Background
Home Enteral Nutrition (HEN) is the delivery of nutritional support either orally or by tube into the gastrointestinal tract in the home setting. Patients requiring nutritional support at home face a number of issues including:

1. There is an increasing demand for HEN services
   • 10,000 HEN patients per year
   • 450 new patients per month
   • Current growth: 20% per year
   • Costs: ~$15.5 million/year

2. Inequitable access to clinical care
   • Orphan therapy – no one health professional is responsible for HEN, multiplicity of contacts
   • Few community-based services
   • 25% of HEN patients receive no follow-up for HEN
   • 15% of HEN patients house/bed bound
   • 1 in 4 tube fed patients present to emergency each year

3. Inequitable access to formula, consumables & equipment
   • For 85% of patients, HEN costs are in addition to food
   • Limited product range and availability in rural areas
   • Single use only consumables are expensive (low cost but high volume)
   • Long waiting times for equipment and ineligibility through equipment loan schemes.

What we did
1. Developed an active clinical network
   • ~250 health professionals
   • ~100 healthcare facilities across metro and rural NSW

2. Involved Consumers

3. Ongoing consultation with key stakeholders:
   Patients, NSW healthcare facilities, health professionals, non-government organisations, commercial companies, NSW Government agencies.

Outcomes

Proposed integration of nutrition services in community care teams to assist in the management of conditions where diet, lifestyle and nutritional status are important such as diabetes, overweight/obesity, heart disease, respiratory disease, kidney disease, falls prevention, malnutrition in the elderly, pressure ulcers and wound care.

Permanent HEN Network established under GMCT.

NSW HEN Register established to monitor trends in HEN.

HEN contract and co-payment model
Patients are able to purchase:
• Complete range of formula and equipment
• One price across NSW
• Delivered to door across NSW
• 50% saving from retail costs
• Proposed co-payment model for most disadvantaged
• Free loan pumps negotiated with companies.

Lessons learnt

Benefits of a Clinical Network
Providing HEN services in NSW involves many stakeholders including government and non-government organisations, health professionals in both acute and community care, patients and commercial suppliers.

The advantages of a Clinical Network include:
• Patient focus, including consumers and carers
• Multidisciplinary and inclusive (horizontal not vertical)
• Combined voice and effort to achieve goals that single groups would otherwise be unable to achieve
• Avoids duplication of effort and develops consensus
• Promotes sharing of information and resources
• Outcome driven in specific areas of practice
• Enhances relationships across professional, organisational and geographical boundaries
• Promotes professional satisfaction and achievement.