



NSW Ambulance

excellence in care

Improving Patient Outcomes

Frequent Users of NSW Ambulance

Paul Wildin – Frequent User Program Manager



Frequent User Program

Definition: ≥ 10 Emergency Ambulance uses in the last six months.

Any patient regardless of presenting problem.

Delivered a Case management intervention to high end frequent users.



PREVALANCE

On average 550 patients in any 6 month period.

Range of uses per patient: $\geq 10 - 337$ in a six month period.

0.18% of all Ambulance patients.

2.53% of all Ambulance uses.



IMPACT ON SERVICES

On average 8200 Ambulance uses in any 6 month period.

Last 6 months - 10,216 hours responding to Frequent Users.

78% of uses result in transport to an ED.

Sydney Metro - Repeat presentations across multiple ED's.



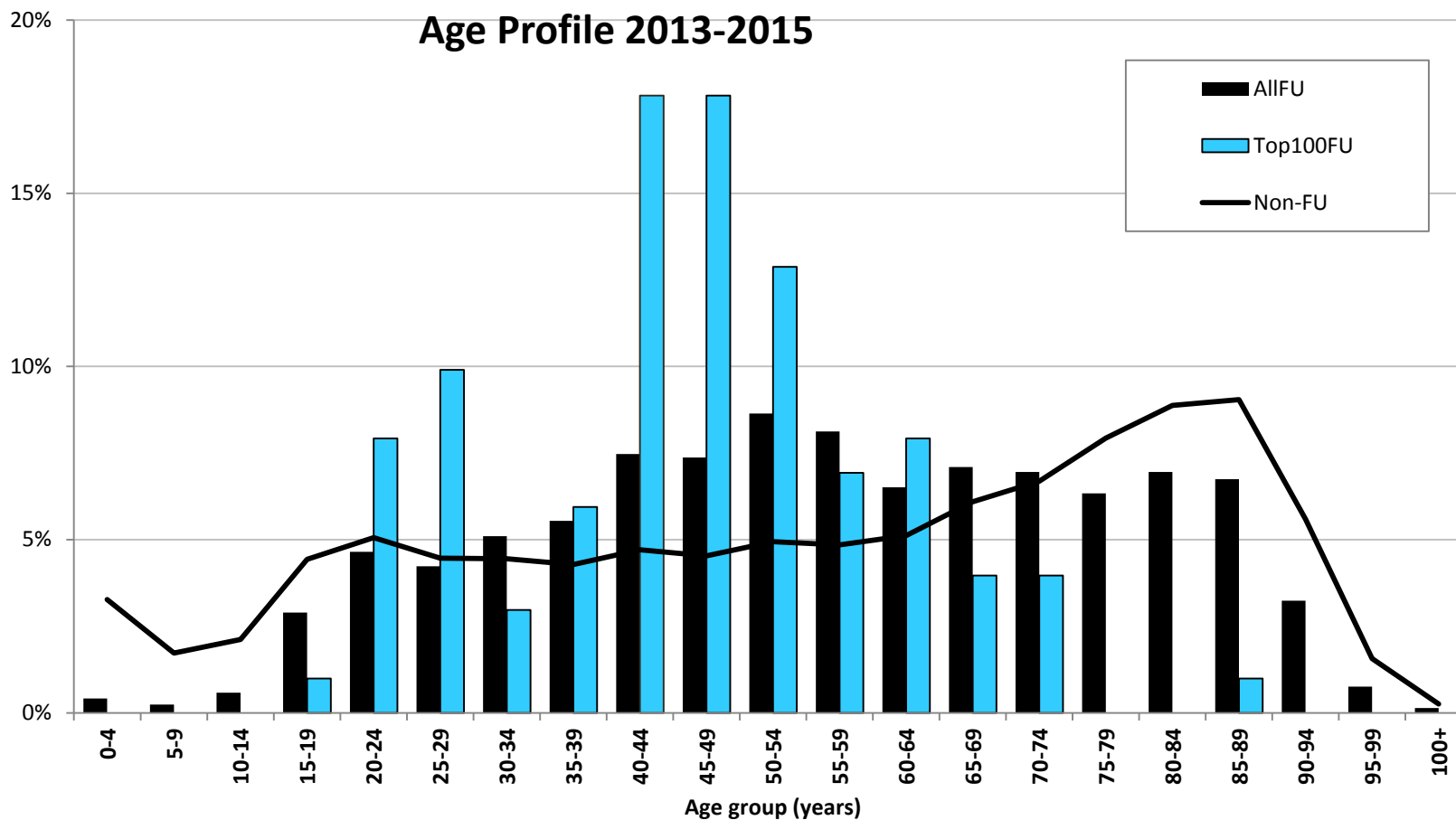
ALBURY HOSPITAL	1
AUBURN HOSPITAL	3
BANKSTOWN/LIDCOMBE HOSPITAL	14
BATEMANS BAY HOSPITAL	1
BEGA HOSPITAL	2
BLACKTOWN HOSPITAL	6
BLUE MOUNTAINS HOSPITAL	3
BOWRAL HOSPITAL	3
CAMPBELLTOWN HOSPITAL	7
CANOWINDRA HOSPITAL	1
CANTERBURY HOSPITAL	4
CONCORD REPAT HOSPITAL	3
FAIRFIELD HOSPITAL	1
GOSFORD HOSPITAL	4
GOULBURN HOSPITAL	5
HAWKESBURY HOSPITAL	4
HORNSBY KU-RING-GAI HOSPITAL	5
JOHN HUNTER HOSPITAL	2
LIVERPOOL HOSPITAL	12
MACLEAN HOSPITAL	1
MAITLAND HOSPITAL	2
MATER (NEWCASTLE) HOSPITAL	1
MILTON-ULLADULLA HOSPITAL	2
MT DRUITT HOSPITAL	1
NEPEAN HOSPITAL	9
ORANGE HLTH SERVICE GEN HOSP	1
PRINCE OF WALES HOSPITAL	5
QUEANBEYAN HOSPITAL	2
ROYAL NORTH SHORE HOSPITAL	11
ROYAL PRINCE ALFRED HOSPITAL	13
RYDE HOSPITAL	1
SHELLHARBOUR HOSPITAL	3
SHOALHAVEN DISTRICT HOSPITAL	4
ST GEORGE HOSPITAL	12
ST VINCENTS HOSPITAL SYDNEY	5
SUTHERLAND HOSPITAL	6
SYDNEY HOSPITAL	2
WAGGA WAGGA HOSPITAL	1
WESTMEAD HOSPITAL	10
WOLLONGONG HOSPITAL	11
WYONG HOSPITAL	1

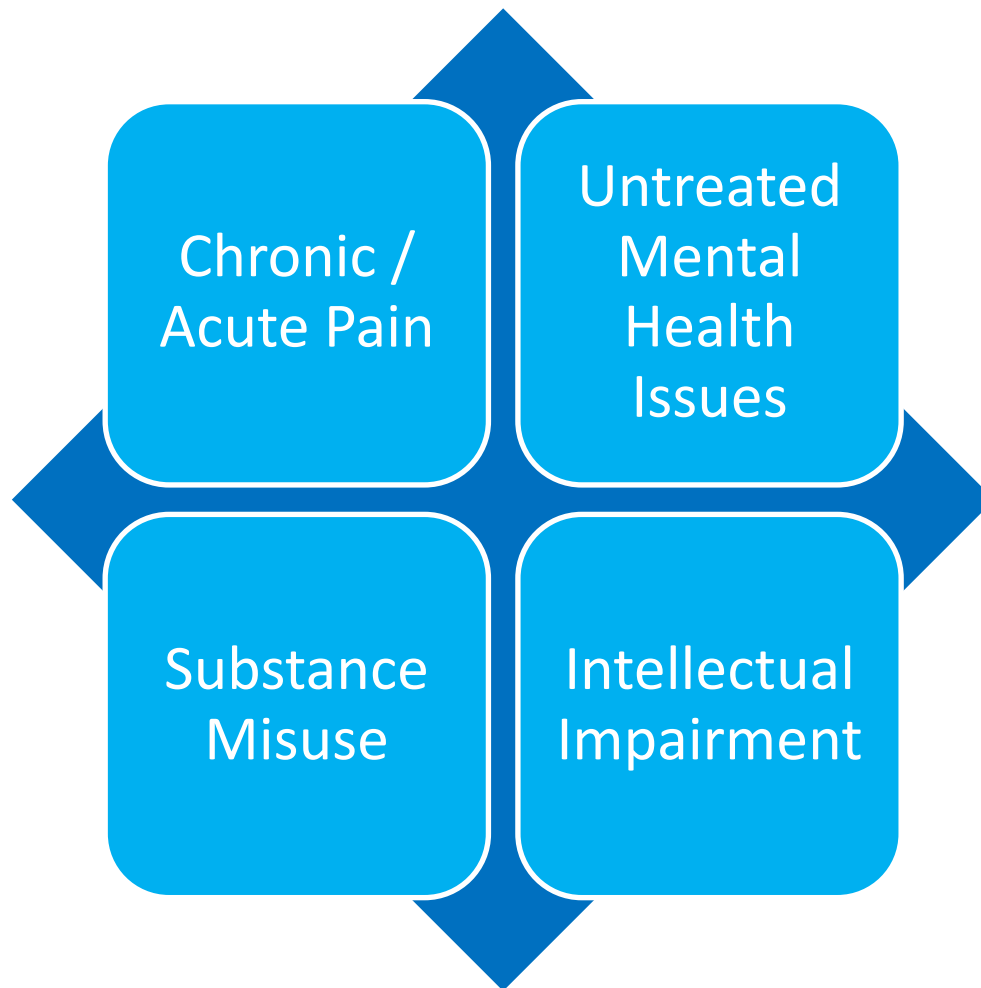
15 month period

41 hospitals

180 ambulance uses

ONE PATIENT!







25% of the top 40 NSW Ambulance frequent presenters between July 2013 – June 2015 presented with pain related issues.

10 patients resulting in 1360 Ambulance uses.

Administration of analgesia in over 80% of uses.

Complex psycho-social issues driving some patients behaviors.



Nov 16 – Apr 2017

85 (16%) Frequent Users administered Opioids and / or Methoxyflurane \geq 5 times

1469 Ambulance uses.

944 uses (64.2%) resulted in administration of S4 / S8's.

90.1% Transport Rate.

32.8% Abdo Pain, Headache and Back Pain.



Repeated administration of analgesia occurs as part of an uncoordinated treatment plan.

Use of Ambulance has the potential to provide rapid relief of symptoms.

Patients frame of reference - receiving analgesia from Ambulance is helpful.

NSW Ambulance only has the ability to identify these patients retrospectively.

Unintentional iatrogenic consequences – Rebound headaches, dependence.



Frequent Users - Pain

WESTMEAD HOSPITAL	121
ROYAL PRINCE ALFRED HOSPITAL	73
ST GEORGE HOSPITAL	70
LIVERPOOL HOSPITAL	61
ST VINCENTS HOSPITAL SYDNEY	60
GOSFORD HOSPITAL	52
NEPEAN HOSPITAL	51
WOLLONGONG HOSPITAL	41
RYDE HOSPITAL	39
JOHN HUNTER HOSPITAL	38
ROYAL NORTH SHORE HOSPITAL	36
MATER (NEWCASTLE) HOSPITAL	34
MORUYA HOSPITAL	32
BANKSTOWN/LIDCOMBE HOSPITAL	30
WYONG HOSPITAL	30

All Frequent Users

WOLLONGONG HOSPITAL	344
ST VINCENTS HOSPITAL SYDNEY	328
WESTMEAD HOSPITAL	281
NEPEAN HOSPITAL	278
ROYAL PRINCE ALFRED HOSPITAL	263
LIVERPOOL HOSPITAL	229
GOSFORD HOSPITAL	222
BANKSTOWN/LIDCOMBE HOSPITAL	210
JOHN HUNTER HOSPITAL	186
ST GEORGE HOSPITAL	167
PRINCE OF WALES HOSPITAL	163
MATER (NEWCASTLE) HOSPITAL	160
BLACKTOWN HOSPITAL	152
CAMPBELLTOWN HOSPITAL	140
ROYAL NORTH SHORE HOSPITAL	127



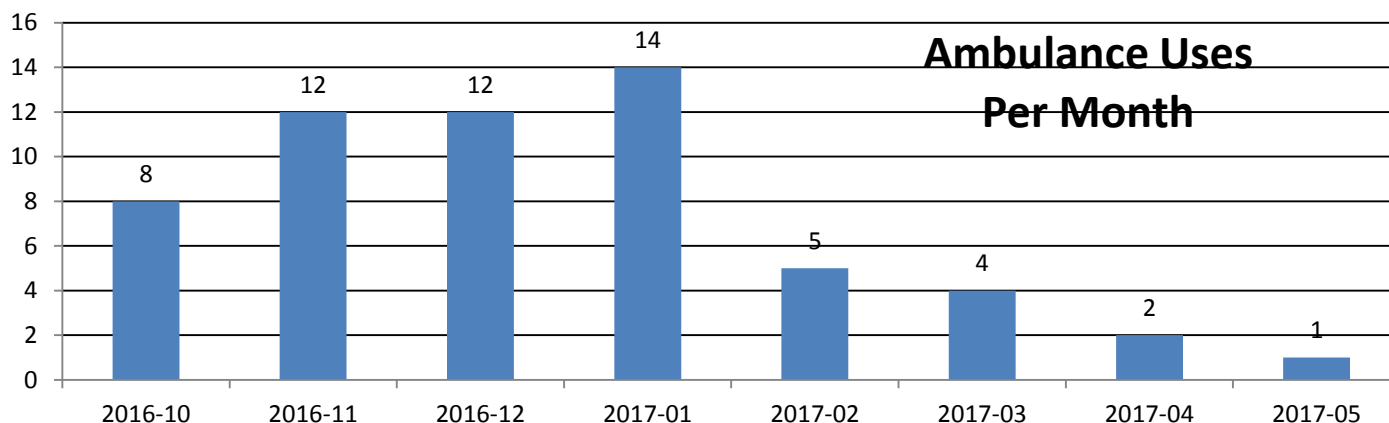
	PAIN	ALL
ARMIDALE & NEW ENGLAND HOSPITAL	21	42
BOURKE HOSPITAL	17	24
CASINO HOSPITAL	14	24
FORBES HOSPITAL	13	14
GRIFFITH BASE HOSPITAL	13	20
MACKSVILLE HOSPITAL	24	44
MILDURA BASE HOSPITAL	10	10
NARRABRI HOSPITAL	15	15
NARRANDERA HOSPITAL	12	12
PORT MACQUARIE HOSPITAL	11	26



42 yr old married female. History of migraines, under the care of neurologist, ED management plan in place since Dec 15, regular contact with GP.

Oct 16 – Feb 17 - 51 Ambulance uses, 42 ED presentations. Headaches, unconscious, falls.

Review of ED plan, Liaison with GP, involvement of Neurologist, opinion sought from Pain Service. Clinical Review meeting with patient and stakeholders to formulate multi-agency plan.

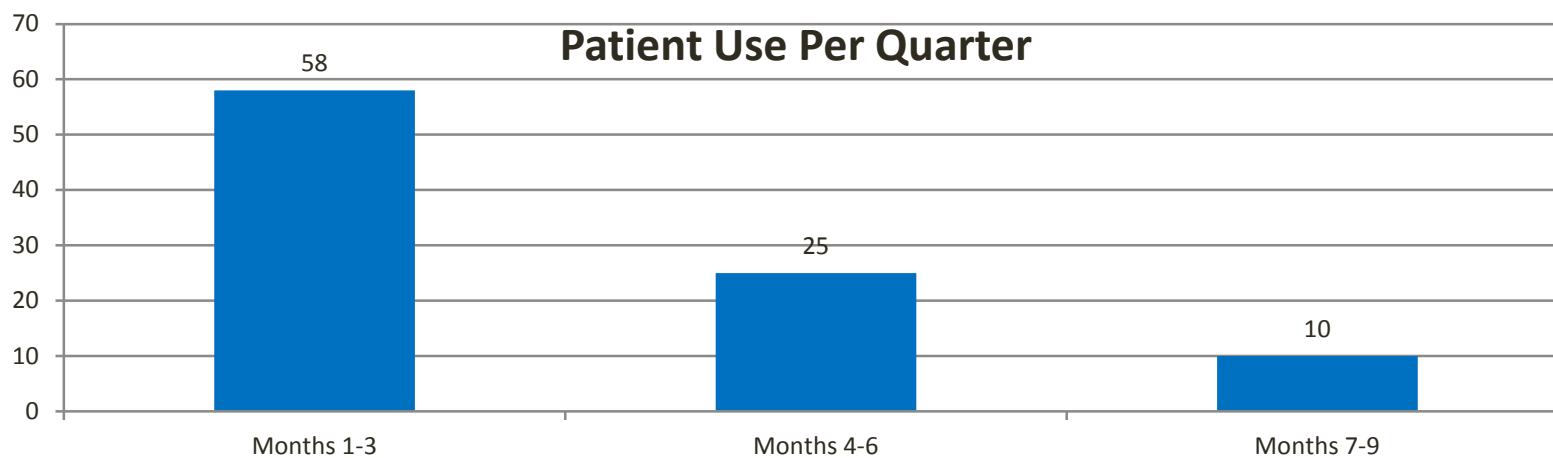




53 yr old married female. History of sarcoidosis and nephrocalcinosis. Under the care of Nephrology Dept and regularly reviewed by GP.

Abdominal pain, back pain. Medication prescribed by GP. Request from GP for Ambulance Care Plan for administration of parenteral opioids.

Care unco-ordinated. Frequent treatment changes. Challenges engaging a Pain Service.



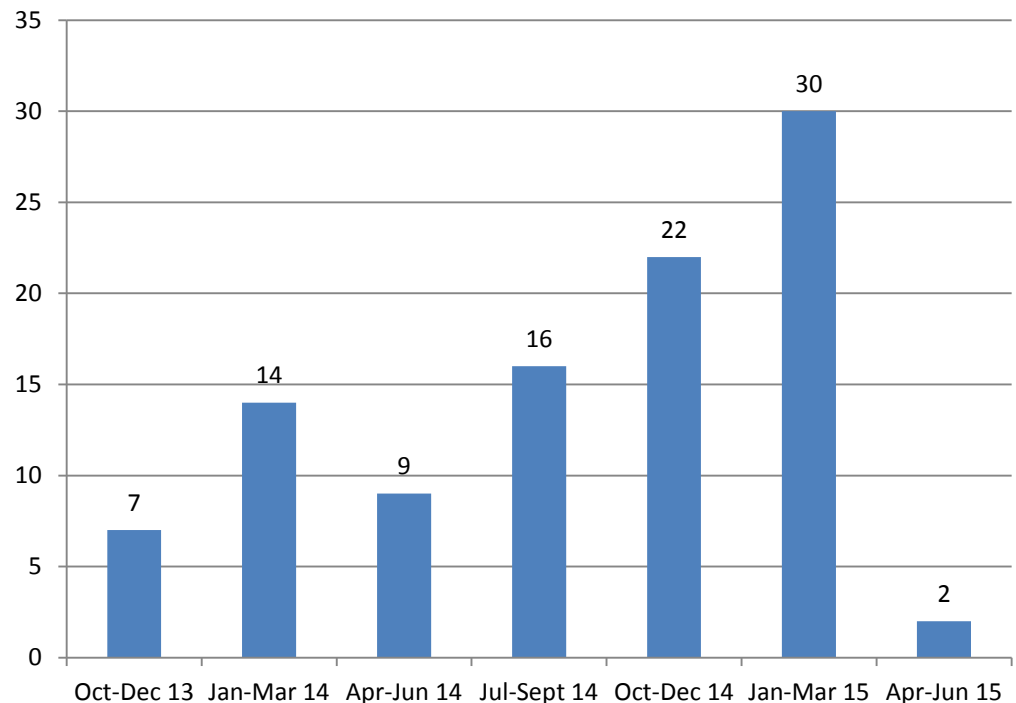


38 yr old male. 105 Ambulance uses receiving S4 / S8's on 86 occasions.

Attended 23 ED's on 86 occasions with varying pain presentations.

AUBURN HOSPITAL	4
BANKSTOWN/LIDCOMBE HOSPITAL	4
BELMONT HOSPITAL	1
BLACKTOWN HOSPITAL	6
BLUE MOUNTAINS HOSPITAL	3
CAMPBELLTOWN HOSPITAL	3
CANTERBURY HOSPITAL	1
CONCORD REPAT HOSPITAL	5
GOSFORD HOSPITAL	4
JOHN HUNTER HOSPITAL	4
LIVERPOOL HOSPITAL	4
MANLY HOSPITAL	1
MONA VALE HOSPITAL	1
NEPEAN HOSPITAL	6
PRINCE OF WALES HOSPITAL	2
ROYAL NORTH SHORE HOSPITAL	4
ROYAL PRINCE ALFRED HOSPITAL	8
RYDE HOSPITAL	1
ST GEORGE HOSPITAL	4
ST VINCENTS HOSPITAL SYDNEY	8
SUTHERLAND HOSPITAL	7
WESTMEAD HOSPITAL	14
WYONG HOSPITAL	1

Uses per quarter





OUR EXPERIENCE

Engage the patient and hear their story.

Engage current treatment providers and other specialist services to ensure co-ordination of care.

Identify problem and treatment pathway.

Collaborate and Innovate if possible.

Disseminate information to improve understanding of patient issues.

Reduce unhelpful interventions.



The Future!

Early identification and assessment of patients.

Earlier notification to existing or specialist services to co-ordinate care.

Developing stronger links and pathways with specialist services.

Safe and appropriate use of analgesia for patients who repeatedly use NSW Ambulance when experiencing acute pain.

Developing strategies to work with resistant to treatment patients.

Any other suggestions?