

Rationale – New referrals are processed effectively to meet the personalised needs of each client and their family, providing a comprehensive safe health care service. The Community Nursing service provides clients with timely access to quality, evidence-based nursing treatment services with the purpose of restoring the client’s health to the maximum extent practicable.

Policy Standard – TCHS clients receive comprehensive information relating to TCHS services in appropriate language and format that meets their cultural and spiritual needs. Service delivery is appropriate and in accordance with the contractual requirements of TCHS.

Description of TCHS Services

TCHS works collaboratively with other providers to ensure cohesion and continuity of care.

Services include:

ACC Community District Nursing Service-specialising in Wound Management

Private Community District Nursing Services

Education for Registered Nurses and GPs

Service delivery is 7 days per week and is free for ACC referred clients

TCHS Responsibilities:

- To provide a comprehensive quality community nursing service to meet the physical, spiritual and emotional needs of clients.
- To assist recovery from recent illness and effects of long term illness/disability.
- To restore and/or maintain the client to their optimal functional state.
- To provide culturally competent services, ensuring all clients are aware of and have access to the ‘code of rights’.
- To ensure all clients are aware of and have access to the TCHS’ feedback and complaint procedures and are offered the opportunity to participate in satisfaction surveys.
- To provide safe and effective care.
- To achieve rapid and durable rehabilitation outcomes through the provision of registered nursing care.
- To support clients and their family/whanau to have maximum involvement in their rehabilitation, aiming for self management and maximum independence.
- To report/refer if other health needs are required.
- To provide a professional healthcare service to support recovery and or maintain the optimal health of the client.

Specific Objectives

- Provide a collaborative and co-ordinated service
- Provide support/rehabilitation which will allow the client to remain in the community
- Improve quality of life outcomes for clients
- Provide early interventions
- Complete the prescribed course of treatment while avoiding the development of complications
- Promote client/family/whanau education towards self-management
- Provide culturally competent services which complement the service of other treatment providers in restoring and/or maintaining the client's health status.

Quality Outcomes for Community Nursing Service

- Clients and their support networks are extensively involved in the implementation of their treatment and rehabilitation plan
- There is a collaborative and co-ordinated approach to treatment provision between all service providers, including those involved in health-related issues
- Treatment and rehabilitation is undertaken within stated timeframes and is both durable and outcome-driven to achieve maximum independence
- Active healing time for acute wounds will be within 9 weeks of service commencement, and chronic wounds within 20 weeks of service commencement
- Clients are satisfied with all aspects of the service delivered, and with the final outcome
- Service providers have proven competence levels that match the client's needs, and there is documented evidence of performance monitoring.

Service Requirements

Clients are entitled to quality Community Nursing services 7 days a week between the hours of 8am and 5pm.

Service/Contracts Management

TCHS employees are familiar with client pathways and service delivery requirements from referral to discharge.

New Referrals – Acceptance and Decline

New referrals are received from approved referral sources and can be made by

General Practitioners (GPs)

District Health Boards (DHBs) i.e. Emergency or Outpatient Departments

Medical Specialists

Nurse Practitioners

Assessors from ACC's Single Discipline Assessment (SDA) Service

Referral Management

Referrals are provided and reviewed to ensure the following information is included:

- Client's name, gender, date of birth and contact details
- ACC Claim Number
- NHI number
- Purpose of the referral
- Injury condition and Read code
- Injury details
- Referrals will also include, where applicable:
 - A description of the client's needs, including requirements for the nursing treatment, medical consumables (if known) and a defined timeframe for provision of the treatment (hours of day, days of week, length of time)
 - Details of the client's injury and non-injury related needs and treatment to date, including medications prescribed and other treatment providers involved
 - A description of the expected outcome following recommended community nursing services within a defined timeframe including the proposed reassessment date

Clients GP/treatment provider

- Identification and recommendations of the degree of co-ordination required by TCHS with other health/social rehabilitation professionals including the client's family/whanau members in order to efficiently and effectively achieve the clients expected outcomes
- Relevant non-injury details
- Client's main activity
- The appropriate acceptance/decline acknowledgment is sent to the referral source/agency within the required timeframe.

Where the service is declined, the referral source and/or client are notified immediately and within the required timeframes. The reason for declining the referral is provided and where relevant a recommendation is made regarding an alternative service provider.

ACC referrals are reviewed via ACC's website to ensure the claim has been registered and accepted (or is likely to be if on a weekend or public holiday).

Initial Visit

The manager/coordinator checks staff availability and allocates a nurse according to the needs (health, cultural, geographic, specific/complex) of the client.

Clients are contacted within the required timeframes and the initial visit is arranged.

During the initial visit the needs of the client are assessed and an Initial Treatment Plan is developed. Where appropriate information contained in any referral from an external agency is incorporated into the Initial Treatment Plan.

An information pack including TCHS' Service Agreement is provided to the client when the Initial Treatment Plan is developed by the nurse.

Provision of Information to Clients

All new clients are provided with a Service Agreement which is discussed with them and the nurse ensures the client is aware of the content, policies and responsibilities of the parties. The client electronically signs the agreement.

- Key TCHS contact details and opening hours, out of hours contact details
- Information on Rights and Responsibilities including information on advocacy services
- TCHS No Lift policy
- Hazard identification process
- The Compliment or Complaints Process
- Information on privacy and confidentiality
- Entry and exit criteria
- Additional brochures relevant to the service being provided

Where it is established during the initial visit that the referral for services is not able to be met, the nurse will consult with the Business Managers.