



Keeping an eye on our most vulnerable patients at home

MonashWatch



The Department of Health and Human Services (DHHS) is working in partnership with Monash Health to trial a new approach aimed at reducing avoidable hospitalisation.

Monash Health is using this opportunity to pilot a new service known as MonashWatch for 400 patients residing in Dandenong, Doveton and Noble Park, commencing December 2016. Patients must opt in and the service is free.

A small MonashWatch team located in Dandenong will telephone enrolled patients two to five times a week and ask a simple set of self-rated health questions. A decision support application developed by Professor Carmel Martin, a practising Brisbane GP, is used to alert of health decline and trigger follow up¹.

MonashWatch Health Coaches (nursing or allied health clinicians) will respond to alerts and help as needed during business hours. MonashWatch staff will ensure that the patient's GP remains the conductor of care in the community.

How does a patient get into MonashWatch?

Persons at risk are identified by Monash Health using the DHHS HealthLinks: Chronic Care computer search algorithm². A recent admission to hospital will trigger an offer of the MonashWatch service to the patient. Referrals are not required or taken. Patients who agree to participate will be referred to as MonashWatch VIPs. Patients participating in an alternative monitoring service will not be offered MonashWatch.

What are the benefits to patients and their carers?

Patients or their carer(s) will receive regular friendly phone calls from their personal Tele-Care Guide. If help is needed their MonashWatch Health Coach will provide assistance ranging from transport to their GP to arranging a hospital service or admission. Patients will be instructed to use the ambulance service or their GP as usual for urgent and emergency events.

What percentage of admissions are avoidable in this high risk group?

Evidence suggests that avoidable hospitalisation rates range from 10 to 30% in this cohort. The remaining admissions are of value but in some cases, early detection and admission is desirable.

Will this interfere with the GPs role & decision making?

No. MonashWatch Health Coaches will, with the patient's consent, act as eyes and ears for the patient's GP and other doctor(s), filling the monitoring gap between GP visits and hospital visits. MonashWatch will notify the GP if their patient is enrolled.

Will this increase GP workload?

We think the opposite effect is likely. MonashWatch will provide a simplified bridge to Monash Health services for the GP and will help encourage patients to follow the care plan set by their doctor(s).

Like to know more?

See examples over the page, scan the QR code or visit www.monashhealth.org/page/monashwatch



¹ Martin CM, Vogel C, Grady D, Zarabzadeh A, Hederman L, Kellett J, et al. Implementation of complex adaptive chronic care: the Patient Journey Record system (PaJR). *Journal of evaluation in clinical practice*. 2012;18(6):1226-34.

² At risk patients have been identified with a DHHS developed state-wide multiple hospitalisation risk algorithm using hospital mandatory administrative data sets.

1% of patients use

20% of hospital resources

up to 30% of hospital admissions are potentially avoidable



MonashWatch self-rated health monitoring & support EXAMPLE TIMELINE

Patient becomes a MonashWatch VIP

Induction to MonashWatch by personal MonashWatch Tele-Care Guide & Health Coach



2 – 5 phone calls per week

At the agreed frequency, the patient's Tele-Care Guide calls to do a self-rated health check.

TELE-CARE GUIDE

Hi Maria, how are you feeling today?

Hello Julia. I'm feeling OK.

PATIENT

Alert of declining health System triggers a follow up by MonashWatch Health Coach



Early home intervention

The MonashWatch Health Coach visits at home and organises help as needed, possibly preventing a hospital visit. Health Coaches will ensure the GP remains the conductor of care.

HEALTH COACH

GP

PATIENT

Emergency admission MonashWatch auto detects hospital admission



Notification of hospital visit

MonashWatch Health Coach is notified and assists inpatient team with information and discharge planning.

Rate of calls increased Post hospital visit with agreement from patient



Ongoing support

While this timeline is one example, a MonashWatch Health Coach provides support in many other ways. From home visits, helping to arrange medication from the chemist, to just being there if the patient is feeling overwhelmed.



Ongoing patient self-rated health phone calls

Are you feeling better today?

MonashWatch works to help patients at home stay well and out of hospital. Patients make their own choices and their GP remains the conductor of their care.