



Calvary

Mater Newcastle

VIP Program

Continuing the Mission of the Sisters of the Little Company of Mary

THE V.I.P. Program

Reducing presentations to hospital by
identifying & addressing the social
determinants of health.



Who is a **V**ery **I**ntensive **P**atient?

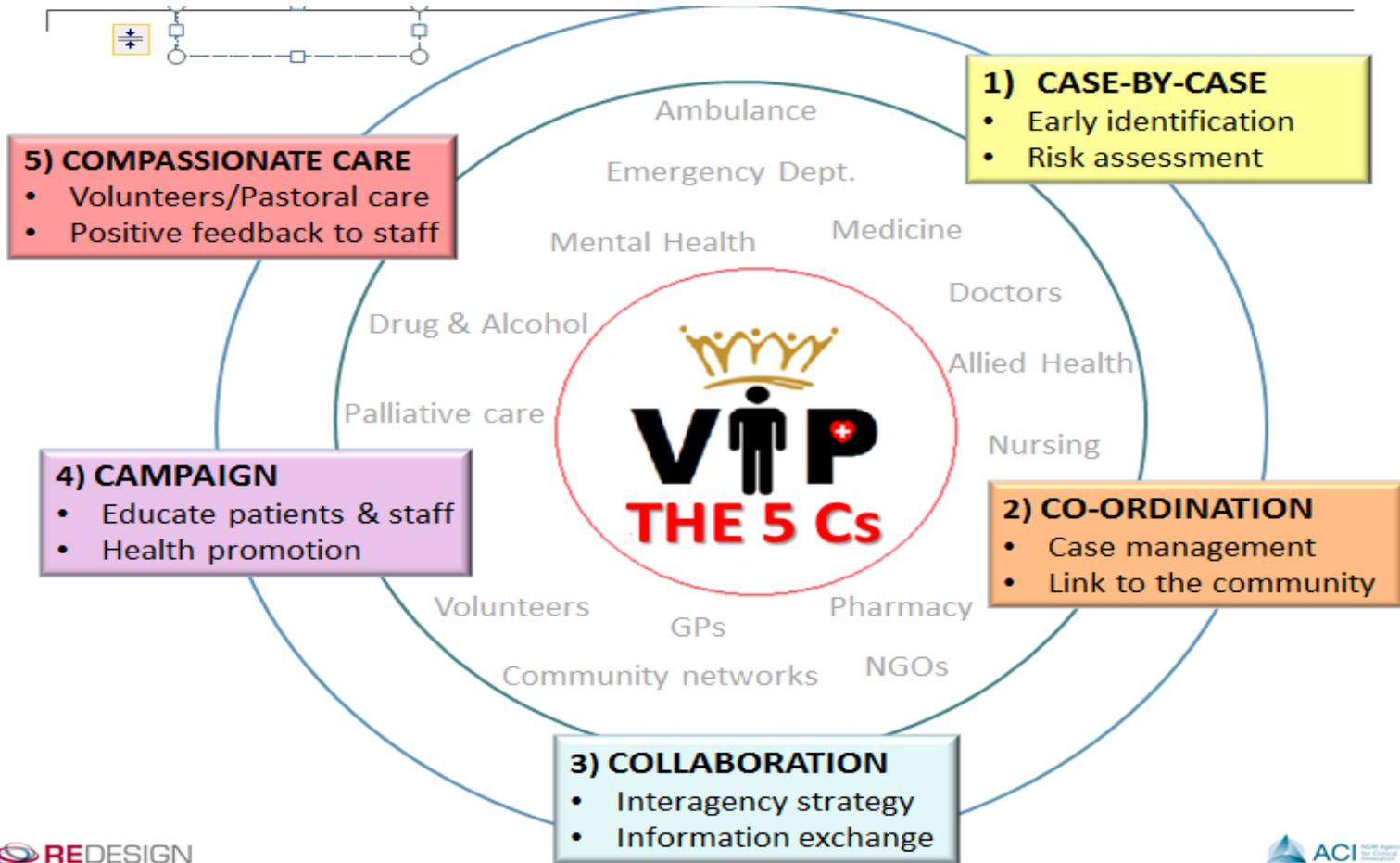


= Patient representing to ED ≥ 8 times in 12 months



= Patient readmitted to hospital ≥ 4 times in 12 months

VIP Model of Care

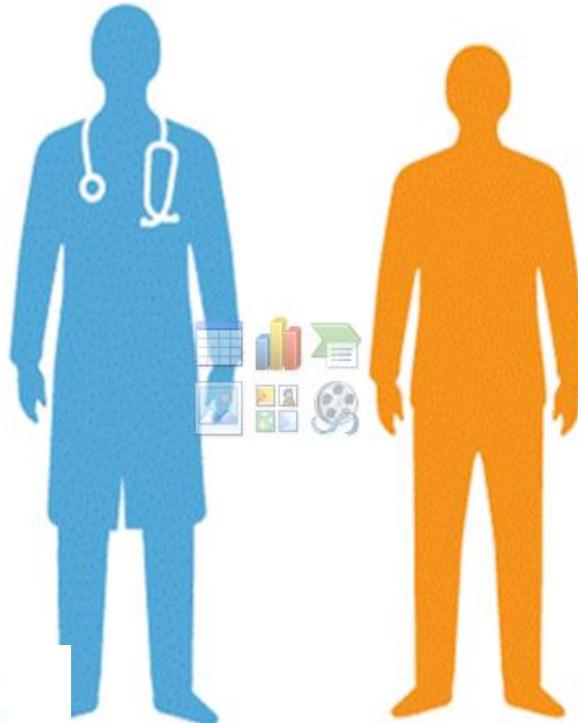


What is the problem? Staff / Patient Surveys & Interviews

back in the
hospital, again!

.... you groan and
moan when you
see their name ...

*Staff frustration
and fatigue*

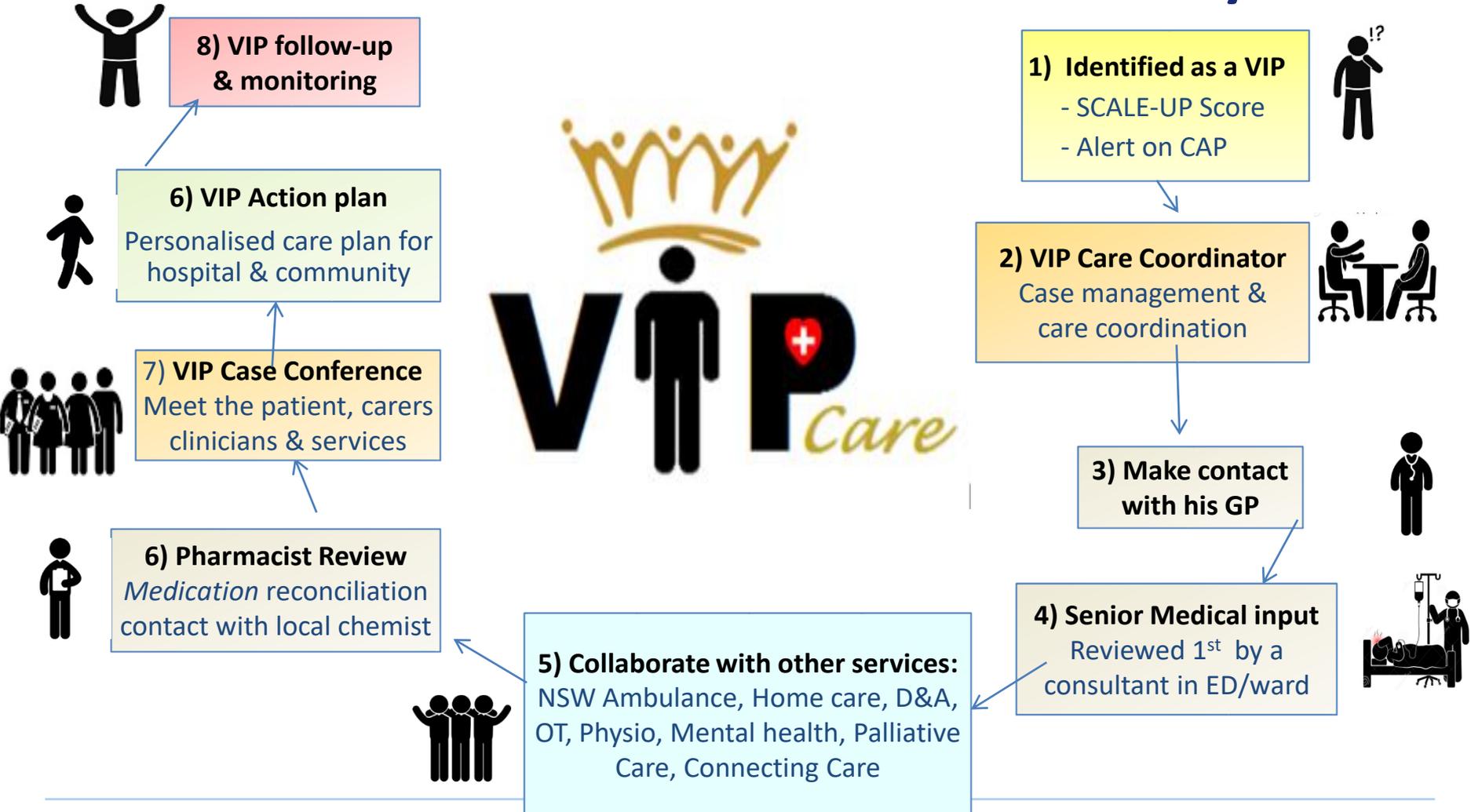


...no one
listens to
me..

... I don't get
all those big
fancy words...

..... I don't
understand a
lot of what they
tell me.....

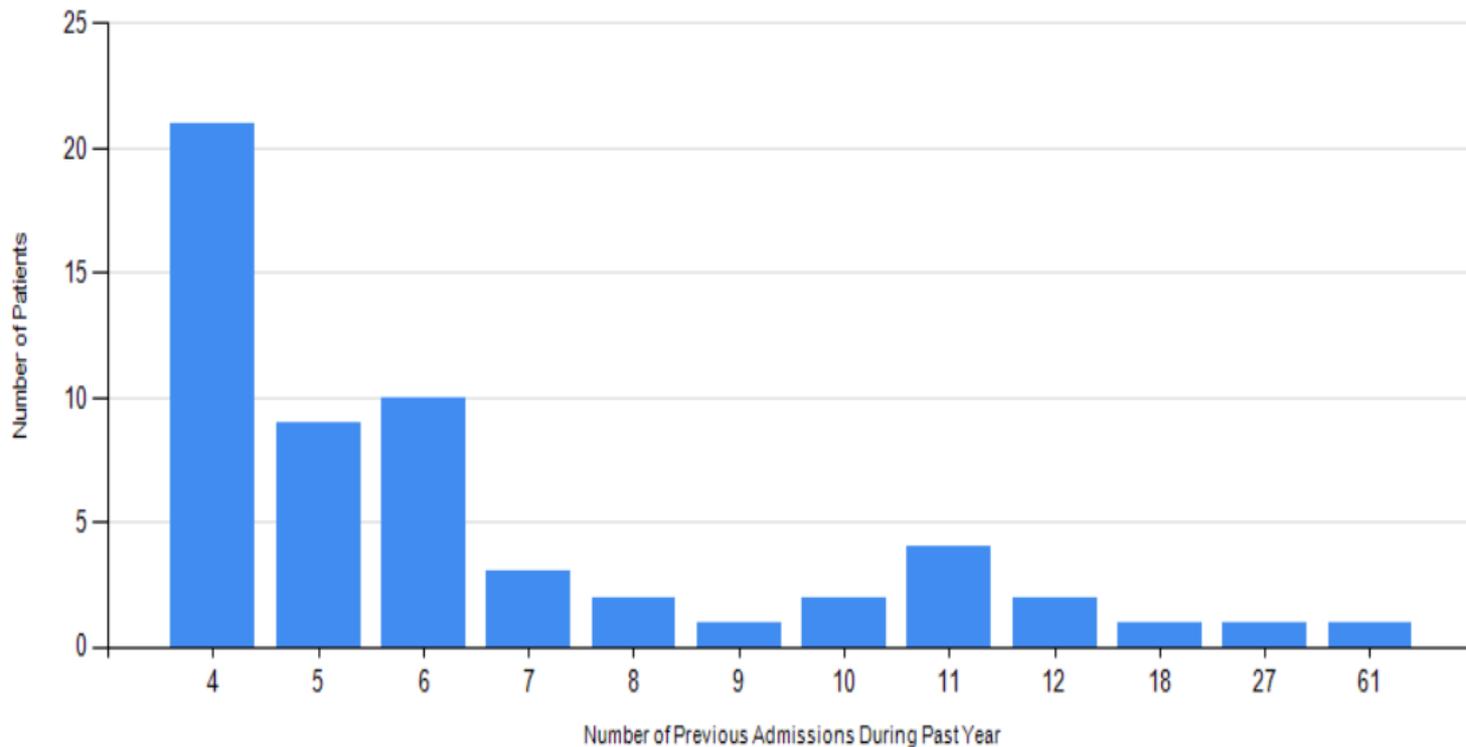
The NEW Patient Journey





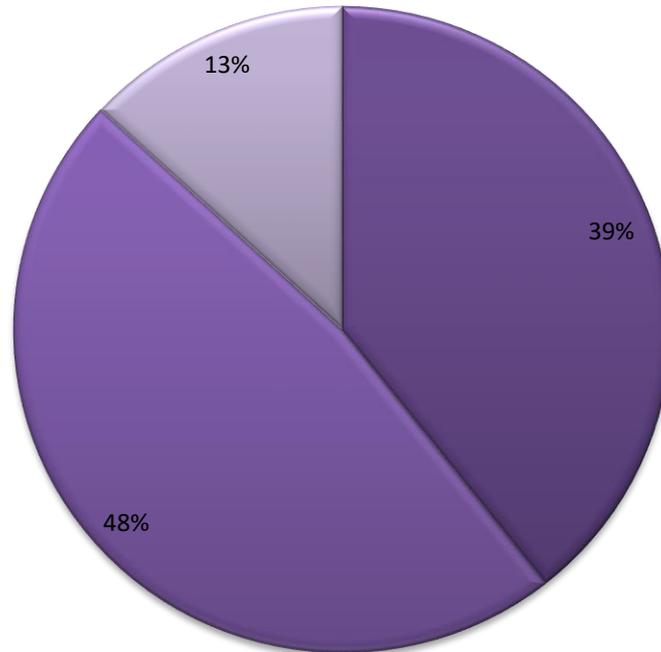
Patients Admitted from: 01/May/2018 to: 31/May/2018 with more than 4 prior admissions in the past year

Number of Previous Admissions in Past Year to Q211 - Calvary Mater Newcastle for Patients Admitted between 5/1/2018 and 5/31/2018

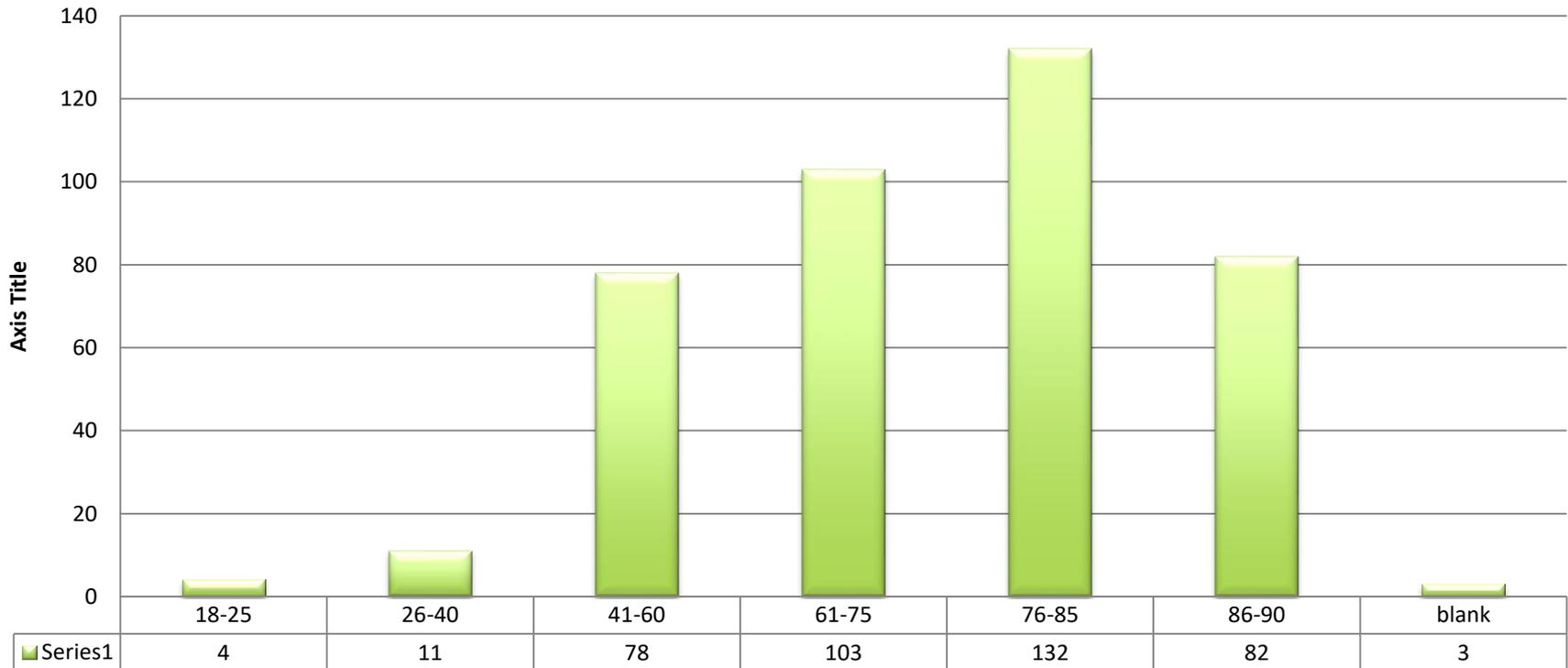


Gender 2016-18

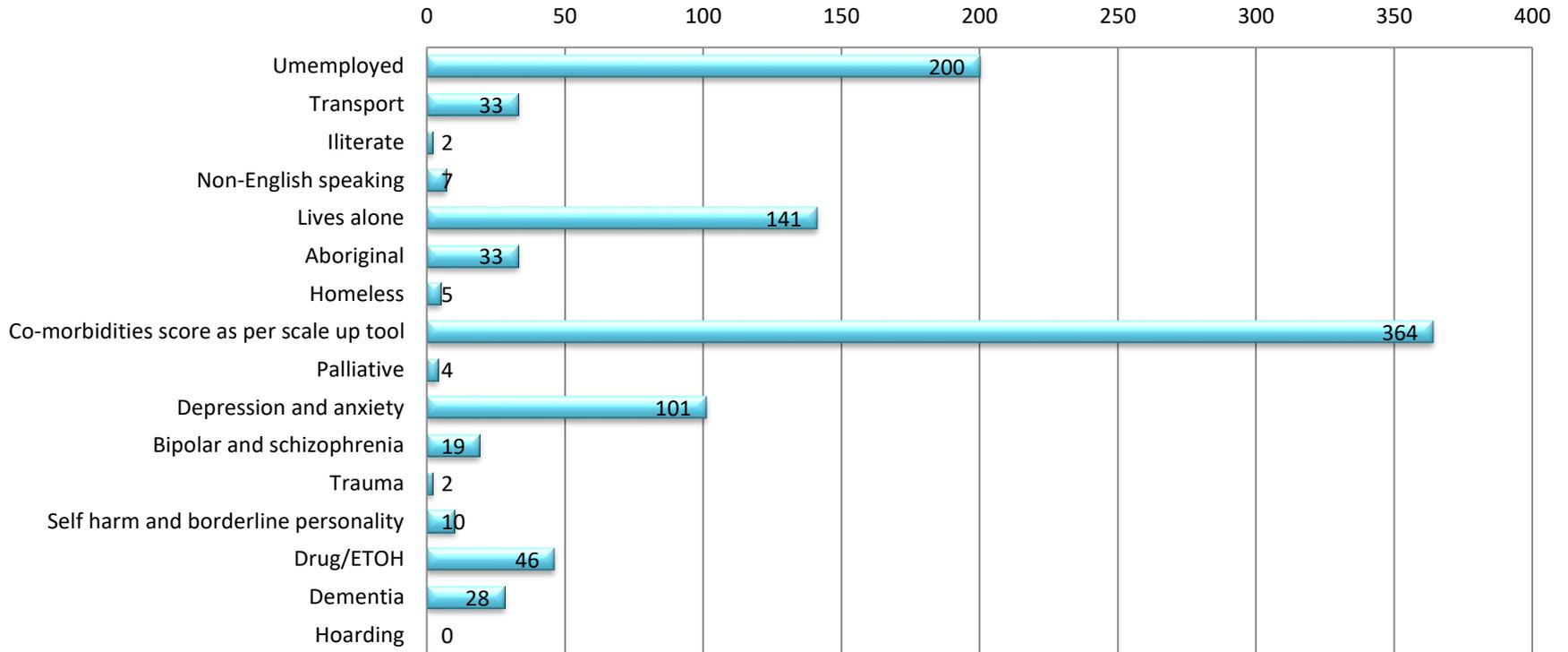
■ Female ■ male ■ blank



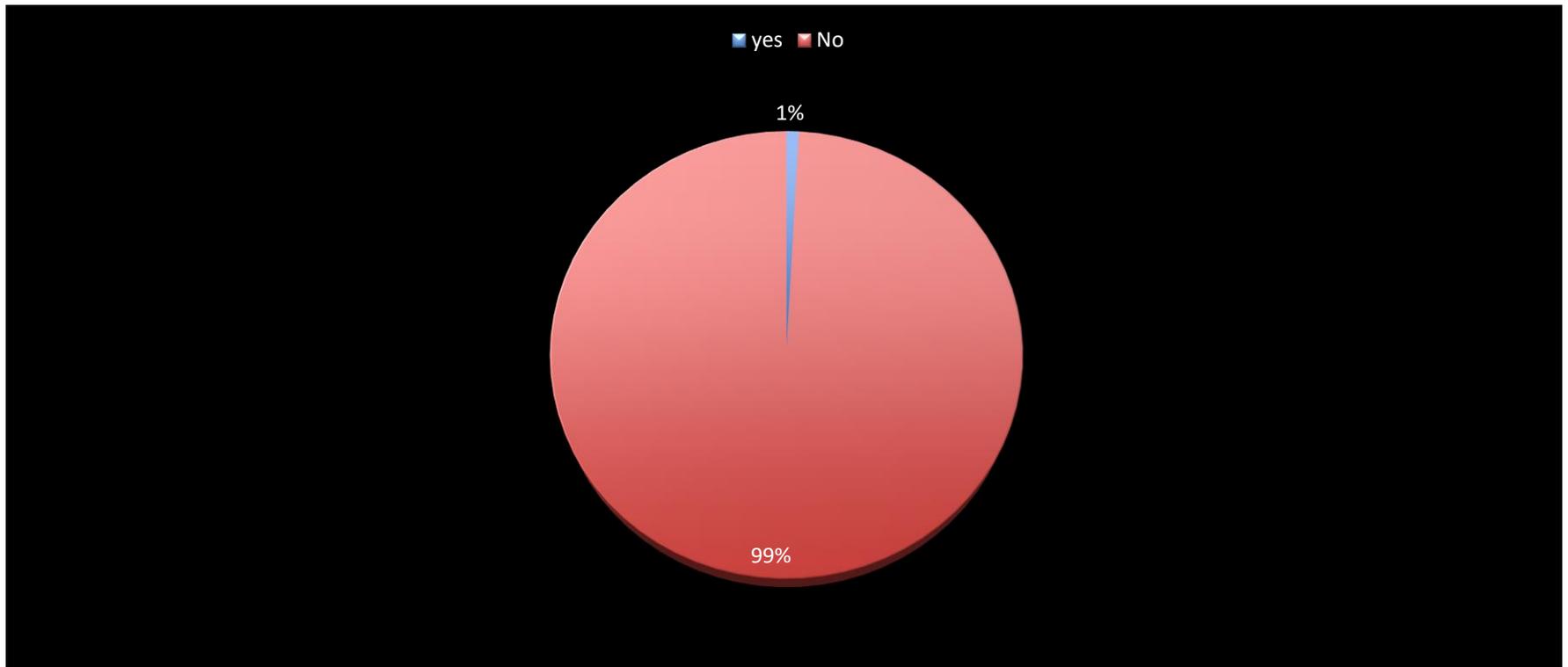
Age VIP's 2016-18



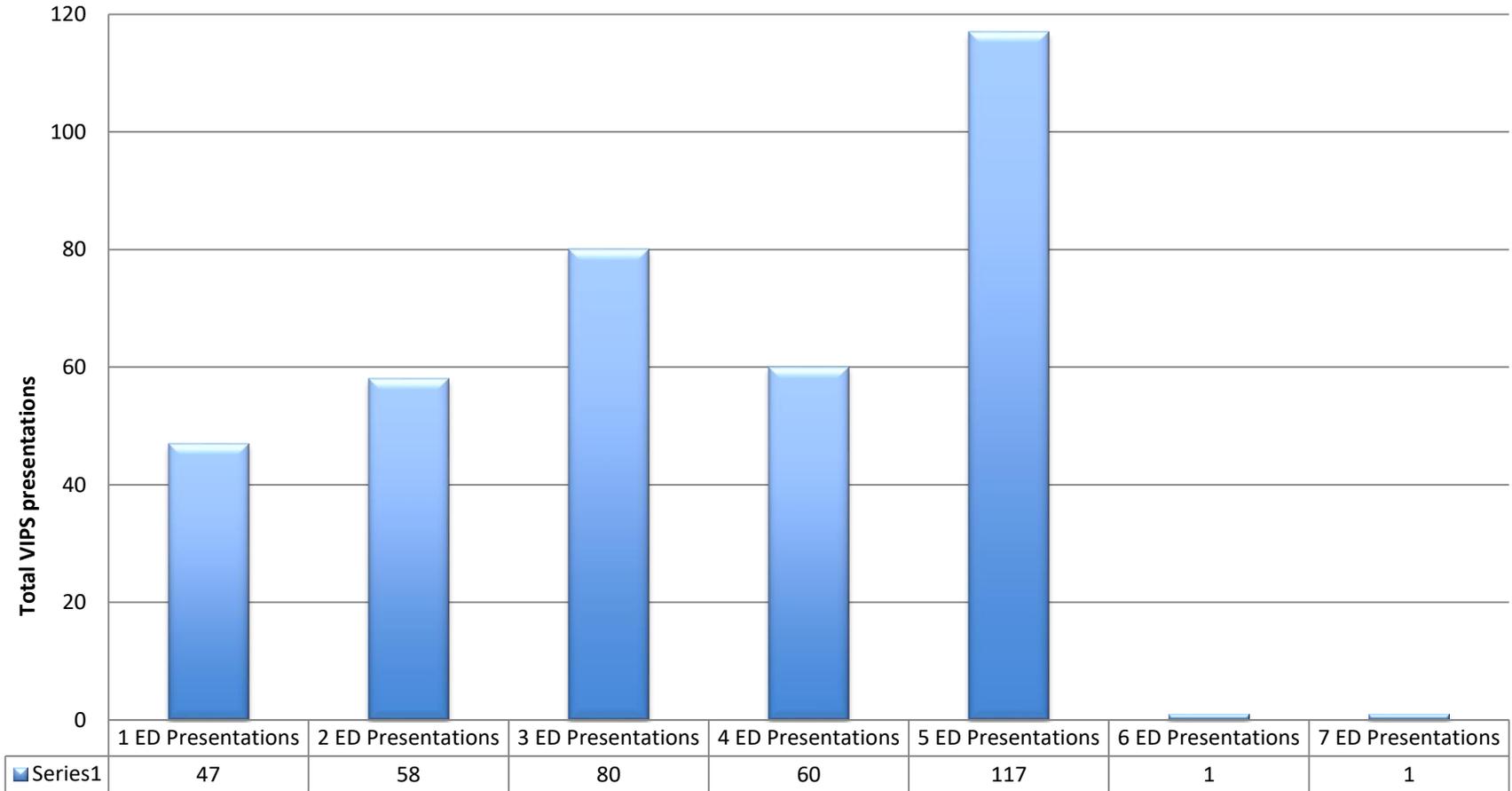
Scale up tool results 2016-18



Readmitted within 28 days 2016-18



ED presentations within 6 months 2016-18



Lessons Learnt

- The most important step are to identify VIPs and ask them what brought you back to hospital and what matters to you ?
- Engage the patient in goals of care that they identify as important to them.
- Work with medical teams around the patients goals of care verses goals of treatment .
- Assist the family and patient to engage with available social support networks and community services
- To sustain your program include the Executive on the journey
- For more information Contact: Sandra McKendry or Geraldine Hanlon
ph:43817

Acknowledgements and Thank you

- Roslyn Barker
- Maryann Ferreux
- Sarah Scudds
- Clinton Starrett
- NSW Ambulance
- Dianne Holmes
- Dr Michael Hayes and Medical Department at CMN