



More Bang for your Buck

Improving service delivery and client outcomes in the Tweed-Byron Transitional Aged Care Service.

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Transitional Aged Care Service (TACS)



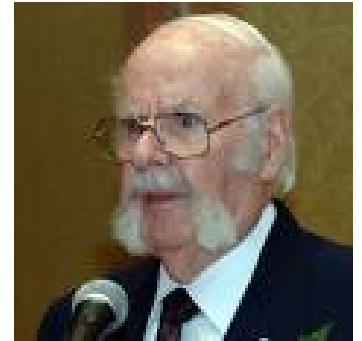
- A Commonwealth and NSW State Funded Program.
- Provides a time-limited (8-12 weeks) period of support and low intensity therapy to older clients following discharge from hospital.
- Aims to optimise clients functional capacity and determine their appropriate long-term care requirements.
- A therapeutic, goal driven treatment program involving nursing and allied health staff, provided in clients' home.
- Offers brokerage services to support clients at home – such as personal hygiene, housework, shopping.

Tweed TACS Service



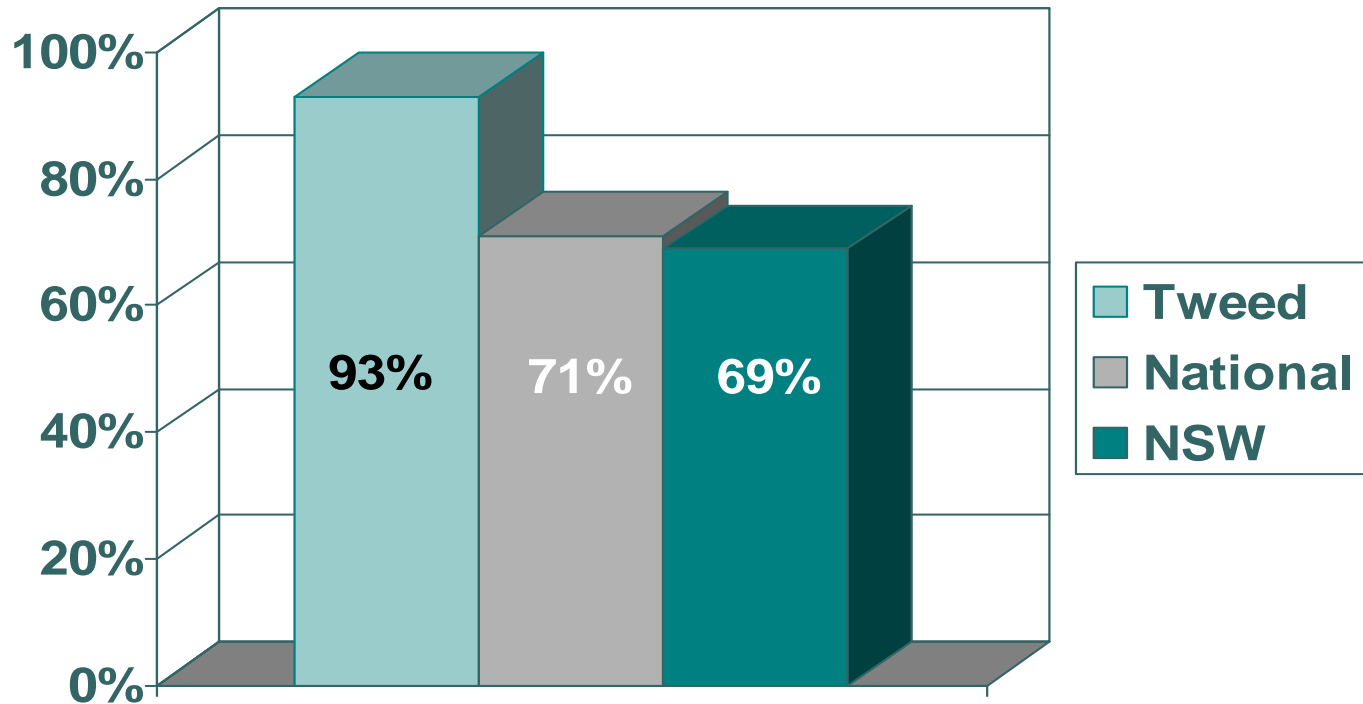
- Commenced in December 2005
- 15 Community Places
- Multidisciplinary Team
 - Nursing
 - OT
 - Physio
 - Administration
 - Welfare Officer
 - Dietitian
 - ACAT Assessor
 - Coordinator
- Referrals taken from local hospitals.
- Services a geographic area surrounding The Tweed Hospital.

Issues identified in the first 18 months



- Referral + intake
 - occupancy rates & appropriateness/delays
- Quality /outcome measures
 - new service and capturing the data
- Financial management of the service
 - brokerage and other issues

Occupancy Rates



National and State Data obtained from National Evaluation of Transition Care Program, May 2008.

Goal Attainment



- Client Centred goals are set with every client, and a progress score is given weekly at case conference.

Progress towards achieving this goal	0	1	2	3	4	5	6	7	8	9	10
	Complete Success			75%					25%		No Success

- Recent audit of 50 files (from Aug 07 – June 08):
 - 89.5% of goals set were completed.
 - 7% of goals set were cancelled by client
 - 3.4% of goals set were not met.

Outcome Measures



- Discipline Specific Outcome Measures:
 - eg: Physio Specific: Timed Up and Go Test results showed 13 second improvement between average times from admission to discharge.

Admission	Discharge	Difference
23.5 seconds	10.1 seconds	13.4 seconds

* NB: normal healthy elderly person completes the task in 10 seconds or less

- Overall Functional Improvement measured by Modified Barthel Index scores on admission and discharge
 - 100 point scale that measures independence in ADL's
 - Personal Hygiene
 - Bathing
 - Feeding
 - Toileting
 - Dressing
 - Bowel/Bladder control
 - Ambulation
 - Stair climbing
 - Chair/Bed Transfers

Audit of MBI Scores



- Audit of 2007 Tweed TACS MBI scores showed 12.26 point difference in average scores between admission and discharge.
 - Paired sample t-test showed a significant difference between the two means ($t^*=8.72$; $p<0.01$)

	Admission Mean (SD)	Discharge Mean (SD)
Tweed	85.6 (11.3)	97.8 (4.9)
National	75.2 (18)	86.0 (17.5)

National Data obtained from National Evaluation of Transition Care Program, May 2008.

Client Satisfaction



- Overall the finding of satisfaction survey indicated that clients had a positive perception of the TACS Service.

Including:

- 87% of client stated their health has improved and they have a better understanding of their health.
- 100% felt involved in decisions regarding their health
- 100% were given adequate information of available services
- 98% felt that TACS assisted them in maintaining their safety and independence at home.

National Evaluation findings:

- 81% had a good understanding how to manage their health
- 81% of recipients felt their and their families preferences were taken into account when deciding health care needs post-TC.

Issues identified in the first 18 months



- Referral + intake ✓

- Quality /outcome measures ✓

- Financial management of the service
→ brokerage and other issues

Financial Impact of Brokerage



- Issues relating to brokerage of personal care assistance:
 - Cost of personal care services approx. \$31,000 pa
 - Little control over type / level of assistance in personal care being provided
- Comparisons of NCAHS employed AIN vs Brokered personal care showed significant cost savings via employment of own AIN staff.
- Implemented AIN service – 24 hrs p/w (6 days)

Snapshot Audit



Service	Hours	Occasions of Service	Costs from AIN Service	Costs if used Brokerage + Community Nursing
Transitional Care	63 hours Weekdays	99	\$2191.20 (based on AIN wages 4 hrs @ 16.60 p/h)	\$2440.25 (based on Feros Care's rate of \$38.60 p/h inc GST + 1 transport: 16kms at 60c/km)
	14 hours Weekends	23	\$764.00 (based on AIN wages 4 hrs @ 27.32 p/h)	\$ 808.50 (based on Feros Care's rate of \$57.50p/h inc GST)
Community Nursing	10.2 hours	16	Costed in above	\$329.95 (based on RN wage of \$32.40 p/h, incl travel time)
Total	87.2	138	\$2955	\$3578.70

Snapshot Summary



AIN Activity

Client Contact Hours = 87.2 hrs

Total occasions of service = 138

Wages: \$ 2955.20

= cost of \$33.89 per contact hour

Vs

If Brokered

Client Contact Hours: 87.2 hrs

Total occasions of service = 87

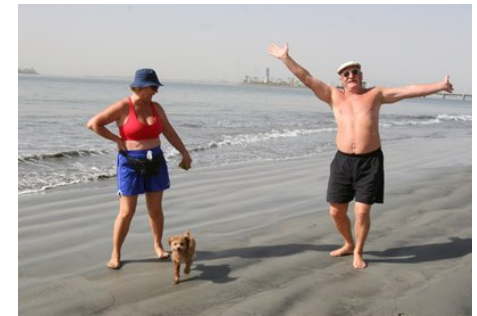
Cost: \$ 3578.70

= cost of \$41.04 per contact hour

≡ More Bang For Your Buck:

- **Gained 51 occasions of service in audited time frame with cost saving of \$623.50**
- **Across financial year would equate to 380 additional OOS p/a with savings of \$4632.00**
- **Savings of \$7.00 per client contact hour.**
- **Better Functional Improvements for clients noted with AIN service.**

Future Scope



- Ongoing client outcome measures and service evaluation.
- Currently undertaking 3-month Post Discharge follow-up survey:
 - Evaluate TACS's discharge planning procedures.
 - Maintenance of clients functional level
 - Hospital readmission rates
 - Entry into Aged Care Facilities
- Opportunities for expansion of AIN service:
 - Benefits for hospitals in NCAHS - discharge service to provide short term care + prevent delays in discharge.
- Unify aged care services (eg TACS, AARCS, ACAT, ASET) in the Tweed-Byron Network to remove barriers to service access for older clients.

● ● ● | Any Questions?

