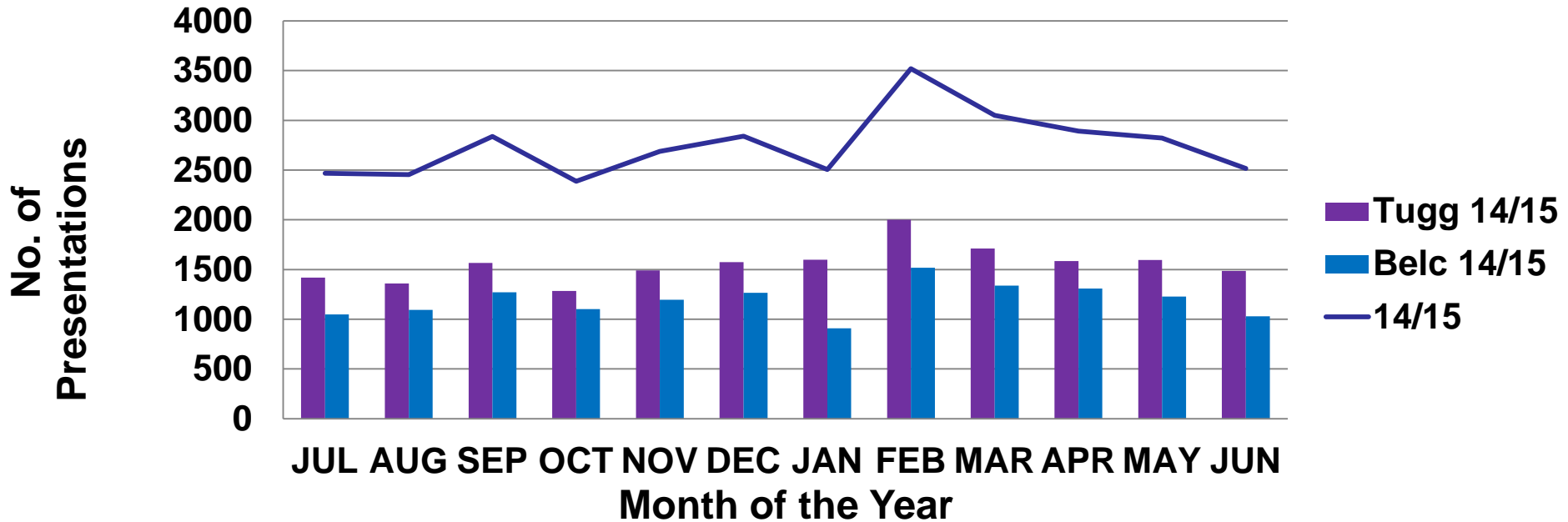


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Presentation to WiC whilst located at Canberra Hospital by Financial Year



No. of Presentations to WiC Financial Year 14/15 *Invalidated data

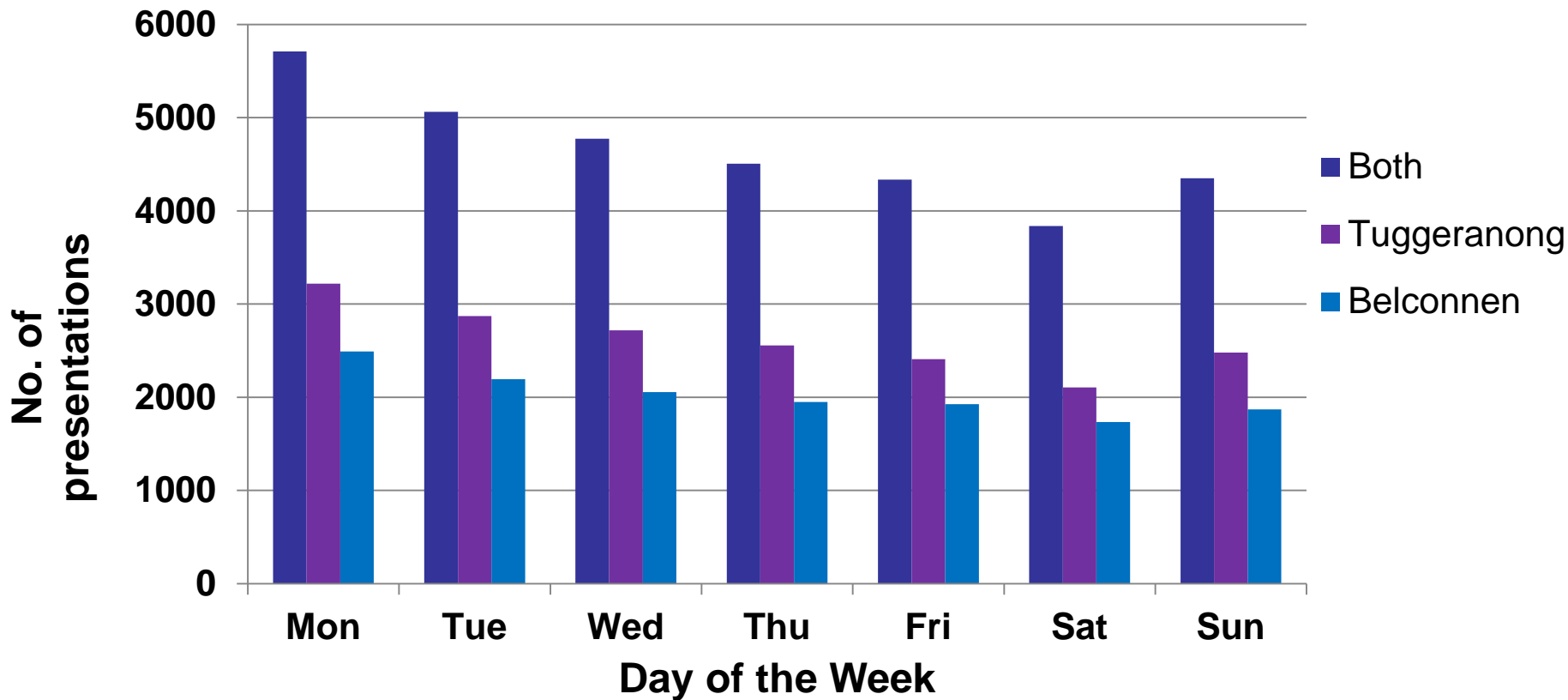


Total Presentations for 2014/2105 = 32980



Presenting Day - Financial Year 14/15

*Invalidated Data



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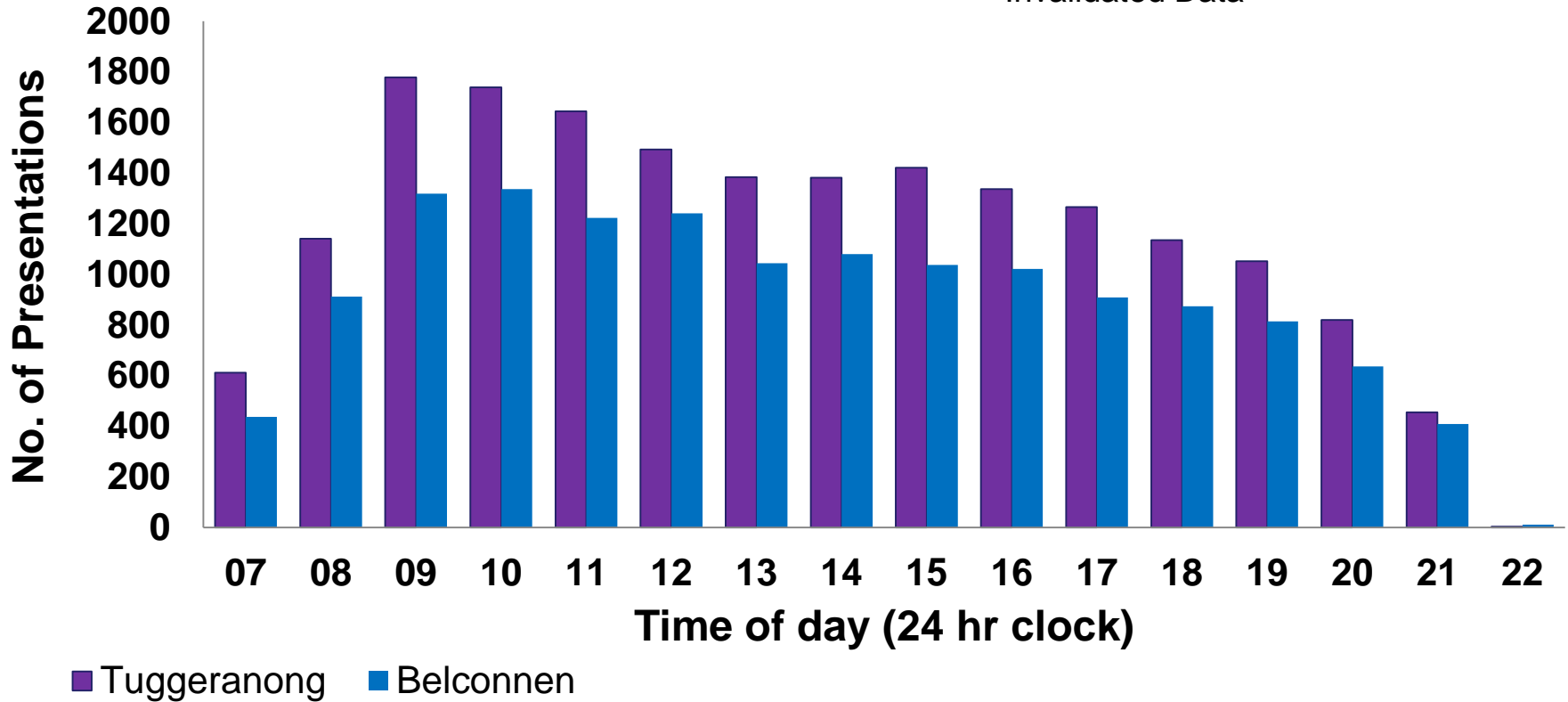


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Presentations versus Time of Day

Financial Year 14/15 *Invalidated Data



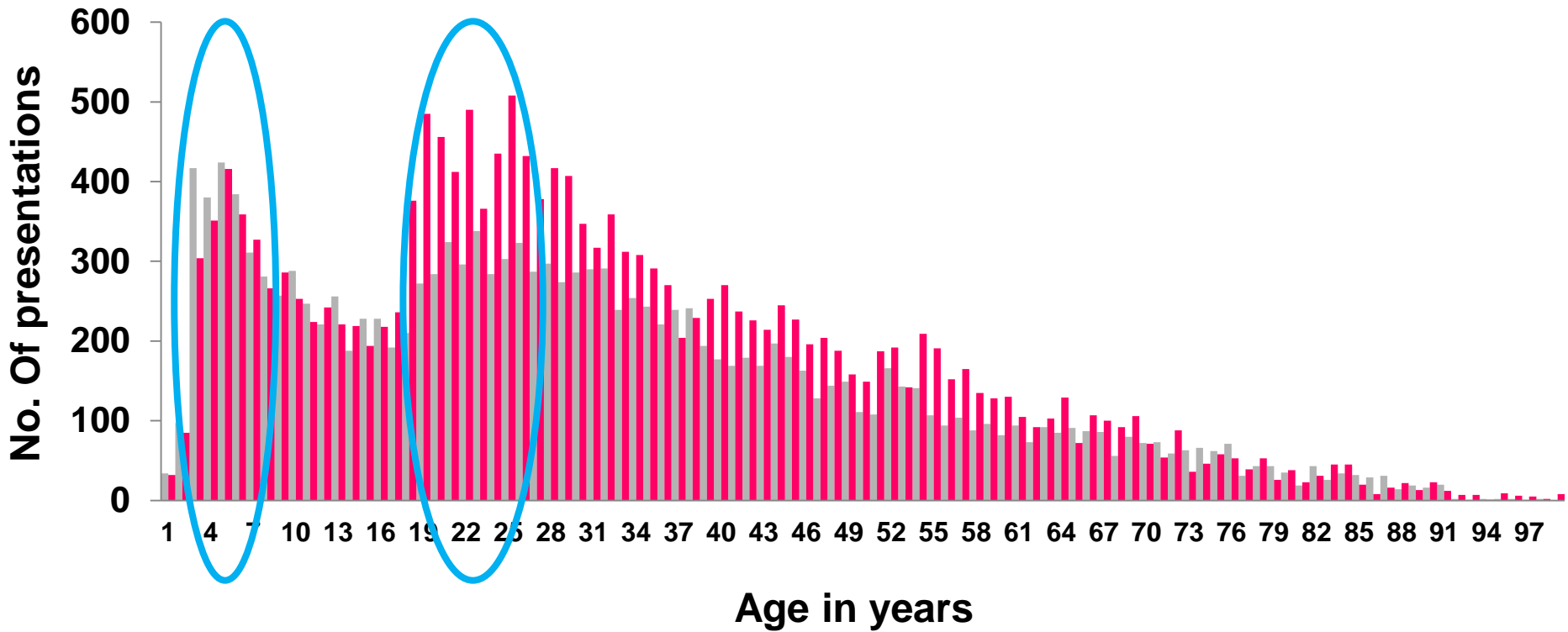
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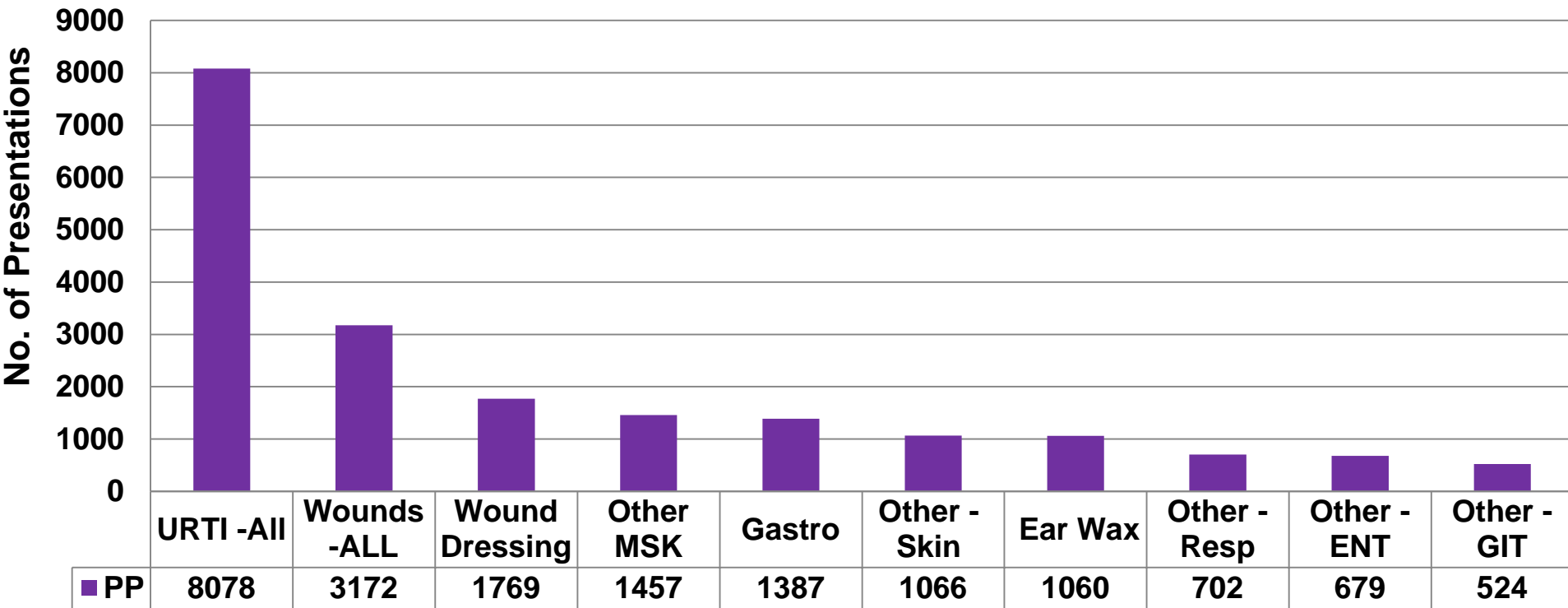


Demographics: Female (Pink), Male (Grey) and Age for FY 14/15 *Invalidated Data



Top 10 Presentations to WiC - FY 14/15 *Invalidated Data

(combined common presentations)



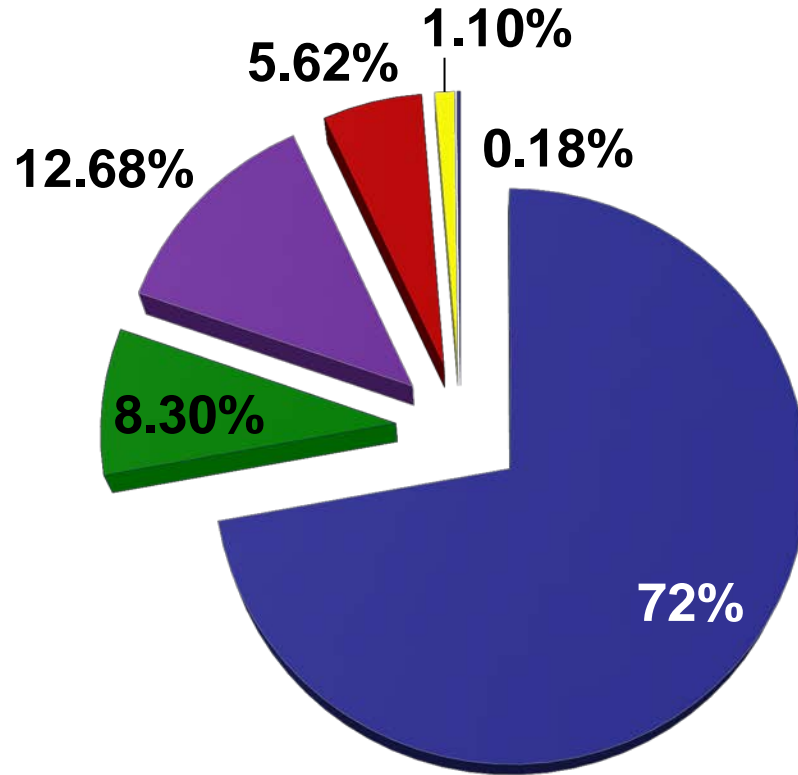
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Treatment Outcomes – FY 14/15 *Invalidated Data



- Treated in WiC
- Interim Plan and GP Referral
- Redirection to GP
- Redirection to ED
- DNW or left before treatment
- Other Redirection



WiC Client Original Inclination –June 2015

When asked: If the Walk-in Centre was not available, where would you have gone instead today?

51% response rate (1453 respondents) for the month of June 2015

47%
GP

16%
ED

16%
STAY
HOME





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LESSONS LEARNT, EVOLUTION AND THE FUTURE



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Lessons and Evolution

- The MOC is cost effective and safe;
- The WiC has successfully evolved into a valued community service that has improved access to public health - thus meeting one of its primary aims;



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Lessons and Evolution

- Has improved the expansion of the nursing role
- High staff and consumer satisfaction
- In the past 5 yrs 114,845 presentations to the service (includes invalidated 14/15 data)



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Challenges and the Future

- Expansion of scope for clinicians and the service
- Developing collaborative partnerships with health providers
- Research and Education



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Challenges and the Future

- Recruitment and retention of staff
- Ongoing performance monitoring
- More Nurse led Services in Australia



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REFERENCES

1. ACT Health, “your health –our priority, READY FOR THE FUTURE” (2008) accessed from www.health.act.gov.au
2. Mason, S., Mountain, G., Turner, J., Mubashir, A., Revue, E. and Weber, E.J., (2014). Innovations to reduce demand and crowding in emergency care; a review study. Scandinavian Journal of Trauma, Resuscitation and Emergency Medicine. 22(55)
3. ACT Health, (2104) Walk-Centres: Operational Model of Care, May 2014
4. Parker, R., Forrest, L., Desborough, J., McRae, I and Boyland, T., (2011). Independent evaluation of the nurse-led ACT Health Walk-in Centre. <https://au.search.yahoo.com/search?ei=utf-8&fr=aaplw&p=Independent+evaluation+of+the+nurse-led+ACT+Health+Walk-in+Centre>



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QUESTIONS?

THANK YOU TO ACT HEALTH, ACT HEALTH BIU, FINANCE GROUP AND THE DIVISION OF REHABILITATION, AGED AND COMMUNITY CARE (RACC)

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