



Complex Care

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Health Independence Programs (HIP)

- Post Acute Care
- Complex Care (formerly HARP)
- Residential In Reach

What next?

- Who can refer?
- 95% increase in referrals to Complex Care due to PAC, PFM, the ERH Alliance shop front and GP/Staff education.
- Minimal referrals from other hospitals in the region despite awareness of program
- Top 3 Diagnosis – COPD, Cardiac, Dementia
- Av. Length on program – 11 weeks (longest 43 weeks)
- Av. Home visits 2nd weekly

What next?

- No. of hospital admissions/ED presentations whilst on program
- 65% had no presentations to ERH
- 29% had 1-2 visits
- 6% had 3 or more visits

Complex Care

- 1st visit
- Unravelling of information
- Health Literacy
- Case study

Complex Care Outcomes

- What does this mean to the client and family?
- Key contact worker
- Referral follow-up – ACAS, Specialists, Grants
- 68% had ACAS referral

Up to 8 month wait in Campaspe Shire for ACAS,
2-4 week wait in Murray Shire

25% Chronic disease plans developed – COPD,
Cardiac and medication review

50% Allied Health Involvement

25% Respiratory and Cardiac physician reviews

Complex Care Outcomes

- Commonwealth Homecare Packages
 - Multiple packages at differing levels where accessed for the Echuca/Moama region
- State Wide Acquired Brain Injury Funding- \$2000
- Chronic Illness Funding -\$500 each
- Regional Disability Support Initiative - \$2000
- **Elsie Murray Trustee Fund** – up to \$5000
- **A Start in Life** funding up to age 25 - education
- **Queen's Fund** for childcare



Endless outcomes

- Commonwealth Assisted Continence Program
- SWEP equipment funding –can take 2 years
- MEPACS Alarms
- Credit cards waived up to \$10,000
- Foxtel bills abolished
- Medical cooling electricity rebates
- Early entry to NDIS
- Community Admissions to GEM
- Parking permits
- VPTAS – travel reimbursement for medical appt's in Melbourne
- Housing relocation – 8 required relocation
- Advanced Care planning and Powers of Attorney
- Food Bank

Will you make a referral to Complex Care?