



## Connecting care to improve health outcomes for older people living in residential care

### Newsletter

### Issue 3 September 2020

#### The PACE-IT Project Update

PACE-IT started implementation in March this year but then came COVID-19. This has delayed the project by three months. Now we are delighted to say that we were able to recommence in June/July and have now implemented in three emergency department (EDs) and six residential aged care facilities (RACFs).

During the three-month project suspension period we completed a sub-study, which involved interviewing RACF staff about their experiences and challenges related to COVID-19. This information has helped to inform our implementation strategies and how we can optimize the use of telehealth to provide better support to RACFs.

The aged care service in emergency teams (ASET) nurses that are using the PACE-IT model of care (MoC) have given some great feedback about how visual telehealth consultations have enhanced their ability to make informed decisions about care management and has assisted in avoiding unnecessary hospital transfers.

#### The Orange PACE-IT project update

Now that September is here, Wontama and Gosling Creek RACFs in Orange, are preparing for their implementation. RACF staff members have recently attended education on Aged Care Emergency (ACE) Education/ISBAR sessions through Hunter Primary Care, in preparation. A big thank you to Leigh Darcy (Special Projects Manager) from Hunter Primary Care for facilitating this.

'Train the Trainer' education sessions have been scheduled at these two sites and the telehealth app is in the process of being installed.

Calare and Cherrywood RACFs are also working towards implementation in November and are very keen for PACE-IT to proceed and be successful. The common goal of better outcomes for residents has kept all involved focused and working together.



Education session with the Narla Village staff

#### What is pace-it?

partnerships in aged care emergency services using interactive telehealth

Complete 5 Visual Telehealth and Staff Survey and win a **REWARD**. Please read the [flyer](#) for more information.

#### WHO NEEDS TO KNOW ABOUT THIS PROJECT ?

All General Practitioners (GPs) linked to the participating RACFs will be sent an information letter outlining the project and MoC prior to implementation so that they are aware and can participate as required. In addition, a summary letter outlining the telehealth consultation and the management plan will be automatically generated and sent to the GP and the RACFs.

For further in-depth information, feel free to access the links to:

- The latest PACE-IT publication - <https://rdcu.be/b5J40>
- A two minute film about PACE-IT- [YouTube](#)
- <http://www.hnehealth.nsw.gov.au/telehealth/Pages/PACE-IT.aspx>

#### RACF staff response

Benefits of Vision

- Better communication
- Family involvement
- Less fear + anxiety for residents
- Shared decision making
- Person centred decision making - Dignity Respect
- Timely care → safety supported
- ↑ Teamwork, staff support
- Building relationships + partnerships between ED + RACF staff
- Better access to expert + support
- Care in the right place - comfort
- Cost effectiveness
- Better resident outcomes ++
- Saving time