



What is the pace-it project?

partnerships in aged care emergency services using interactive telehealth

Ensuring care is delivered in the right place, at the right time.



For more information contact

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www.hnehealth.nsw.gov.au/telehealth/Pages/PACE-IT.aspx



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



A modern and essential move toward the future

Introduction

Sometimes older people from **Residential Aged Care Facilities (RACFs)** are transferred to **Emergency Departments (ED)** due to illness or injury. These transfers can cause increased stress and anxiety for the older person in the unfamiliar environment of a busy ED. In reality, many health related issues can be managed outside of the ED and some transfers may be avoided. The GP is usually the first point of contact for the acutely unwell older person living in an RACF. However, if the GP is not available, visual telehealth can be used to enhance our ability to ensure that this group of older people have access to the best possible care, in the most appropriate place, in a timely manner.

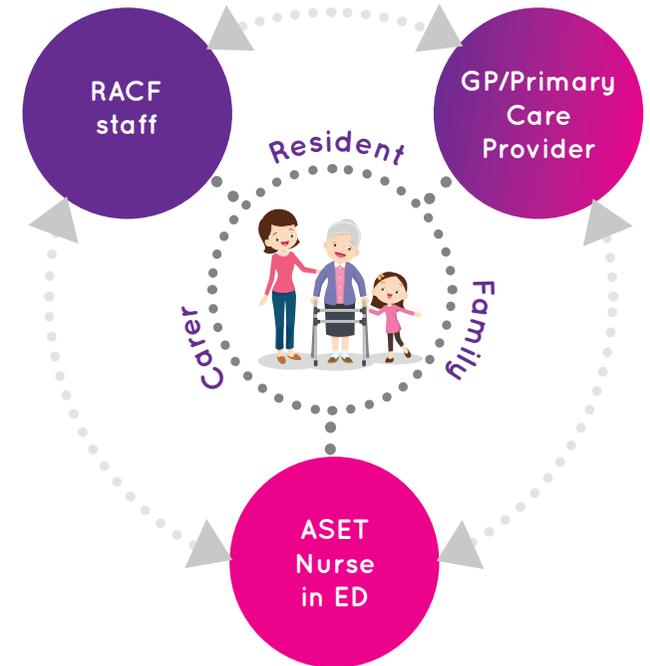
How does it work?

Visual Telehealth can be used to build on existing **Aged Care Emergency (ACE)** care models by visually connecting;

- The **Aged care Service in Emergency Team (ASET)** nurse
- The RACF older person who is feeling unwell
- Their family and carers
- The RACF staff

This model also has the potential to include other health professionals in the consultation.

The addition of a visual telehealth consultation to existing outreach aged care models has the ability to provide immediate and valuable support and advice to the RACF staff caring for the unwell older person, to



assist in assessment and clinical decision making. Following the Visual Telehealth ACE Consultation a notification letter is sent to the GP and the RACF with a summary of the consultation including a recommended management plan. In addition, 24 hours later the ASET nurse will complete a follow up phone call to check on the condition of the older person.

What are the benefits for the older person in the RACF?

- Linking the older person to appropriate care in a timely manner
- Minimising disruptions by avoiding unnecessary transfers
- Strengthening partnerships and enhancing communication
- Optimising person and family centred decision making