

Regional Health Case Study:

Using e-pathways to overcome information gaps in healthcare

Summary:

The Barossa Hills Fleurieu Local Health Network (BHFLHN) surgical service team, in collaboration with Personify Care, have implemented digital pathways for elective surgery patients that enhance communication, patient risk assessments, and surgery preparation.

The Experience:

The digital patient pathways remove the information gaps between patient, medical officer rooms, and hospital surgical teams. Gaps that can often reduce the effectiveness or delay appropriate care.

Across their 6 surgical sites, BHFLHN has coordinated their approach to waitlist management, admission procedures, and can support patients and their families with treatment options closer to home.

This coordinated approach to surgical preparation gives critical time back to staff to explore new ways to improve patient experience and share learnings to develop new models of care.



Health
Barossa Hills Fleurieu
Local Health Network

- ↑ Improved efficiency and effectiveness of care
- ↑ Improved theatre utilisation
- ↓ Reduced number of patients requiring follow up
- ↓ Reduced patient assessment time

"The e-pathway commences in the surgeon's rooms and incorporates pre-operative, surgical, post-op management and consumer feedback.

Our coordinated approach to surgical preparation gives critical time back to frontline staff to explore new ways to improve patient experience and share learnings to develop new ways of working."

KASEY IRWIN
ELECTIVE SURGERY MANAGER, BHFLHN



Digital patient pathways help breach the information gap between patient, medical officer rooms, and hospital surgical teams.

Patient communication is streamlined, individualised, with timely and relevant information that includes:

- **Electronic Request for Surgical Admission from GP (RFA via another platform)**
Bridges the geographical and process gap between medical officers
- **Preoperative appointment times**
Including reminders & appointment location details
- **Detailed, individualised patient education**
 - Fasting/bowel preparation and instructions
 - Diabetic fact sheets
 - Preparations and procedure specific
 - Hospital information (what to expect/bring/directions)
- **COVID-19 screening and RAT instructional video**
- **Confirmation of date/time of surgery**
- **Advanced discharge planning**
- **Consumer feedback about their surgical journey**
This final step of closing the communication loop and collecting consumer feedback is vital to create and develop services within hospital systems.

"Patient confirmation of attendance for surgery has improved."

"This is a good communication tool as we are able to provide reminders for appointments for pre-admission and surgery."

JYE CAMERON
ADMISSIONS ADMINISTRATOR,
BHFLHN, MOUNT BARKER

Improvements to the efficiency and effectiveness of hospital care

BHFLHN's coordinated approach to surgical preparation has enabled them to explore new ways to improve patient experience and share learnings to develop new ways of working.

- Patient concerns are more easily identified
- Cultural needs are surfaced earlier
- Reduction in phone calls to follow up:
 - Missed paperwork
 - Admission times updates
 - Appointment reminders
 - Attendance confirmation
 - Post-op follow-up
- Early detection of clinical risks
- Timelier notification of admission
- Identifying and managing waitlists

"The whole surgical journey has been positively impacted with improved efficiency and effectiveness of care, staff workload has reduced, increased access for patients to timely information and optimised theatre utilisation."

KASEY IRWIN
ELECTIVE SURGERY MANAGER,
BHFLHN