

Kids Connect 2007 – What happened??

A summary of activities 2007

Building partnerships between the RCH and community healthcare providers for safer and better quality paediatric healthcare.

1: Strategic Goal: **Partnerships to improve coordination**

To systematically develop the partnership between Royal Children's Hospital (RCH), primary care providers and representative organisations (such as Divisions of General Practice) to improve the coordination of primary and acute/sub-acute care.

Working with Divisions

1. More accurate data review to identify referral patterns for top referring Divisions of General practice.
2. Inauguration of urban Divisions of General Practice Advisory Group – membership and Terms of Reference defined, three meetings held.

GP and paediatrician representation

3. Submitted proposal and RCH agreement to rural/regional paediatrician engagement in PCL planning and improvements. Dr Mark Norden of Albury confirmed membership.
4. Convened GP focus group for OPD review (KPMG).

Communication via Divisions

5. Ongoing regular updates to GPs via weekly Division mail-outs and news updates via Kids Connect mailing list.
6. Publication and distribution of annual Kids Connect newsletter (2nd Edition).

RCH Commitment

7. Presented at RCH Management Forum
8. Submitted proposal extra EFT to support Kids Connect (no action)
9. 'Partnerships' a key RCH strategic goal 2007-2010

2: Strategic Goal: **Timely exchange of information**

To develop and maintain systems for the timely exchange of clinical information, supporting safer transitions of care between primary care and RCH.

Get a GP:

1. Regular updates via Kids Health Info mailing list to have a family doctor.
2. Kids health info factsheet widely promoted on website and mailing list
3. Dedicated Find a GP webpage maintained and promoted.
4. 'Family doctor' posters around hospital and distributed statewide on request.
5. Update in Kids Talk 'Get a GP' (Feb)
6. ~350+ posters sent on request around Victoria+ and 15,000 cards.

GP details

7. Active promotion of Human Services Directory GP database to consumers, RCH and GPs to keep up-to-date and in use.
8. Problem solving ED use of GP database (Nov-Dec)

Notification key events

9. Continued advocacy for auto-notification patient admission, receipt of and booking of OPD apts.
10. Second field request and advocacy – usual and referring doctor (not yet resolved)

Discharge summaries

11. Feb Lonely Planet prizes to 2006 medical staff
12. CRMO updates 2-monthly via Chief Resident (Sarah Nunan)
13. Tracking of summary data - sent out in April and November
14. November re-run of competition to complete summaries
15. Discharge summaries – quality and timeliness – in new JRMO orientation pack.
16. Standardised information on communication with GPs across RCH sources – Kids Connect website, Policies and procedures, Casemix webpage.
17. Repeat annual one-month Discharge Summary survey

OPD information sharing

18. RCH Pathology referral form converted to online and available to GPs on request of GP.

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Communication / support / access

19. Management of ~ 7 GP/paediatrician complaints - response and management process set up on Riskman. Complaints mainly about timeliness of communication and summaries being sent to wrong GP. Followed up with departments and HIS as appropriate.
20. Community queries/calls to Kids Connect increased from ~1 per month to ~ 1 per two days.
21. Participation in OPD review – ongoing.
22. Participation in DHS workshops Cerner/HealthSmart updates, GPV GP Liaison

Website

23. Kids Connect and Kids Health Info websites on CLARA discharge summary templates (facilitated by CQS registrar Zornitza Stark).
24. Links from CPG and Hospital Guidelines website.
25. Kids Connect website maintained and updated
26. 15,000 business cards printed and distributed around RCH, sent with discharge summaries etc – for GPs (online resource) for parents 'Find a GP' and Kids Health Info.

3: Strategic Goal: Professional development for General Practice

To facilitate provision of professional development opportunities in General Practice to build capacity to manage paediatrics in the community.

1. 17 RCH speakers volunteered to speak at GPCE conference. Two selected (Colin Robertson and Nigel Curtis).
2. Met with Michael Marks (on his request) – review RCH Annual GP update
3. Met with MM and RACGP Education – initial talks
4. Discussions with Frank Oberklaid and CCCH collaboration for GP education and update of APR.
5. Maria 2 x teaching Monash medical students good hospital-GP communication.

4: Strategic Goal: Reducing need for acute care

To participate in the development and maintenance of health service programs/services that involve GPs in preventing the need for acute care.

Access to resources

1. 'Paediatrics' sections added to four Division websites including links to Kids Connect, guidelines, referral forms, KHI. (NEVDGP, Eastern Ranges, Border, Central West Gippsland) and guidelines sent to practice nurses.
2. Guidelines centerfold of Northern Division of General practice newsletter (April).
3. List online of OPD clinics (no details included)
4. Booth at GPCE (1,800 GPs) to promote RCH pre-referral guidelines, referral form and OPD triaging process and other resources available for general practice.

Pre-referral guidelines

5. Surgery, dermatology, Allergy (still pending)

Discharge planning

6. Participation in discharge planning committee – advocacy for role of GP
7. Explored opportunity study patient outcomes with better GP engagement.

Kids Health Info

1. Co-author of published paper in JPCH – result of AMS student thesis in the ED identified
2. Co-author Letter to the Editor published in JPCH – results of KHI consumer survey
3. Finalist Victorian Public Healthcare Awards
4. Melbourne's Child free advertising KHI posters/website – adverts made by ERC.
5. ~10-15 new or revised factsheets per month.
6. Submission made for 0.6-1.0 FTE to expand KHI to coordinate and standardise quality of all RCH consumer information (no action pending CQS review).