



WAIKATO ESCALATED CARE

Escalated Care Pathway for Shoulder and Lower Back Injuries

(A PARTNERSHIP PROJECT WITH ACC)

WHAT IS ESCALATED CARE?

The Escalated Care Pathway is a pilot pathway fully-funded by ACC.

The Waikato Escalated Care pathway's aim is to improve patients' outcomes and experiences through an inter-disciplinary team approach that includes access to services provided by each of the partners. The service is for patients whose shoulder and lower back injuries cannot be resolved through primary care alone and who would benefit from 'escalated care'.

DO YOU HAVE A PATIENT WITH A SHOULDER OR LOWER BACK INJURY THAT IS NOT ACHIEVING RECOVERY GOALS AND WOULD BENEFIT FROM 'ESCALATED CARE'?

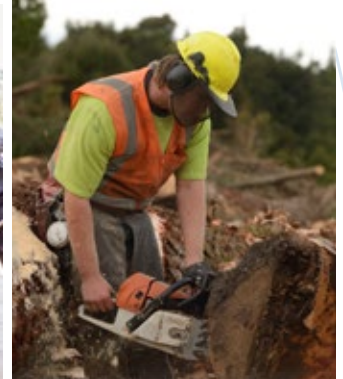
The Waikato Escalated Care Pathway has been developed as a fully funded prototype in partnership with ACC to provide 'escalated care' to clients in the greater Waikato region.

The Escalated Care Pathway utilises the professional skills of an interdisciplinary team to support the triage of the client to ensure a smoother journey to wellness. The interdisciplinary approach will support the early identification of the most appropriate services to, in many cases, shorten the client's journey to wellness.

ENTRY CRITERIA

A client is eligible to be allocated a service bundle relating to a lower back or shoulder injury if the following apply:

- The client has suffered a lower back or shoulder injury; and
- There has been no meaningful improvement with 3 weeks of primary care input

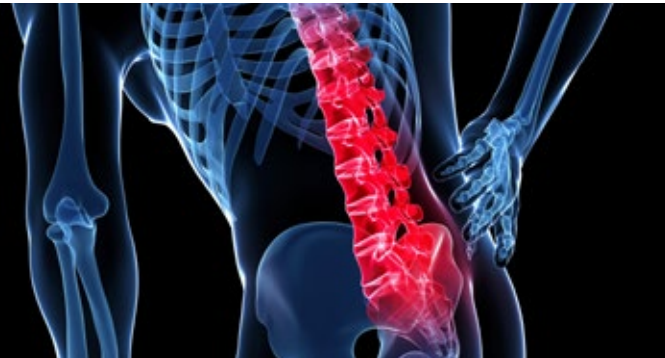
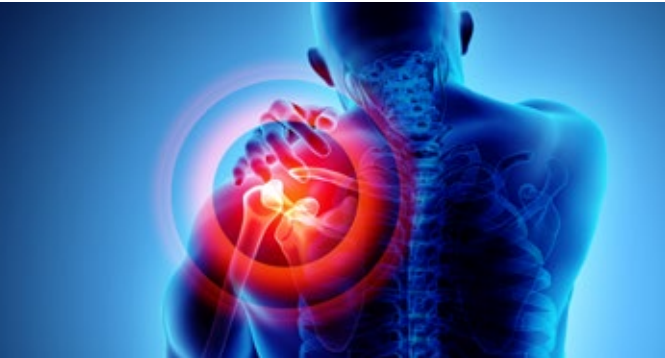


Note: Earlier entry to a service bundle is permissible if:

- The client has a lower back injury with referred leg pain
- OR**
- The client has evidence of a full thickness shoulder rotator cuff tear on imaging
- OR**
- Specialist has assessed the client and considers that an escalated care service bundle is more appropriate.



WAIKATO
ESCALATED CARE



MAKING A REFERRAL TO THE WAIKATO ESCALATED CARE PATHWAYS – IT'S EASY

Log into our website – www.waikatoescalatedcare.co.nz

Click on the referral tab and fill out the fields – this form will be automatically sent to our Escalated Care Co-ordinator.

When the referral is received our Escalated Care Co-ordinator will make contact by phone with the client referred. Our first step is to gain the client's verbal consent to be involved in this pilot programme and confirm they do not have any of the exclusion criteria.

We will also contact you, to confirm we have received the referral and advise the plan we have put in place.

We will keep you informed of the progress of the referred client.

- At the completion of the inter-disciplinary team triage we will update you with a plan of care and individual goals set in partnership with the client.
- A notification will come to you if the client withdraws from the pathway prior to achieving their goals.
- Update will be sent to you as the client progresses on the pathway and if any variances occur.
- At the completion of the care and achievement of individual goals.

Please contact the Escalated Care Co-ordinator via email at WECL@braemarhospital.co.nz or phone on **027 357 2774**

WHY USE AN INTER-DISCIPLINARY TEAM?

Together the partners bring a wide ranging set of clinical expertise to the Waikato Escalated Care inter-disciplinary team that will be of benefit to your patient. Triageing your patient at the beginning of their journey will ensure a much smoother journey to wellness. It will also ensure that your patient receives the most appropriate service for them that will, in many cases, shorten their journey to wellness.

Both the Shoulder and Lower Back pathways include the option for surgery, if that is the most appropriate service for your patient.

We will also call on other expertise, as needed by individual patients, including cultural support, social workers, dieticians and others.

