

The right patient in the right place at the right time – The role of a centralised Call Centre in after hours care

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The Role of a Centralised Call
Centre in After Hours Care

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Our service...



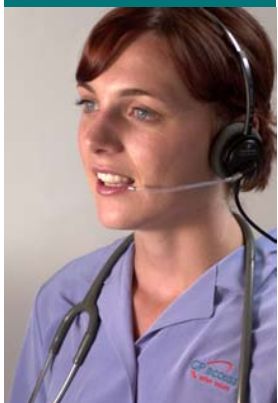
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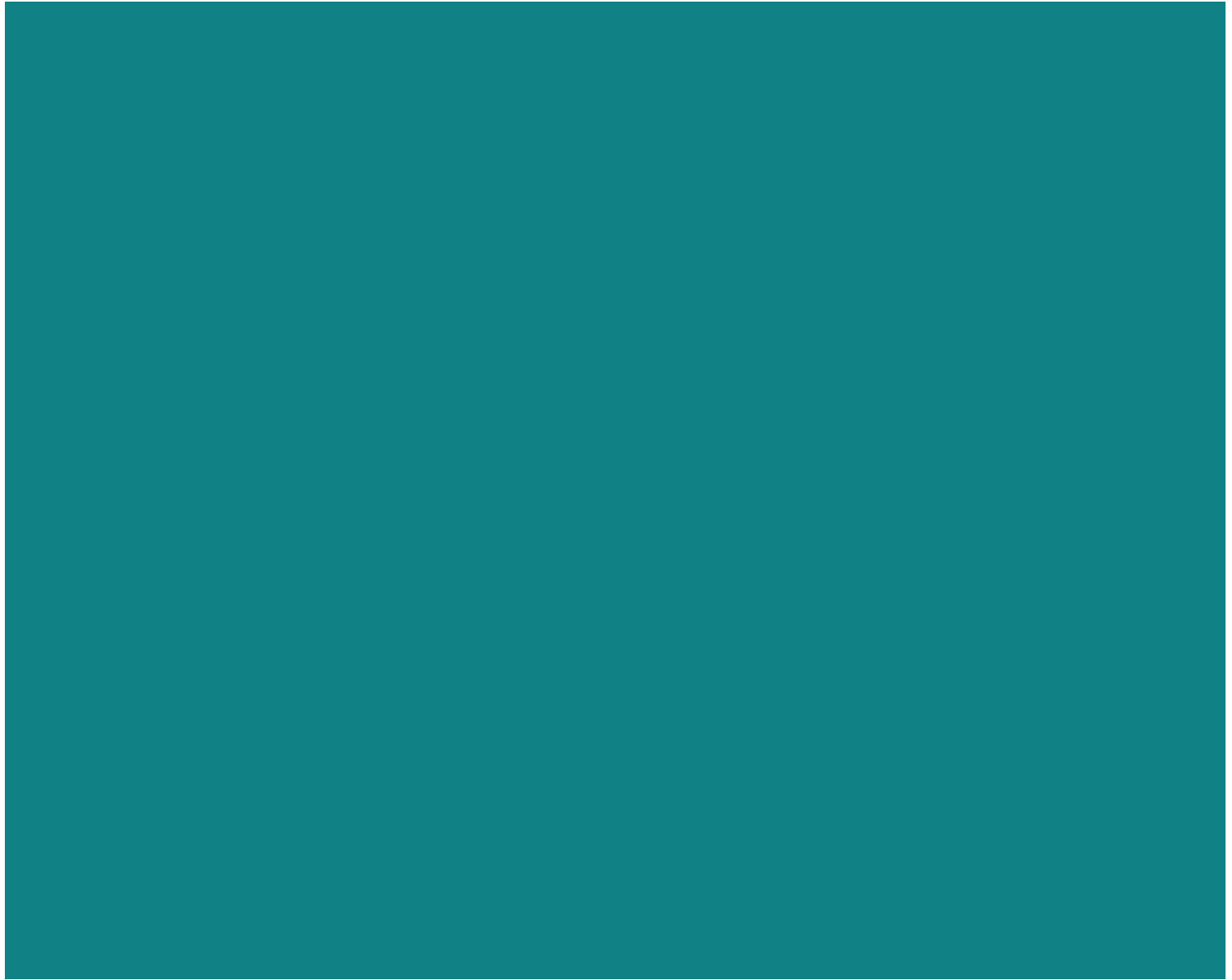


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Service area...



Population 500 000

Call Centre Activity...

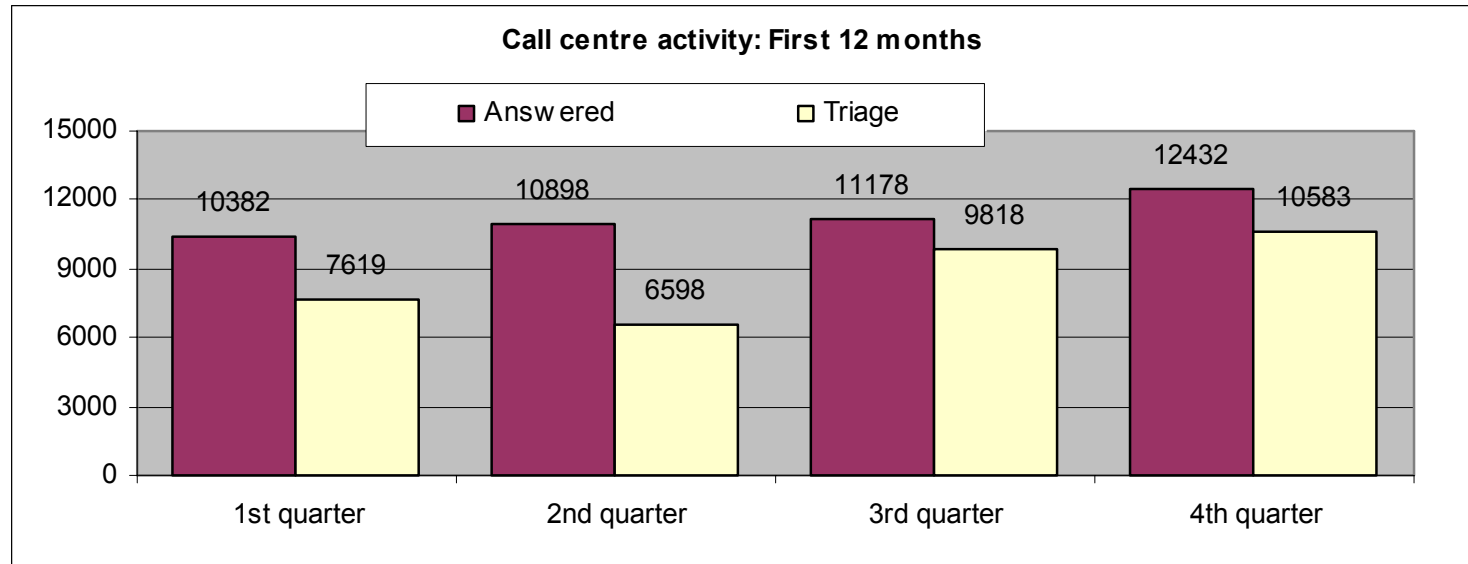
- Managed over 51000 calls since opening 12 months ago
- Fielded 2000 calls from aged care and other health professionals through a priority number
- Provides information and triage advice to callers
- Capacity five seats
- Staff currently 22 Registered Nurses



Call Centre Activity...

- Operates Hours
 - Mon-Fri 6pm to 8am the next day
 - Saturday 1pm to 8am the next day
 - Sunday/Pub.Holiday 8am till 8am the next day
- Supports 5 GP clinics located around Newcastle
- Provides an outcome for callers needing GP care in the after hours period through collaboration of 236 GP's participating in the service
- Co-ordinates home visit service
- Organises funded transport service for clinic appointments





Feedback...

96% had no difficulty accessing the service by telephone

97% were able to obtain an appointment within 3 hours of their request



Technology...

Zeacom QMaster – PC based telephony system. ETA messaging and call- back facility to allow the system to contact callers back

Electrodata - Call recording system for training and quality purposes

Clinical Solution Teleguides – CDSS software algorithms

Medtech 32 – appointment and patient management system



Age and sex of patients...

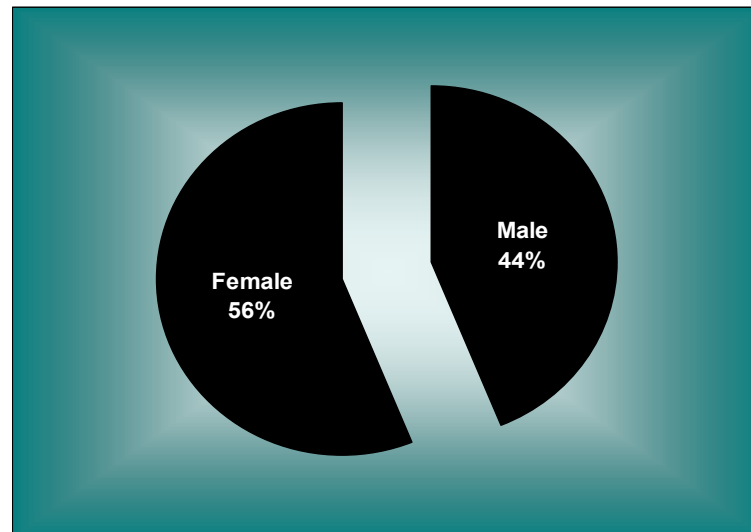
30% of patients under 5 years of age

46% of patient under 15 years of age

58% of patients under 25 years of age

81% of patients under 45 years of age

9% of patients **over** 65 years of age



Duration of problem ...

Weekdays

31% of patients 8 hours or less

64% of patients 24 hours or less

36% greater than 24 hours duration

Weekends

50% of patients 8 hours or less

77% of patients 24 hours or less

27% of patients over 24 hours



Relationship of patient to caller...

Mother	36%
Self	34%
Father	8%
No Relation	6 %
Wife	4%
Daughter	4%

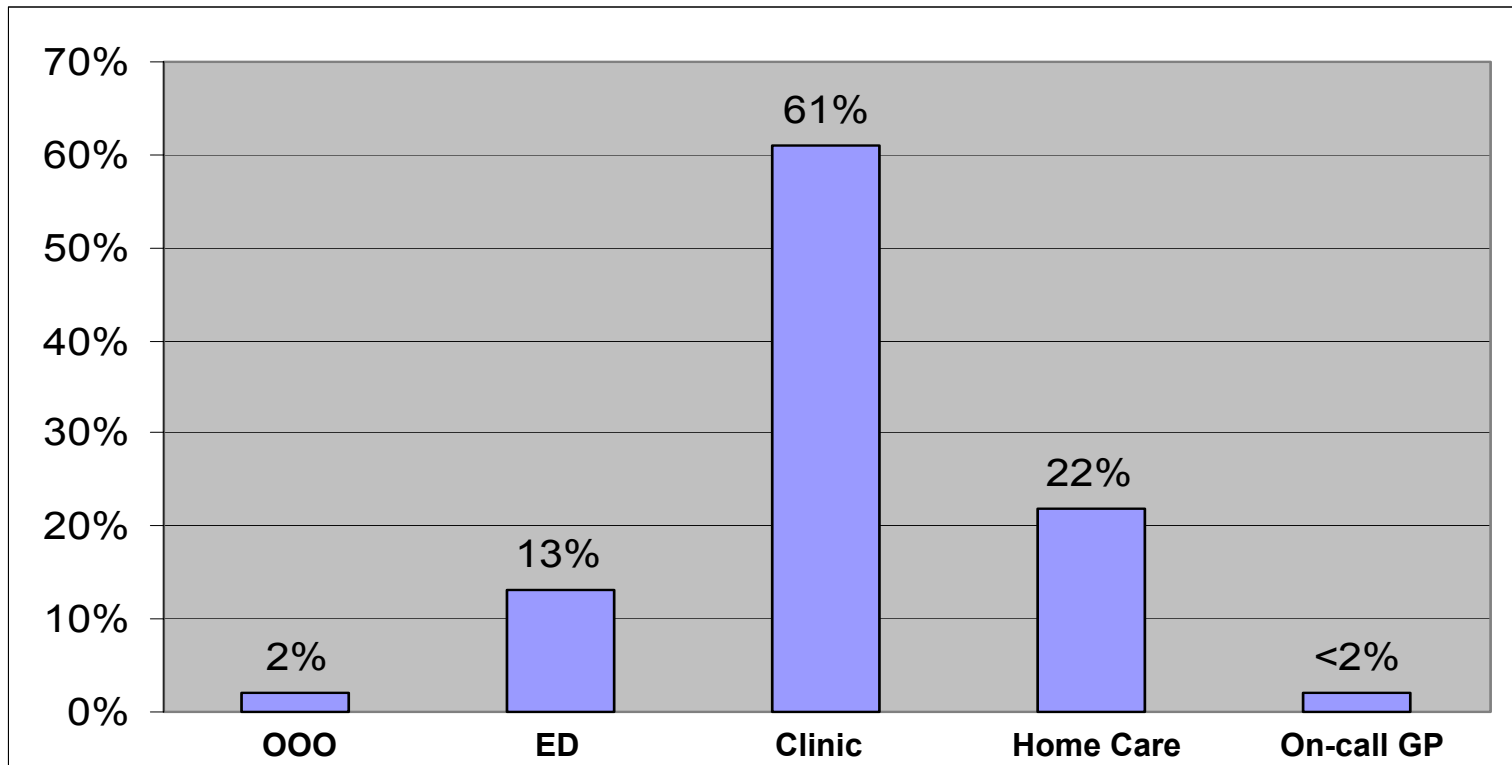


Most common algorithms...

Algorithm	Frequency
Abdominal Pain	1059
Vomiting	1000
Sore Throat	746
Fever, Infant (Age 0-1 year)	729
Earache	695
Cough	683
Fever, Toddler (Age 1-4	639
Headache	629
Rash	579
Earache, Child (Age 5-16	568
Back Pain	555
Chest Pain	522
Cough, Infant (Age 0-1 year)	520
Earache, Toddler (Age 1-4	497
Cough, Toddler (Age 1-4	461
Lumps	414
Eye, Red/Painful	402
Colds and Flu	375
Vomiting, Toddler (Age 1-4	375
Vomiting, Infant (Age 0-1 year)	368



Outcome recommended...



Survey of 1391 patients



What is our health call centre good at...

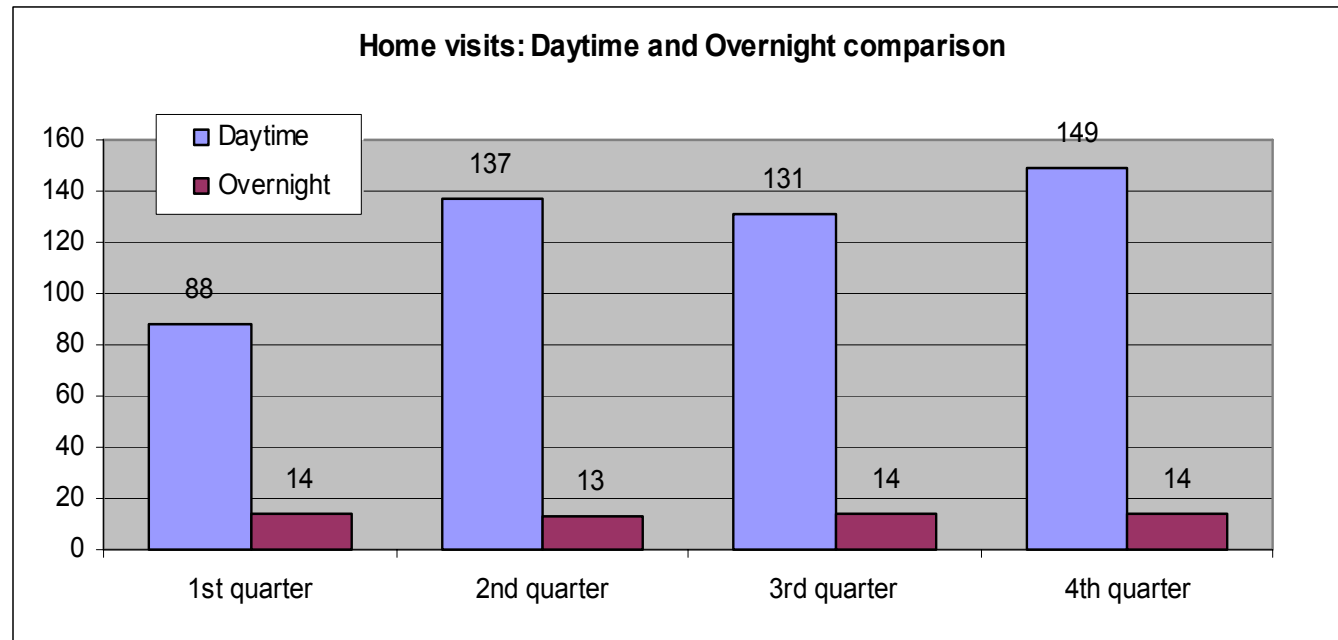
- Provides an advice service to the public on how best to manage their health problems in the after hours period
- Assists in maintaining quality of service provision (92% of patients seen within 30 minutes of appointment time)
- Acts as a filter to ensure the referral of patients to appropriate care based on clinical need
- Helps to ensure after hours care is available for more acute patients
- Educates and empowers patients on how to manage at home if clinically indicated
- Provides safe pre-triage for GP's (based on evidence-based algorithms, medical review and GP assessment of appropriateness, no serious issues in 5 years)



Reduces home visits...

Home visits represent only 1.5% of workload (inefficient and not the best environment for assessment or treatment)

Only 10% of all home visits are conducted in 'unsociable hours'

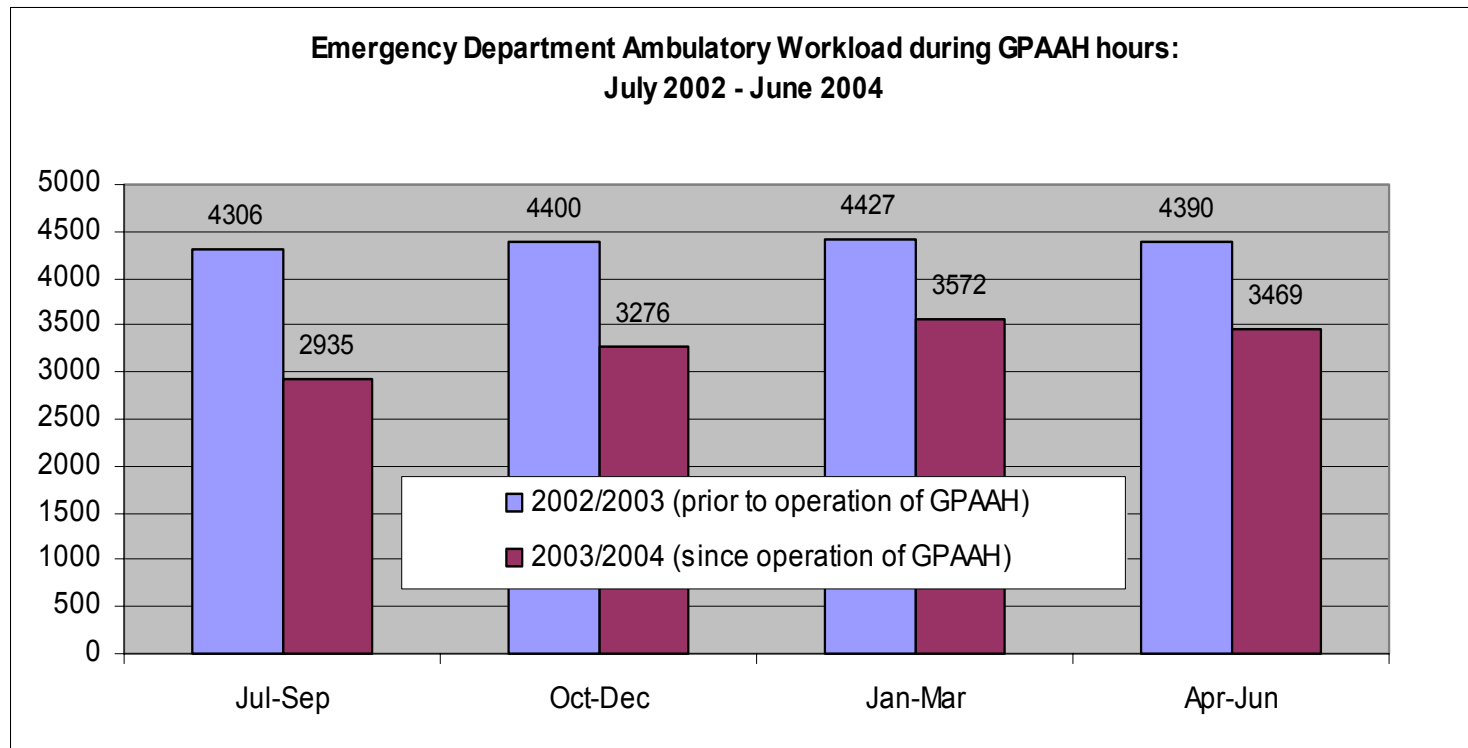


Total number of home visits in first year = 505

Population 500 000



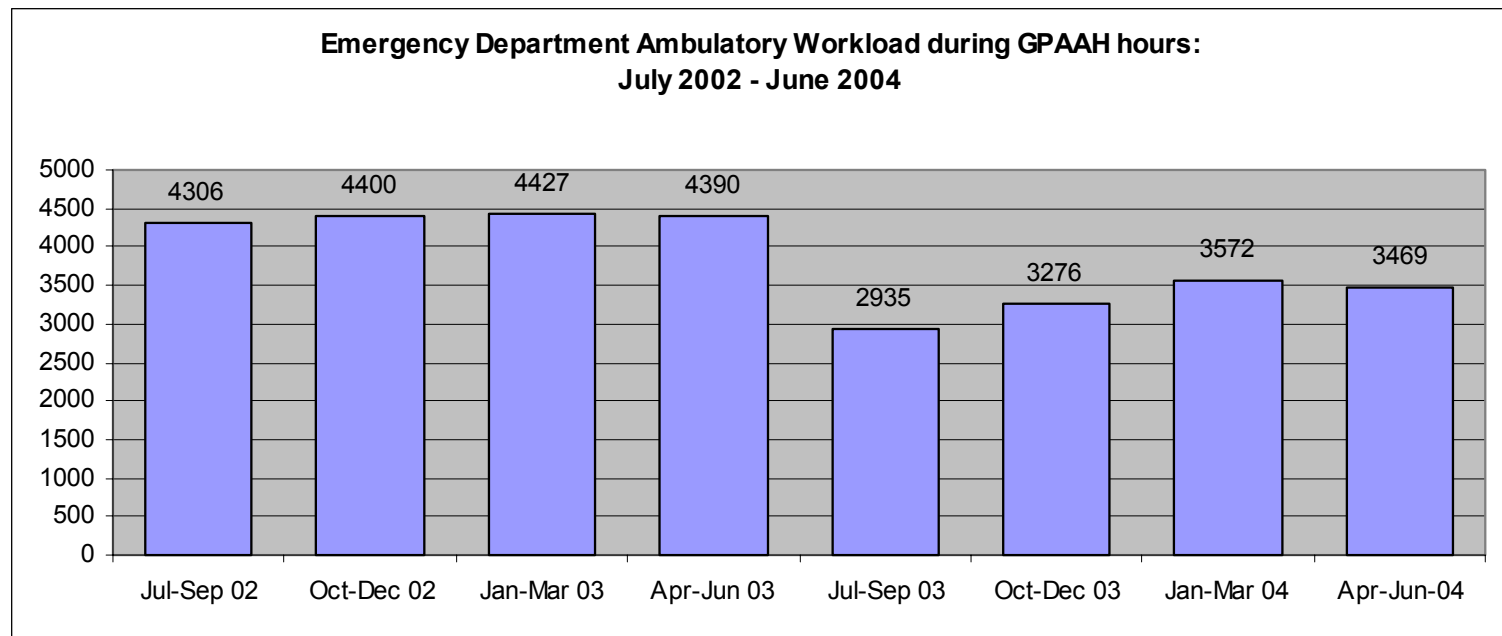
Impacts on ED ambulatory workload...



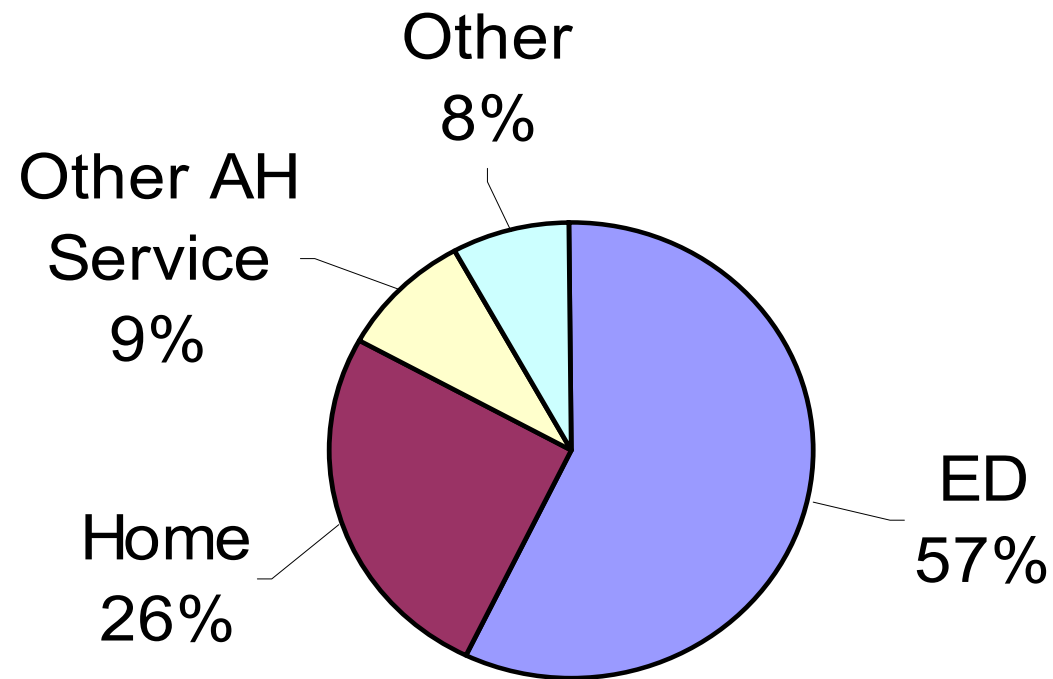
Average decrease is 24.37%



Before and after...



Where would they have gone...



Conclusion...

Centralised Call Centres ensure that:

The right patient...

In the right place...

Is seen at the right time...

