

Devon Care Coordination - Progress to date and Next Steps Presentation to VCSE Assembly

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19 March 2024

Devon Care Coordination Approach

Care coordination philosophy focuses on five key points:

Facilitate the earliest clinical conversation

...that safely connects a patient with the right care for their needs

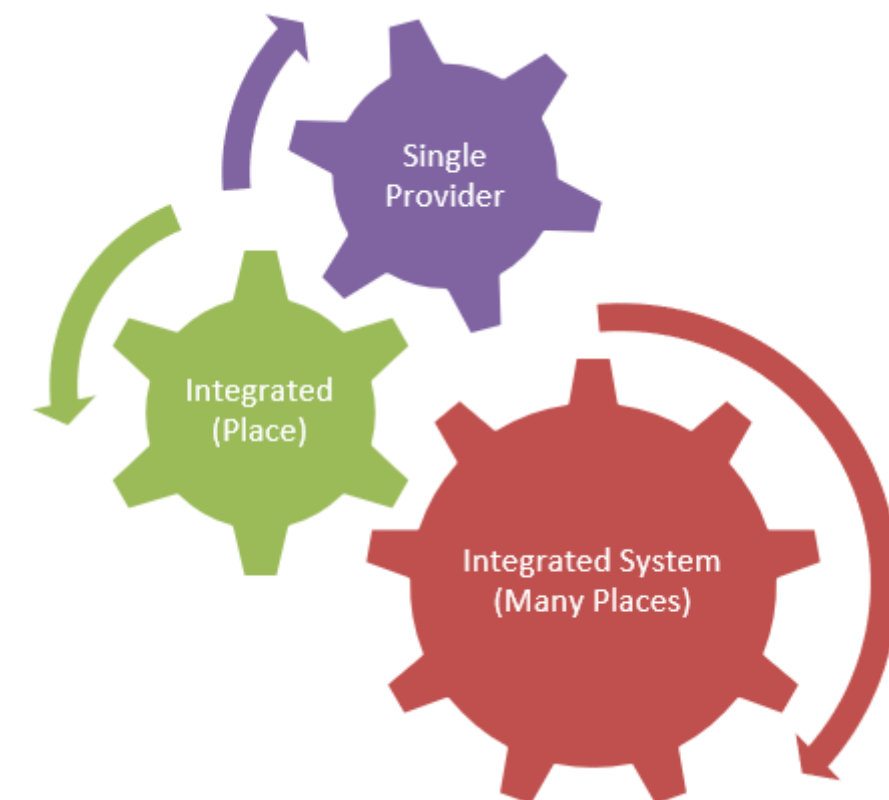
... independently of where a patient sits in the system

... and by accessing the right skills from the system

... and reduces the number of steps, handovers and referrals.

Devon Care Coordination Strategic Objectives

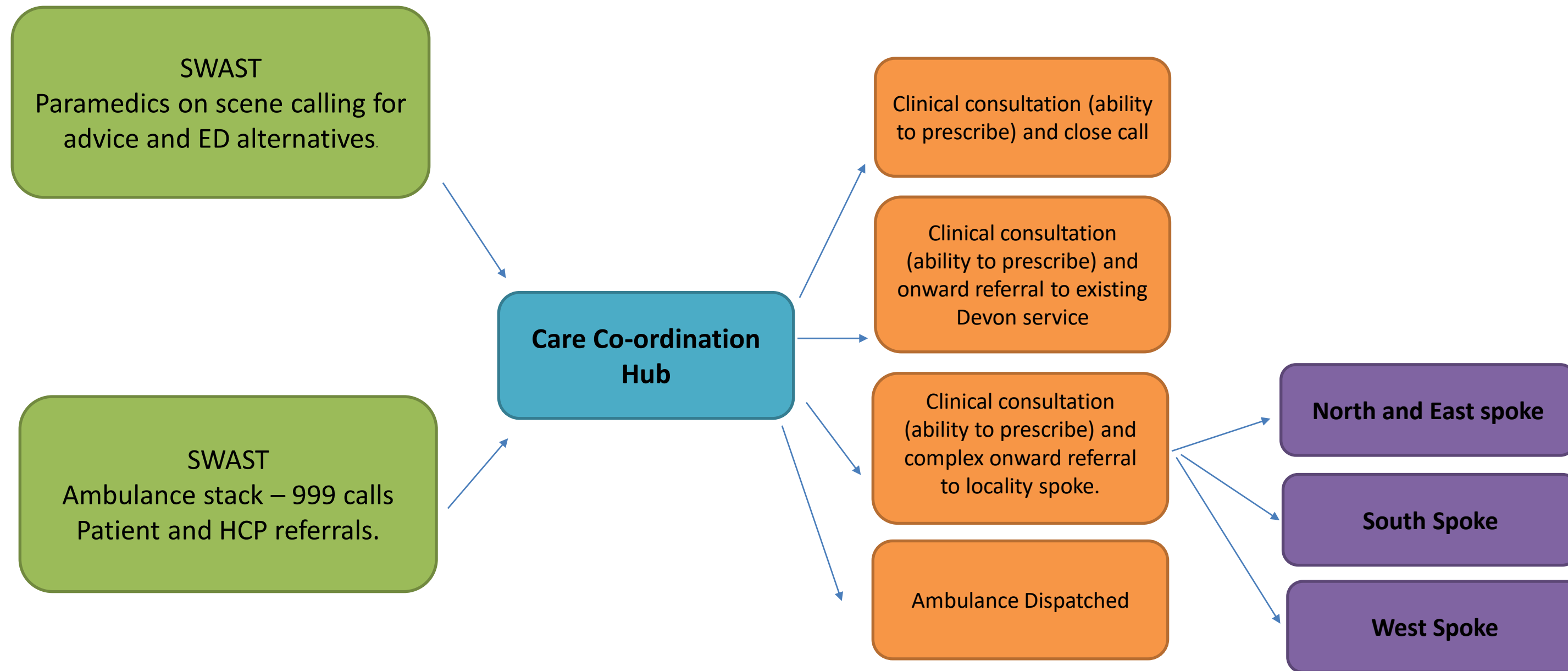
- Collaboratively work with Partners to improve patient Flow through the system
- Coordinate community response to the Care Home Community
- Caseload End of Life Care patients to ensure patients die in their chosen place.
- Support primary care to get the patient to the right place first time
- Support SWAST clinicians to get the patient to the right place first time
- Reduce level of unplanned attendances to make them planned (if required)
- Find alternatives to avoid admissions at the front door
- Improve patients experience and safety
- Make Community First our primary aim
- Increase utilisation of virtual wards



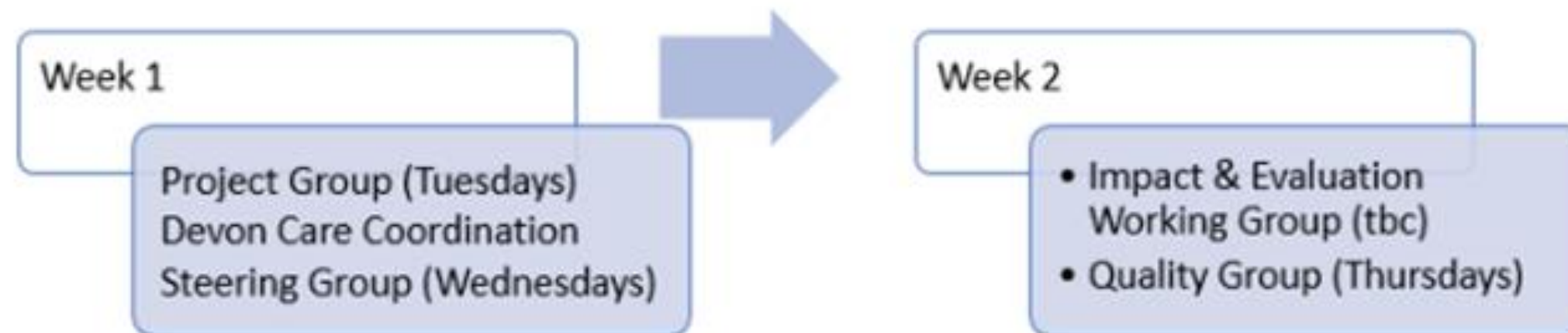
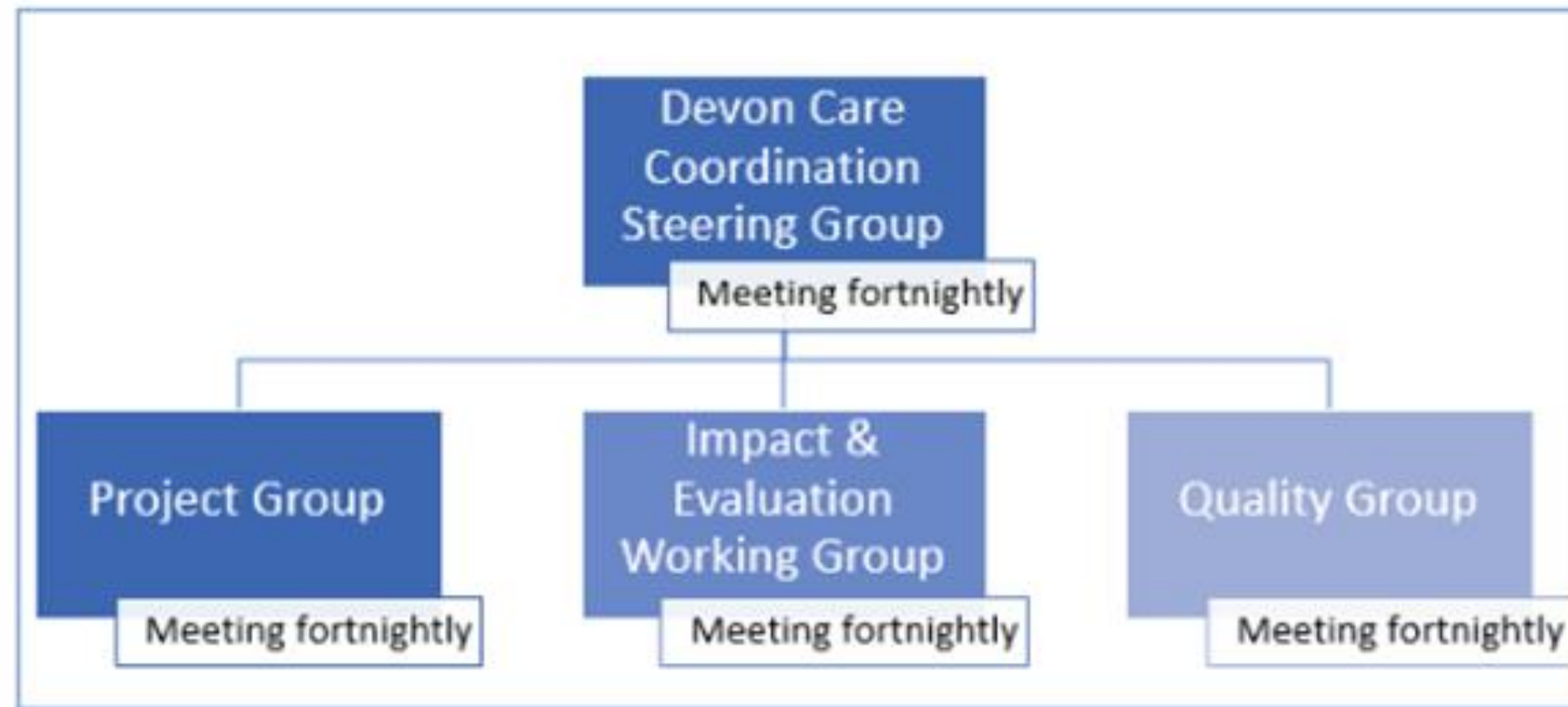
Devon Care Coordination Journey to Date

- 30th Oct – 12th Nov 2023 **Proof of Concept** – 220 cases seen with limited Call before Convey model, 165 avoided ED attendance, 101 avoided ambulance dispatch, 64 avoided ambulance conveyance. Modelling suggested even in worst case scenario applied across Devon, would exceed winter plan expectation with 29 beds saved.
- 13th Nov – 12th Dec 2023 **Extended Pilot** – significantly decreased and fragmented clinical staff rota led to specialist paramedics being reallocated. PPG planned Hub stand up was delayed to 2024 and service stood down 12th December.
- 8th Dec 2023 **Winter Funding Bid Approved** - £595,000 approved to cover Care Co-ordination costs Nov - end of March 2024 including £225,000 to support development of three individual “spokes” in North and Eastern, Western and South
- 20th Dec 2023 **Medvivo Devon wide Interim Hub** – escalation request on 13th December to run Care Coordination without UHP clinicians. Medvivo commissioned to run an interim hub with ACP/GP service 08.00 – 20.00 7 days a week.
- 3rd Jan 2024 **Devon wide Call before Convey/Paramedic on Scene** – extension of Care Co-ordination to also offer Paramedic on Scene across Devon with staffing increased to two clinicians 08.00 - 20.00 7 days a week.

Devon Care Coordination Clinical Model



Devon Care Coordination Governance structure



Extended Pilot Activity Report (21 December 2023– 6 March 2024)

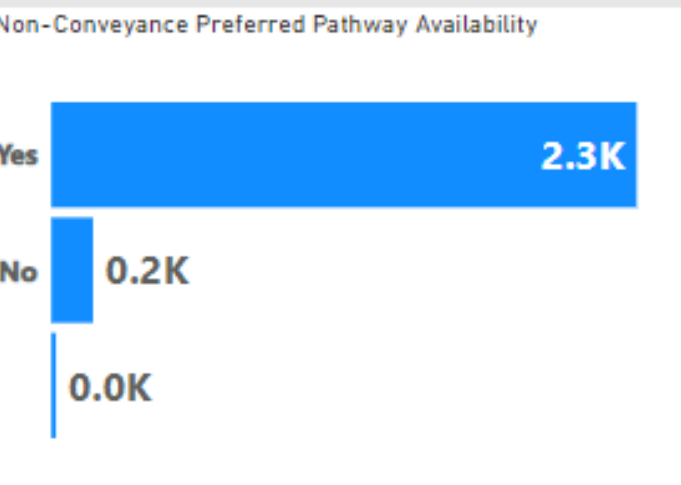
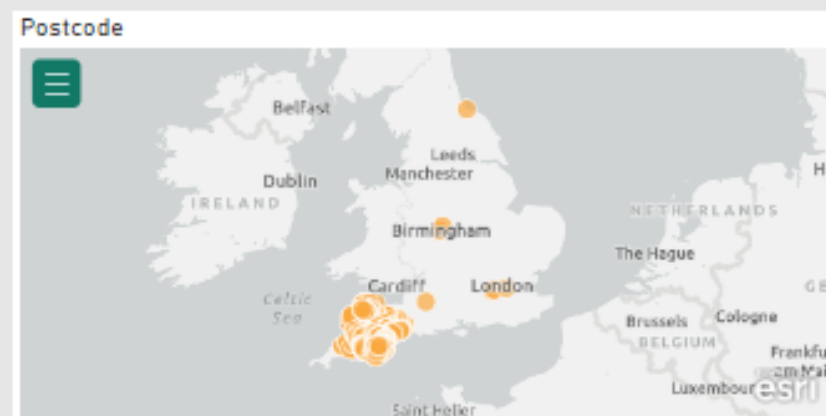
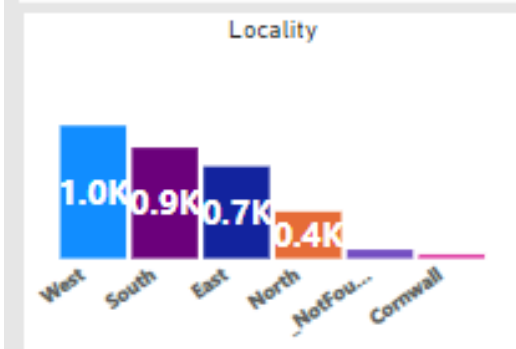
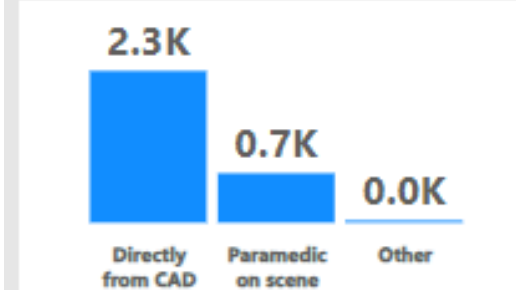
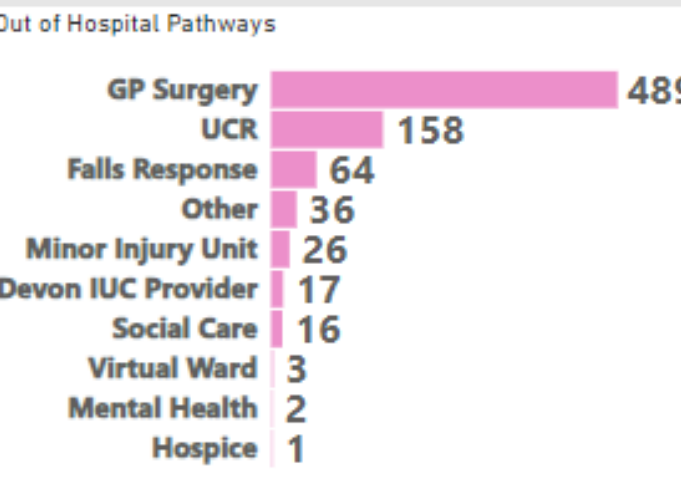
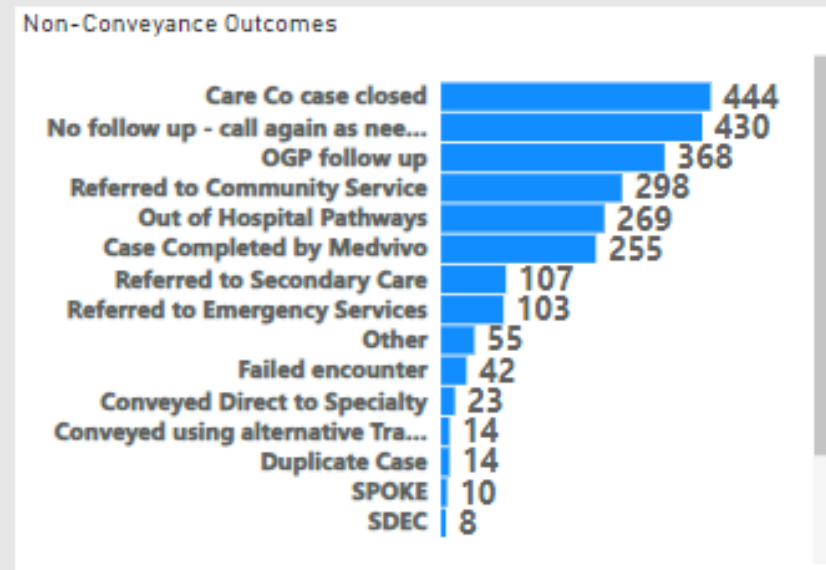
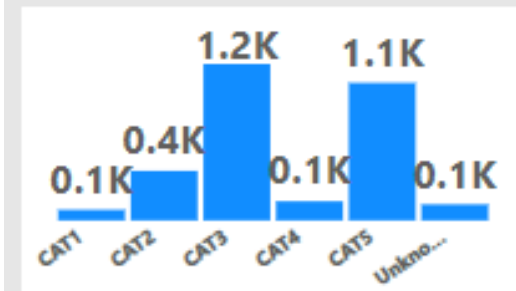
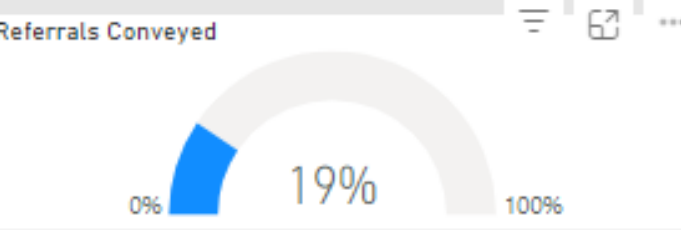
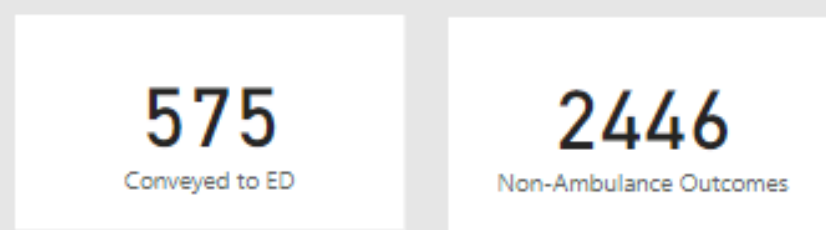
DEVON Care Coordination Service

21/12/2023 - 06/03/2024

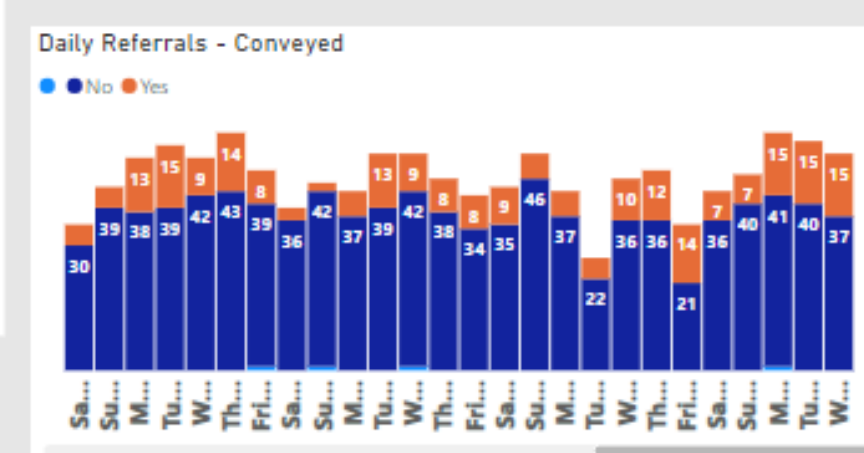
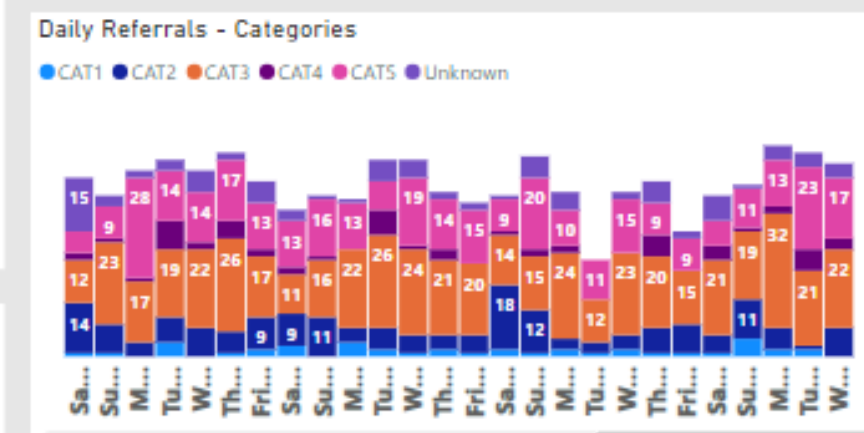
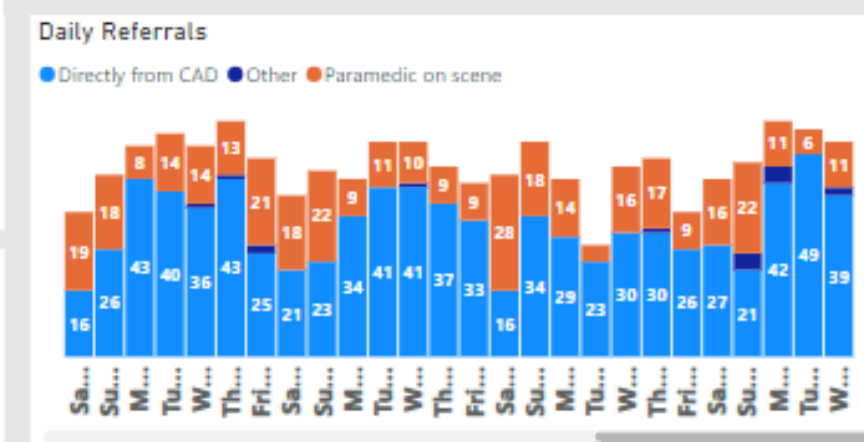
INPUTS (77 days)



OUTCOMES (77 days)



Daily Comparisons (77 days)



NOTE :SWAST ITK and Paramedic on Scene (Call before Convey) Referrals into the Devon Care Co service operated by Medvivo.

NOTE : Cases may be returned if the patient is OUT OF AREA or if the referrals are received outside of the agreed service hours.

Devon – Facebook and Face to Face

Used them a handful of times so far – super helpful and treated all in the community.

Avoided an admission – very impressed.

Used them twice today, great response from GP

Elderly patient with pre -syncopal episodes and significant cardiac history – discussed with CareCo GP who agreed for patient to remain on scene. Paramedic now spreading the word to discuss non cardiac sounding chest pains.

Complex job – crew contacted CareCo for a HCP admission – caused some tension with patient's own HP but good resource and really quick .

Faultless

I've used this service several times now and managed to refer all my patient's preventing conveyance.

Amazing outcomes

I've used Care Co last week and it was amazing. The person I spoke with was helpful and personable.

Out of area crew "we didn't realise Devon had a SPOA, it works well where we are based".

Contacted for an elderly patient with reduced SPO2 but no compensating indicators – appeared well. Organised antibiotics and took a clinical risk to remain at home – amazing.

CareCo GP supported non - conveyance but validator did not and crew had to convey resulting in a 6 -hour handover delay.

Really nice people wanting to help.

Needs to be 24/7 – getting really stuck overnight.



Next Steps:

1. Devon Investment Group (DIG)

Business Case submitted to DIG for consideration on 19th March 2024 for funding for both the Hub and Spokes for 2024/25 and beyond.

2. Provider Selection Regime Direct Award Process C Procurement

NHS Devon has undertaken a Provider Selection Regime Direct Award Process C procurement to enable a contract award for the Care Coordination Hub until the end of September 2024. The ICB have published the intent to award notice. The ICB is considering available options for October 2024 onwards and has not made any decision at this point.

3. Hub and Spoke Further Development

The Interim Care Coordination Hub is now well developed and continues to undertake frequent PDSA improvement cycles. The Business Case includes a plan to extend the Hub as the preferred option to maximise the offer particularly at weekends when current capacity is sometimes exceeded and ITK pauses have had to be enacted over recent weeks.

The Locality Spokes are still emerging and only now beginning to capture and report their activity. There will be an increased focus on the development of all three spokes over the next few months assuming that the Business Case, referred to above, is supported.

