

CAHS PRIMARY HEALTH CARE

CAHS PHC - a change in approach for acute care support

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ROCC and MRaCC

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ROCC and MRaCC

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- DMO on-call function separated into two entities
 - ROCC (Remote Outreach Consultation Centre)
 - MRaCC (Medical Retrieval and Consultation Centre)

There is a guideline on who to call with examples ... *Remote Medical Advice: A guide for NTG remote and PHC staff*

ROCC and MRaCC

ROCC (Remote Outreach Consultation Centre)

- Working hours 0800– 1621pm Monday to Friday
- ROCC staffed by two RMPs

MRaCC (Medical Retrieval and Consultation Centre)

- Staffed by emergency physicians
- A virtual ED
- Also take ROCC type calls after hours and on weekends

ROCC— some data

- about 100 calls per week about patients
 - Some patients very sick and end up as evacs
 - Some minor matters eg scripts or INR
 - Calls from
 - NTG clinics
 - non NTG clinics (email notes needed)
 - cattle stations who hold EMKs
- ROCC also does “program support” covering for our NTG clinics with their doctor on holidays.

MRaCC – some data

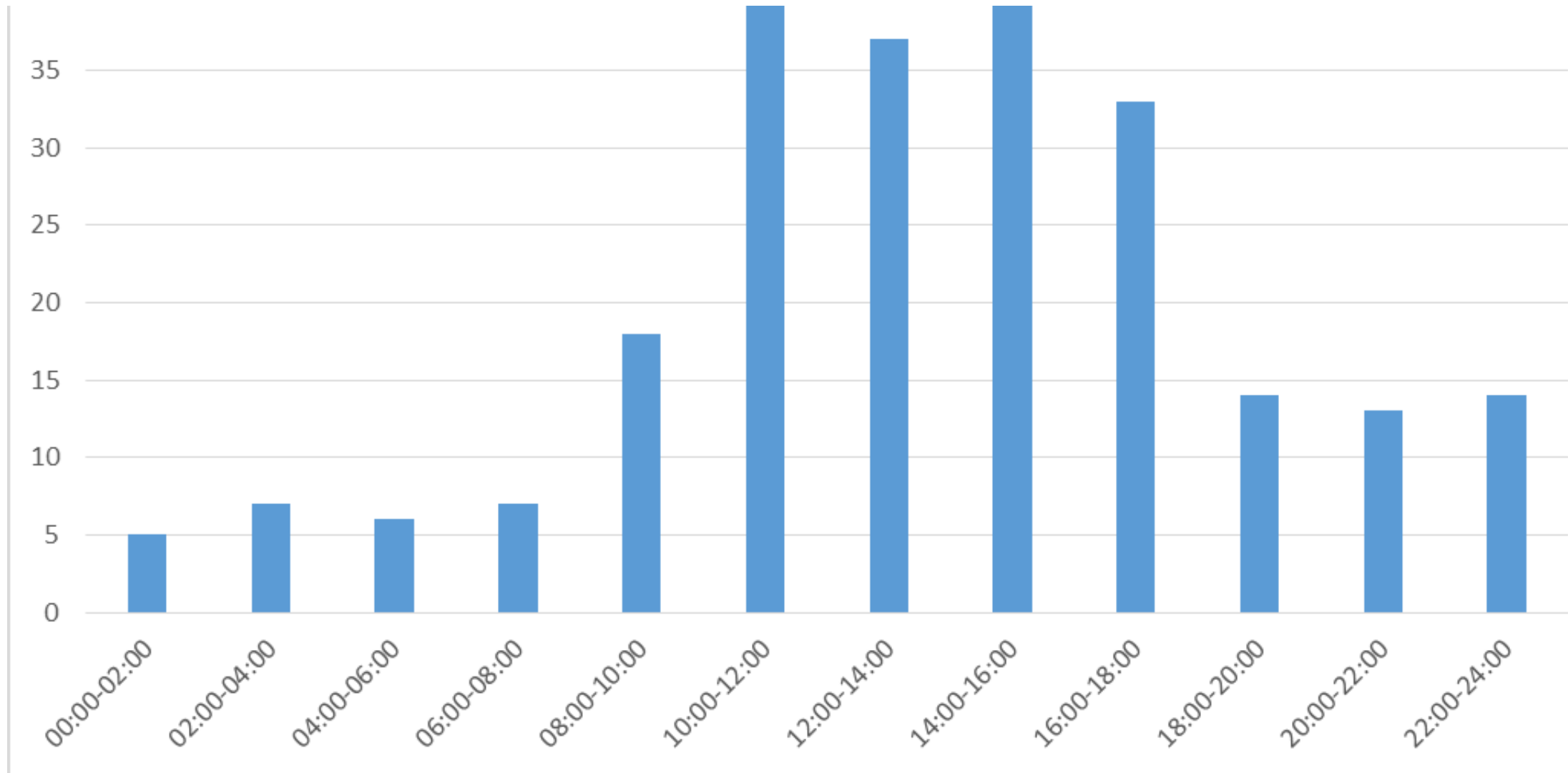
TYPE	Total
RFDS Retrievals	1,530
With doctor	636
Without doctor	894
Road retrievals (PCIS)	289
With doctor	17
Without doctor	247
Medical Retrieval Non Urgent	56
Total ALL Retrievals	1,875

- Appreciation to MRaCC at ASH for the following data.
- Year to date January - September 2019

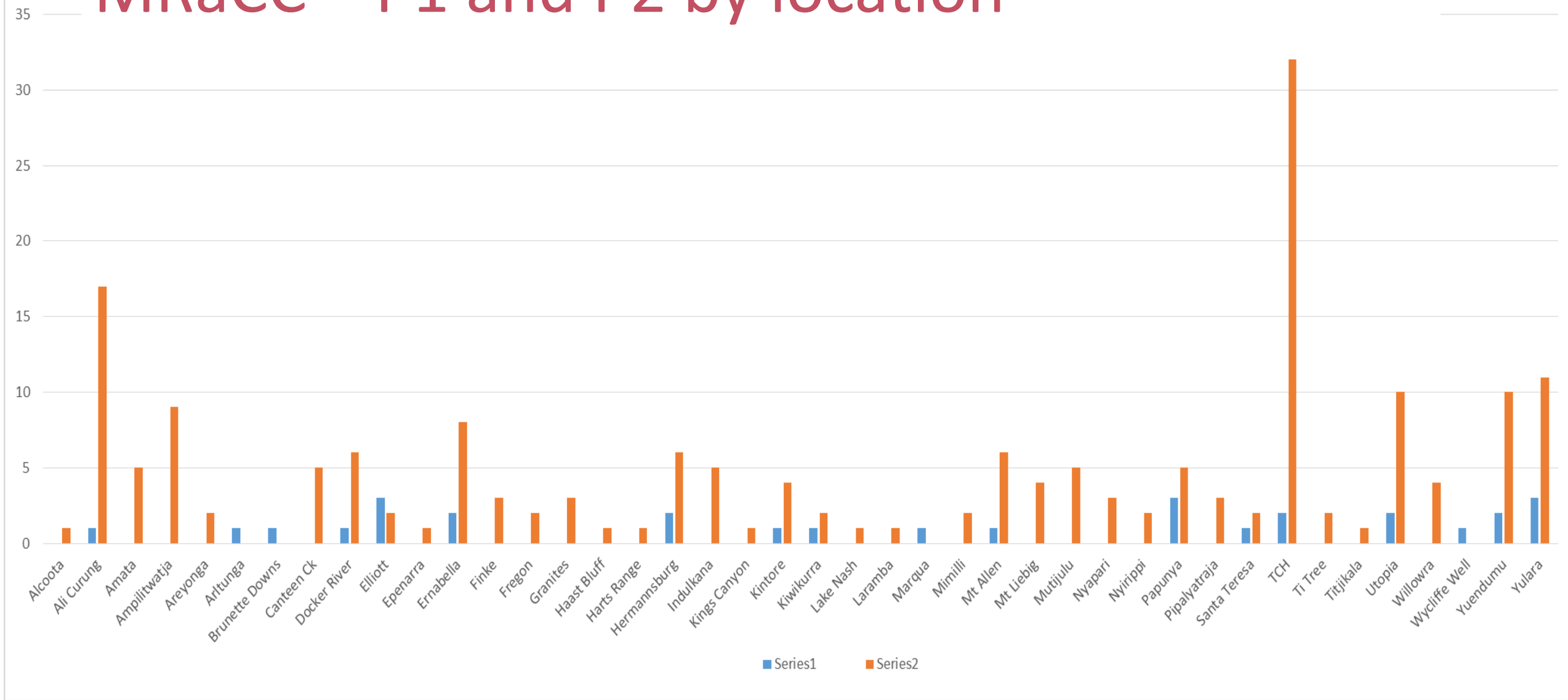
MRaCC – some data

Individuals with multiple retrievals (deidentified)		
Number Retrievals	Place	Complaint
5	Ampilatwatja	Resp infection
4	Mt Liebig	Exc of CSLD
3	Imanpa	Aneamia, diabetic foot
3	Ti Tree	Bradycardia, missed dialysis, K 5.5
3	Mimilli	Exc of bronchiectasis
3	Yuendumu/Nyirippi	Abdo ascities for tapping
3	Yuendumu	Haematoma right lower leg, & Appendix
3	Lake Nash	Missed home HD due to fistula problem
3	Fregon	Resp distress

MRaCC – P1& P2 time of day & number



MRaCC – P1 and P2 by location





REWS

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Remote Early Warning Score (REWS)

What it is

- A tool to support and enhance decision making
- An indicator of severity
- A common language
- Objective, numerical, comparable

What it isn't

- The full story
- A replacement for clinical judgement
- A static measure

Table 1.1: Adult REWS

13 years and over — remote early warning score (REWS)							
REWS score	3	2	1	0	1	2	3
Consciousness AVPU				Alert	Voice		Pain Unresponsive
RR	8 or less			9–20	21–30	31–35	36 or more
O ₂ sats (%)	84 or less	85–89	90–92	93 or more			
Pulse	40 or less		41–50	51–100	101–110	111–130	131 or more
Systolic BP (mmHg)	89 or less	90–99		100–169	170–179	180–199	200 or more
Temperature (°C)	34 or less	34.1–35	35.1–36	36.1–37.9	38–38.5	38.6–39.5	39.6 or more

Separate calculation tables for obstetrics and various ages of children. Refer CARPA manuals

Remote Early Warning Score (REWS)

Why?

- If Evacuation or REWS 5 or more call MRaCC in first instance
- If REWS 3 or 4 and clinical concern, should also consider calling MRaCC

Training

Introduced at induction for clinical staff.



CAHS PHC – RMPs and Acute Care

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RMPs and Acute Care Role defined

Background

- RMPs focus on chronic care – GP management plans and team Care arrangements and health checks.
- Variation between clinics on involvement in acute care.

Catalysts for clarification

- ROCC getting busy
- ROCC acknowledging doctor on site's assessment is very useful
 - eg ROCC doctor abdomen examination cant be done by telehealth.
 - Eye examination not universally well done.
- Paper from one clinic on Role of RMPs

RMPs and Acute Care Role defined

What we did?

- Full day workshop with some RMPs, some RANS (5 each) and management team
- Work through roles
- Come up with plan

Meanwhile

- Elliot clinic retrieval of MVA victim from 2 hours away in wee hours
- MRaCC retrieval but some delays
- Multiple technical issues – suction, intubation, dextrocardia, obesity.



QUESTIONS ?