

WESTERN HEALTH LINKS

*Helping chronic and complex
patients to stay at home.*

Dr Arlene Wake
Mr Jason Plant
Dr Craig Nelson
Mr Robert Rothnie

A new approach by Western Health, with Silver Chain Group





Western Health

Community of the west

Location of Western Health



“There comes a point where we need to stop just pulling people out of the river. We need to go upstream and find out why they’re falling in.”

- Desmond Tutu





Robert

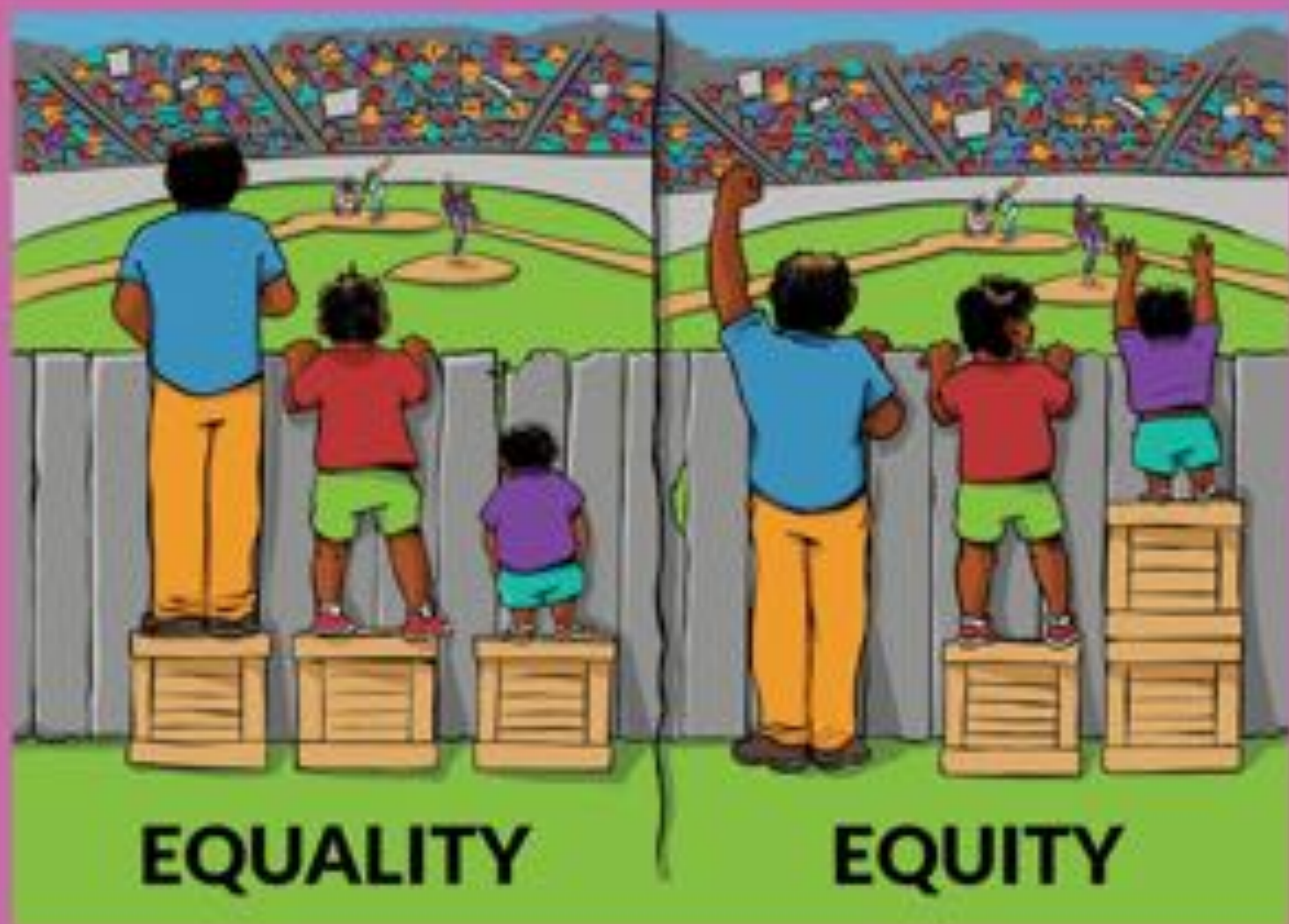


Western HealthLinks

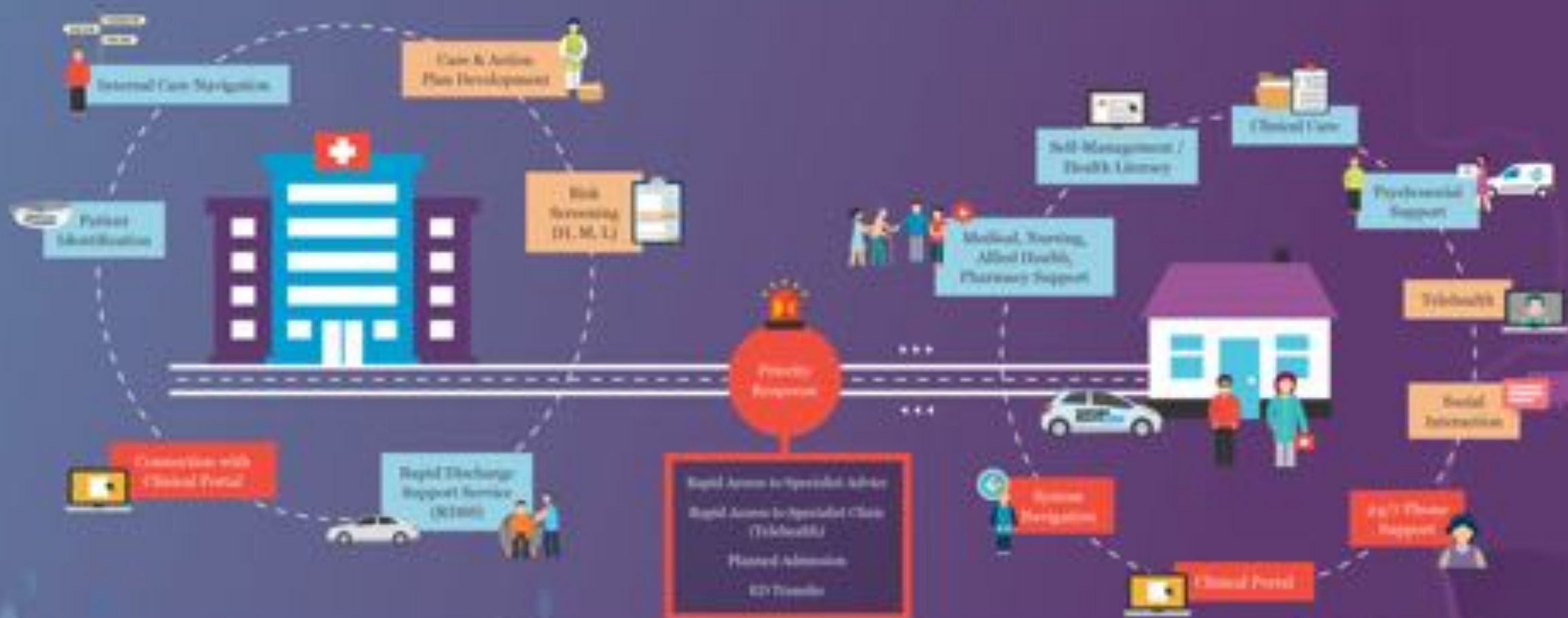


Shirley





HealthLinks Model of Care



GP Care



\$4.3m

reduction in
in-patient hospital cost
compared to baseline

10.9

beds per day reduction
compared to baseline
(+23%)

17%

**reduction in hospital
episodes compared to
baseline**

86%

**of patients remained at home
following a Priority Response
and Assessment (PRA) Service
compared to attending the
Emergency Department**

Visual Analogue Scale (VAS)

Baseline

6 months

12 months

0 10 20 30 40 50 60 70 80 90

Research and Evaluation, Patient Experience:

What works well?



"The HealthLinks program is a service sent from heaven"

"If they can keep this system going, it is just marvelous, it really is"

"The help we have had from HealthLinks is extraordinary"

"It's changed my life"

"I feel like my old self again, the service is great"

Research and Evaluation, Patient Experience:

What doesn't work well/what can be improved?



"More targeted age specific education & information"

"More parking"

"More time (with hospital staff) to discuss my conditions and what I need to do (when I go home)"

"More services in the home"

"GP's and other health professionals understand mental health and how hard changes are to be made"



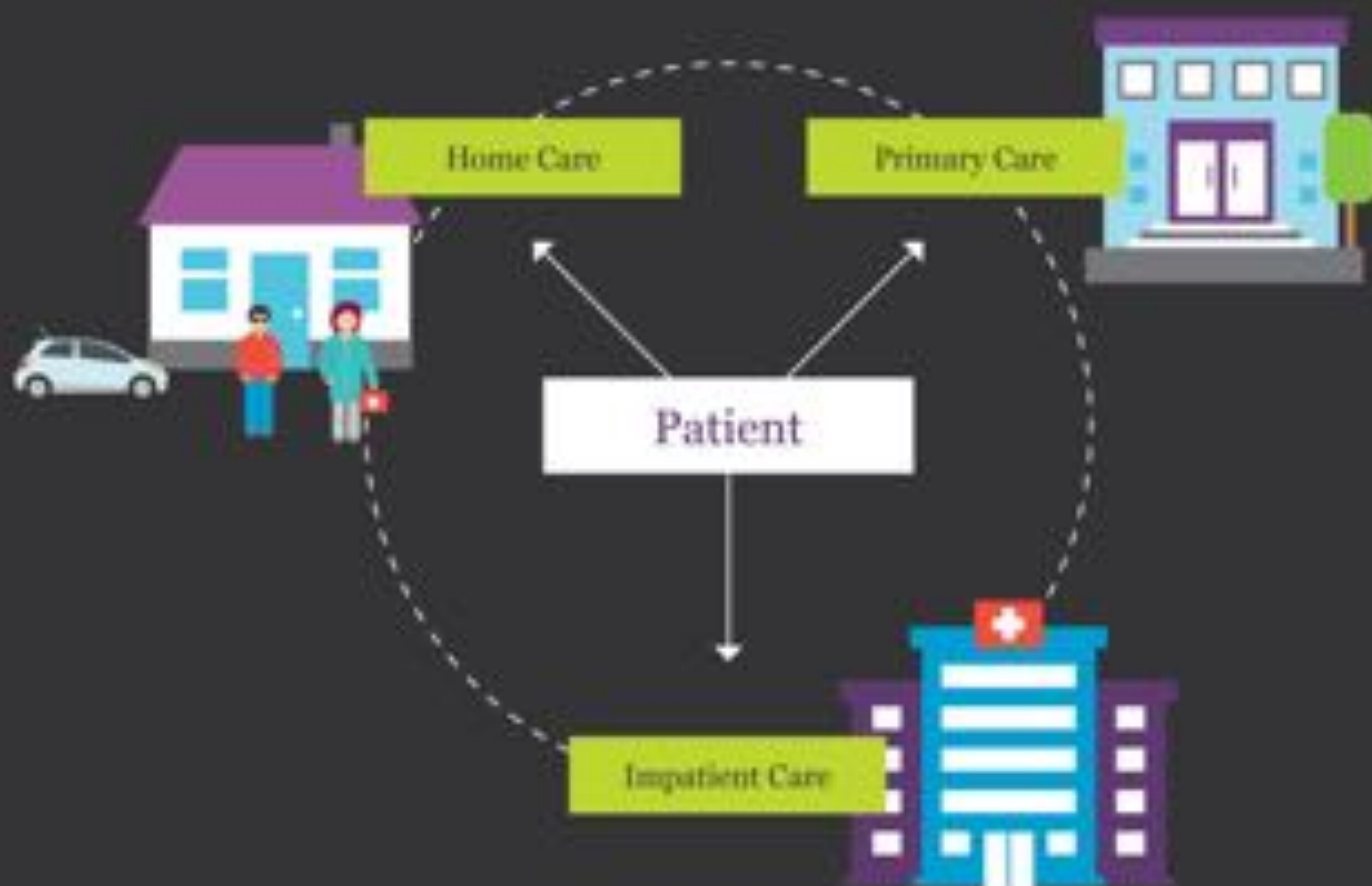
Maurice



Western Health

New Footscray Hospital (NFH) Concept

Integrated Care in NFH



New Footscray Hospital

Service Clustering for Chronic and Complex Patients





Holoporting Doctors to patient homes with Hololens



 Silver Chain


Western Health