

# ComPacks Private Service



## ComPacks Private Products



*Everyone wants a good hospital discharge.*

## Reducing hospital stays of more than 14 days

Many wards experience delays in discharging frail people with multiple needs. ComPacks Private provides immediate access to community services to make sure there will be a safe discharge. In addition, ComPacks Private pursues negotiations for services that take some time to commence so that sustainable care arrangements are in place within 6 weeks.

### Story vignette:

Mr E, a 79 year old man, had many admissions due to a severe chronic illness and complicated co-morbidities. His wife cared for him and both their mothers in the same household. So that the wife and her household could make good choices for the future, a lot of information was provided to the family on formal and informal service supports. Equipment provided included bed, mattress, walker, commode and the like. Joint case management with community nursing was ideal to build support for this household. Community nursing provided chronic and complex care monitoring and medication support. Through the case manager, a mix of private, package and home care services was established to cover domestic needs, respite was arranged for the middle of the day needs, and previous service providers were changed so that a single service provided for all their needs. Mr E had no further admissions over the next 12 months.

## Surgery support

### Summary

Referrals from surgical wards where LOS is likely to be extended for personal needs rather than clinical needs is an effective way to utilise ComPacks. Referrals for elective surgery eg upper limb procedures can result in avoiding an admission after surgery.

### Story vignette:

Mr B was a young man who, undertaking casual work, had a fall resulting in multiple fractures of both arms and one knee. His estimated date of discharge was nine weeks after admission because he was unable to use his hands for eating and personal care until the splints were removed. Through a ComPacks referral, he was discharged after surgery and services were arranged to provide all support that was required for him to recover at home. His LOS was reduced by 56 days.

## ACAT Assessment Support

Often, ACAT services are not immediately available to patients in private hospitals. In addition, private hospitals are not able to utilize ACAT services to provide case management support. With ComPacks, safe discharge with support is available before or after the ACAT assessment and full case management services are in place from the time of assessment. In most instances, the case manager will work jointly with the ACAT team to achieve a good outcome for the patient.

### Story vignette:

Mr S, a 76 year old man had been in hospital for 6 weeks and had declined a hostel placement. He wanted to go home but there were no services in place and the hospital team were concerned for his safety at home. He had dementia and no family support. He had refused to sign an ACCR for a CACP or for respite or any other service referral. The COPs case manager visited him in hospital and he agreed to accept ComPacks support as a way of getting home safely. The case manager met him when he arrived home and he refused any help. After several weeks of twice weekly visits to build his trust, he agreed to have safety rails installed in bathroom and front and back steps for safety. He also agreed to assistance for heavy cleaning. Soon after, he received dementia support services to have meals prepared and bills paid. The case manager made contact with his GP as he agreed his health was deteriorating and his self medicating preferences were not bringing an improvement in his health. Finally, he agreed to be referred for a CACP and he is successfully living at home with his needs monitored by his GP and through CACP services.

## Supporting People with complex needs

### Summary:

ComPacks service is ideal to use for people who have complex needs including mental health needs, physical and intellectual needs, alcohol and other drug needs, and palliative care needs. ComPacks referrals may assist a person who is a carer for someone with complex care needs where their recovery is reliant on good support for the person in their care.

### Vignette:

Letter from Kerri reads ... *“My recovery path does not usually correspond with those outlined by hospital plans and often - in the past- my specific discharge needs would remain unmet, resulting in my hospital stay being*

*unnecessarily long. On one occasion, I was threatened with having to be shunted of to a nursing home - highly inappropriate for someone of my needs and age, and also one that is more costly than it is to provide me with a service such as ComPacks. In contrast, following successful surgery in March, the ComPacks program, enabled me to*

- 1) leave hospital earlier than usual (and more in line with hospital discharge projections)*
- 2) to have my discharge needs met in a respectful and consultative manner, thus promoting the choice of a positive healing environment post surgery.*

*It takes me several months to build back up to my usual level of mobility and stamina after surgery, and Compacks is a service that acknowledges this and support me in doing this - in my home and within my community. One of the main strengths of ComPacks is its client centred focus, its acknowledgement of the consumer's knowledge and expertise in being able to identify and communicate discharge needs. I was able to utilize several types of support in meeting my specific needs - personal care, domestic assistance, meal preparation and some physiotherapy.”*

### **Geriatric, Respiratory and Cardiac Specialist, and Psychiatry services support**

The ComPacks service has been tested as a service that, put in place as a patient's health began to deteriorate at home (in partnership with a specialist service such as a geriatrician). These studies have demonstrated that 80 per cent of admissions are able to be avoided when effective support is put in place for the person and their household.