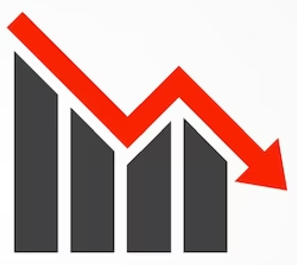
Community Older Persons Intervention & Liaison Outreach Team - COPILOT

A Clinical Redesign Project

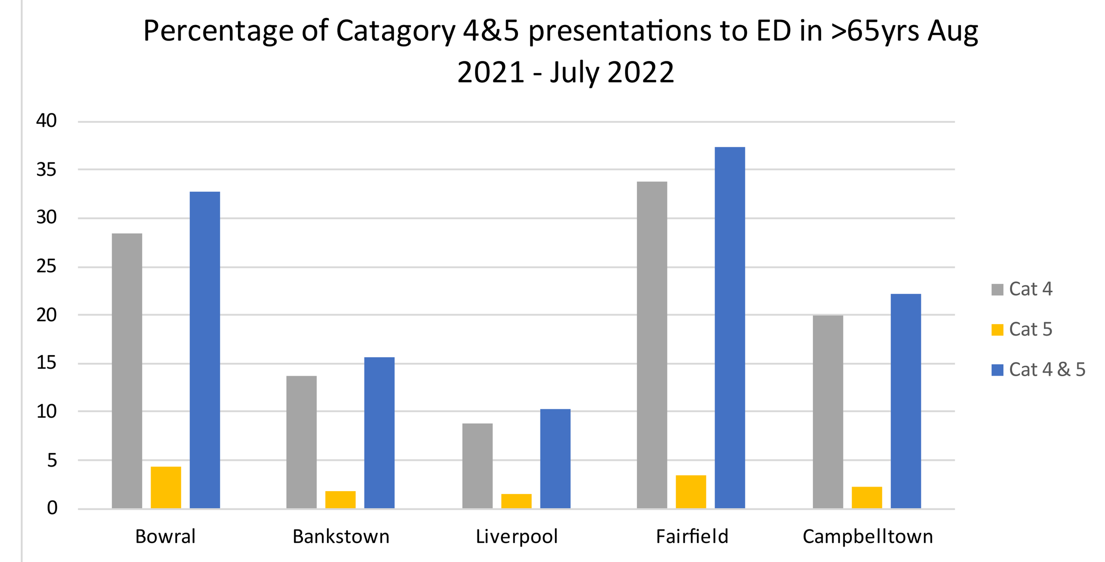
Briony Chasle & Rekha Khatri - South West Sydney Local Health District

Briony.Chasel@health.nsw.gov.au & Rekha.Khatri@health.nsw.gov.au

Goal



To reduce low acuity ED presentations in older people aged ≥65 years across SWSLHD



Our aging population ≥65 years across SWSLHD

22% of all ED presentations

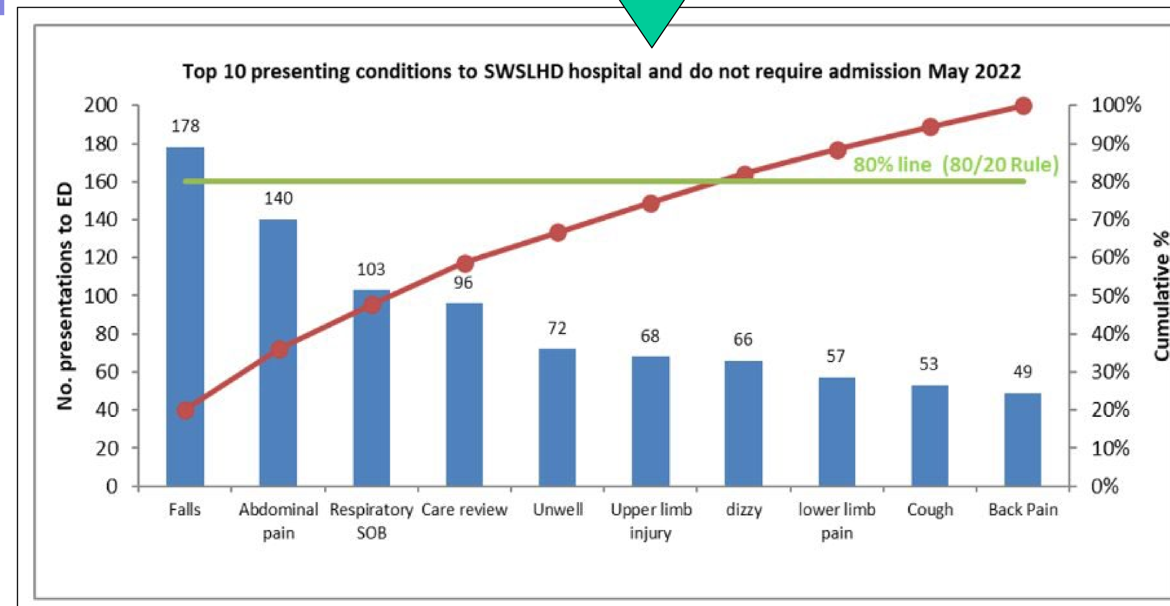
74% population growth >65yrs by 2031

Average length of stay in aged care **11 days**

40% of all admissions

15hrs Average length of time spend in ED

Each month approximately **1900** ED presentations in people ≥65 years do not require admission.



Methodology

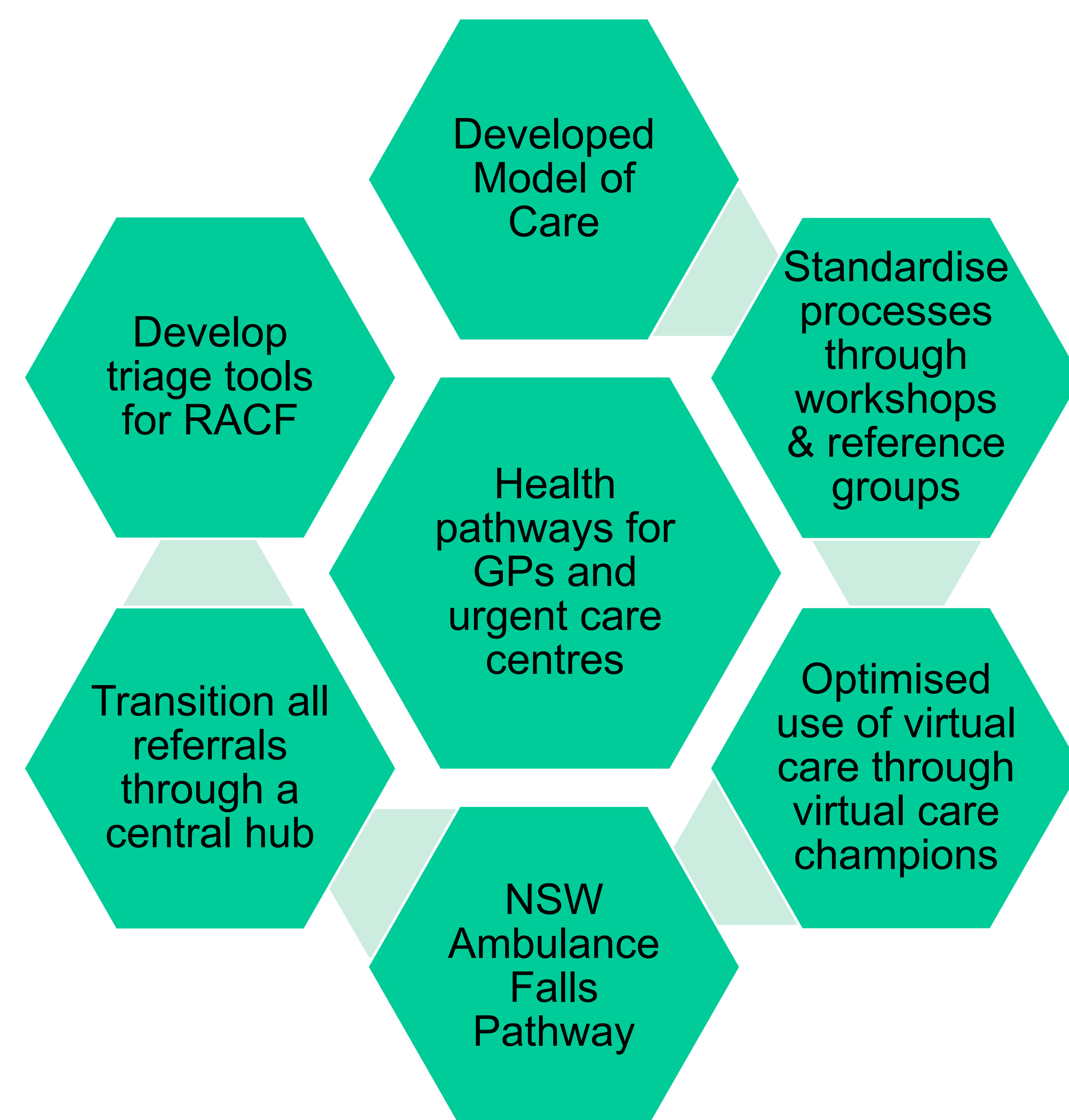
1. Quantitative data and analysis
2. Process mapping of RACF outreach service
3. Fishbone diagram & Root cause analysis
4. Patient Journey
5. Cost benefit and analysis
6. GP consultation
7. Staff consultation
8. Consumer consultation
9. Patient record audits
10. Benchmarking

Key Issues identified

1. No urgent care service for community dwelling older people
2. Multiple different processes across the RACF outreach services causing inequity
3. Poor care coordination between primary and acute health.
4. Multiple different referral options.

To establish an integrated multidisciplinary community service 4 changes were required.

1. Establish an urgent care service for community dwelling older people
2. Standardise the RACF outreach service
3. Transition the RACF outreach service under primary & Community Health
4. Central intake for all outreach services.



Results January - June 2024

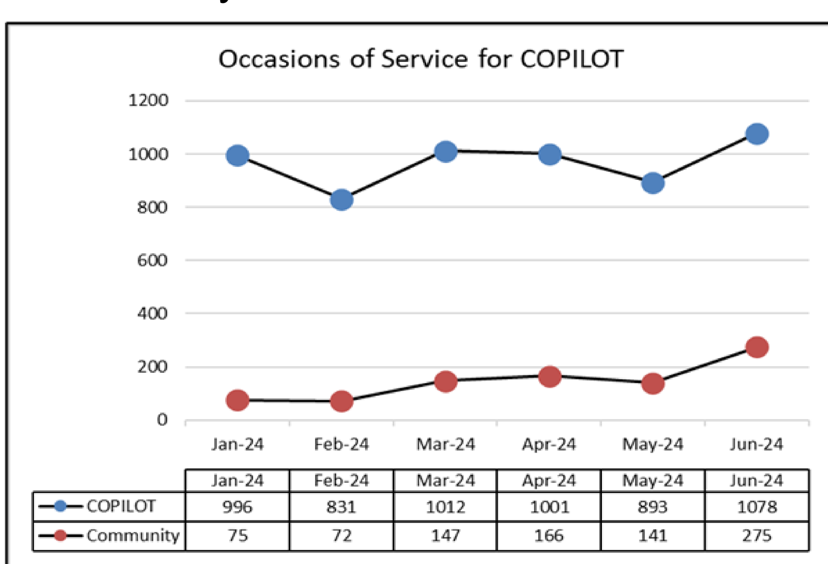
COPILOT (RACF & Community) Activity

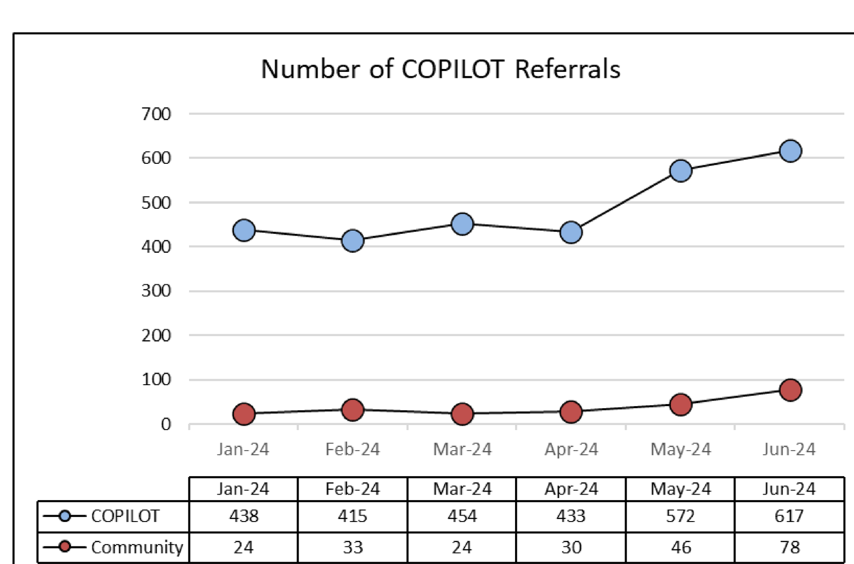
- **2929 referrals** received between Jan-June 2024
- **5811 OOS** between Jan-June 2024

New COPILOT Community Arm

Time to contact clients from referral:

	KPI	Average
Priority 1	4 hrs	1.8 hours
Priority 2	24 hrs	14.3 hours
Priority 3	72 hrs	15.1 hours





2377 Avoided ED presentations

235 Avoided hospital admissions leading to **3384** saved bed days by the new community arm of COPILOT

SWSLHD Estimated cost savings

$ 4,918,916 cost saving avoided ED presentations

$ 1,545,307 cost savings from avoided admissions (new community service arm only) after removing total service costs

Experience of Carers and Patients

(My Experience. Matters survey)

100% reported they

- "felt involved in decisions"
- "Information was explained so they could understand"
- were "treated with respect and dignity"
- "had confidence and trust in the COPILOT clinicians"

Clients and Carers Feedback

I wish this service was around when my father was alive. This service is very needed and myself and mother were very happy with this service. This needs to stay as a service helps a lot and the staff were lovely.

The staff were so informative and very caring. Highly recommend

I found it great how quickly the service from COPILOT was implemented for my grandma until we were able to sort out other services

I felt safe after speaking with her (COPILOT clinician)

Client receiving care from COPILOT in the comfort of their own home

Health
NSW Government
South Western Sydney Local Health District
Leading Care, Healthier Communities