What is the purpose of the NSW Medical Assessment Unit (MAU) Model of Care?

The NSW MAU Model of Care was developed for Local Health Districts and Specialty Health Networks (LHD/SHNs) and individual MAU teams to use as a platform for best practice of the management of patients with complex, chronic and undifferentiated presentations.

The key objectives of the NSW MAU Model of Care are to ensure that MAUs in NSW are optimally configured to:

1. Provide people are with access to rapid hospital care
2. Provide people with access to rapid assessment, faster diagnosis and earlier treatment within 48 hours – measured as average length of stay in the MAU.
3. Ensure people who require further inpatient care are provided with an ongoing clinical management plan
4. Ensure that patients are provided with safe and effective care – measured as readmission rates.
5. Improve the coordination of care within the hospital and across the hospital-community interface

What benefits will the NSW MAU Model of Care produce?

Demonstrated international evidence exists for a MAU co-located with the emergency department (ED) with a model of care under general medicine that includes:

- a significant reduction in inpatient mortality (between 0.6%-5.6%)
- a significant reduction in the length of stay (between 1.5 and 2.5 days)
- a significant reduction in waiting times for patient transfer from EDs to medical beds (up to 30%)
- no increase in 30-day readmission rates following unit commencement
- improvements in patient and staff satisfaction with care.

It is also proposed that the NSW MAU Model of Care can deliver additional benefits such as:

- improved population health outcomes through a more coordinated management of comorbidities
- an improvement in community capability to care for patients
- an improved patient experience through a dedicated interdisciplinary and more integrated approach to providing patient care
- health system efficiencies and lower costs through a reduction in undifferentiated, complex, non-critical medical patients presenting to the ED by providing direct referral to the MAU

How will the model be implemented?

Individual MAUs have been invited to complete the Self-Assessment. A summary report will be generated outlining recommended areas of need. This report should be used by each MAU to prioritise gaps to be addressed in patient care. Once LHD/SHN priorities have been identified, the ACI is available to work together with individual LHD/SHNs to develop an implementation plan.

The ACI Manager, Acute Care is available to provide advice, discussion and support for teams completing the self-assessment. If possible, all competed self-assessments should be returned to the ACI to provide the basis for review, evaluation and improvements to the Self-Assessment Tool. Additionally, this information can inform state-wide approaches to solutions that may be benefit all MAUs.

Where can I find more information?


Who do I contact for more information?

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