

St John's 111 Clinical Hub Rollout

The rollout of the St John's 111 Clinical Hub will begin in the Bay of Plenty before the end of March. The Bay of Plenty, Hawkes Bay and Nelson Marlborough have been chosen as the first districts in New Zealand to receive this new service.

The Clinical Hub will be rolled out across the rest of the country by the end of 2017.

Overview

The 111 Clinical Hub is a Clinical Telephone Assessment (CTA) initiative run in partnership between St John and Homecare Medical (the National Telehealth Service) that provides telephone triage and assessment services for non-urgent 111 callers.

It is currently operating across eight DHB areas in the Northland, Auckland, Waikato and Greater Wellington regions. Following two years of developments and refinements, the Ministry of Health has recently approved to expand coverage to the whole of New Zealand.

This programme has three principle aims:

1. To provide the right care at the right time to low acuity 111 callers through clinical telephone assessments and referrals to community-based health services.
2. To reduce the volume of ambulance presentations at emergency departments where safe and appropriate.
3. To improve ambulance service capacity to respond to time-critical patients in the community.

System Impact – 111 Clinical Hub Auckland Pilot, FY14/15

Success demonstrated during the initial pilot during FY14/15 in Auckland included a reduction in about 5% of ambulance presentations at Auckland's Emergency Departments (approximately 6,000 patients).

There were also 4,200 fewer emergency ambulance responses to scene, which released the capacity equivalent of 1.5 full time ambulances, helping improve St John's response to high acuity calls. Outcomes effectiveness and patient safety considerations were monitored throughout the change in processes through local DHB engagement with support of a Ministry of Health-facilitated data sharing programme, as well as St John having access to regional electronic medical record portals. These enablers were instrumental to the continuous improvement of local procedures and clinical safety.

National expansion of the 111 Clinical Hub has been recommended by the Sapere Research Group, who conducted an independent external review of the Auckland pilot. They reported strong evidence that the 111 Clinical Hub represents a material improvement on the status quo, as a valuable tool for undertaking secondary triaging of less urgent calls.

In the last 12 months, about 27,000 incidents or 13% of all incidents in the Northland, Auckland and Waikato coverage areas had involvement of Clinical Hub, and 40% of those incidents were clinically managed without an ambulance response. The difference in effectiveness between urban and rural incident types was relatively low, at 8.4%, and feedback from the PHOs and DHBs in these areas has been positive.

In 2016, about 27,000 incidents or 13% of all incidents in the coverage areas had involvement of Clinical Hub, with 40% of incidents being clinically managed without an ambulance response. The differences in effectiveness between urban and rural incident types were only 8.4%, with over 33% of patients in rural environments benefiting from the new model without an ambulance attendance or transport to ED.

Throughout the calendar year of 2017, St John plans to roll out the 111 Clinical Hub across the country, initially in areas that have expressed their interest to work in partnership with St John, or with DHBs adjacent to the current coverage areas.

In preparation for the national roll out, we are meeting with managerial and clinical representatives from DHBs, PHOs, health and social services agencies to ensure a co-ordinated roll out occurs, in addition to working on key messages together and measuring outcomes and effectiveness of the measures in your area.

National Patient Pathways Manager Kris Gagliardi is the key St John representative in supporting this roll out and can be contacted on 021 574 740.