PRISM
Patient Referral
Intelligent Service Matching
**ENGAGE WITH PEOPLE & COMMUNITIES**

**Strategy 1:** Spread motivational interviewing and health coaching techniques to support collaborative care planning

**Strategy 2:** Test use of patient activation, outcome and experience measures and sharing of outcomes across all providers as a tool to improve quality of care.

**Strategy 3:** deep dive data analysis

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**HEALTH INTELLIGENCE**

**Strategy 4:** Develop localised risk stratification tools that complement state-based tools

**Strategy 5:** Explore the feasibility of population registers for identified cohorts

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**INNOVATIVE MODELS**

**Strategy 6:** Test models of anticipatory, multidisciplinary, person-centred care and planning for selected cohorts

**Strategy 7:** Work with IT partners to use information and communication technology to provide innovative eHealth applications

**Strategy 8:** Utilise and adapt work undertaken in the use of mobile technologies to improve care and enhance self-management for selected cohorts.
Strategy 7: innovative eHealth applications

THE NHS HOUSE OF CARE MODEL
THE BASIS OF THE SESLHD INTEGRATED CARE STRATEGY

Strategy 3: deep dive data analysis
HOW PRISM WORKS

1. Review
   Referral Template

2. Visual Menu System

3. Matching Logic

4. Transparent Progression

5. Referral Accepted

6. Transition
   Patient Admitted

Matching

Referral Received & Pending

Referral Details Received

Integrated Care Unit
Strata Health
RealTime Visual Menu System

Legend
- Short wait: Less than 14 days
- Moderate wait: 14 - 30 days
- Long wait: 30 days +
- No Match: N/A

Long Term Care
- North River Senior's Home

Specialty
- Dr. Whitby Orthopaedic Specialist

Community Support
- Meals on Wheels Meal Delivery

Home Care
- Senior's Care Home Care Agency

Birmingham Senior's Home
- Dr. Blackburn Gastroenterologist

Central Health Personal Support Services

North Dogwood Senior's Home
- Dr. Classen Endocrinologist

Circle of Care Transportation Service

Dr. Simpson Neurologist

Home Instead Home Care Agency

NSW Health
South Eastern Sydney Local Health District

Integrated Care Unit
PRISM TEST OF CHANGE completion Jan 2017

**GP SOFTWARE**
- MedicalDirector®
- Best Practice
- ZEDMED

**HOSPITAL SOFTWARE ACCESS & REFERRAL**
- Diabetes
- Acute avoidance (QRP, SOS, GFS)
- Community Nursing
- Hep C programs

**MATCHING & REFERRAL**
## Evaluation Questions

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<thead>
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<tbody>
<tr>
<td>1.</td>
<td>Is there a need for an eReferral system?</td>
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<td>2.</td>
<td>Is there a need for a resource matching referral pathway system?</td>
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<td>3.</td>
<td>What does the evidence say about eReferral systems?</td>
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<td>What does the evidence say about resource matching referral pathway systems?</td>
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<td>5.</td>
<td>How does the implementation of PRISM align with Local (SESLHD &amp; CESPHN), State and Commonwealth policy directions and strategies?</td>
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<td>6.</td>
<td>What key activities were planned and undertaken to implement the PRISM test of change?</td>
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<td>7.</td>
<td>How were the key implementation activities resourced?</td>
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<td>8.</td>
<td>What outcomes have been achieved for consumers (patients and caregivers)?</td>
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<td>9.</td>
<td>What outcomes have been achieved for health care providers and other direct users of PRISM?</td>
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<td>10.</td>
<td>What outcomes have been achieved for the health system?</td>
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<td>11.</td>
<td>What were the most valuable outcomes for PRISM user groups?</td>
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<td>12.</td>
<td>Were there unexpected outcomes positive or negative?</td>
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<td>13.</td>
<td>Is the PRISM system secure?</td>
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<td>14.</td>
<td>Is the PRISM system reliable?</td>
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<td>15.</td>
<td>Did the performance of the vendor (Strata Health) warrant maintaining a professional relationship?</td>
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<td>16.</td>
<td>Should the PRISM system be retained, scaled and translated to broader implementation?</td>
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Questions?