

Blue Care Hospital in the Home Report

Updated March 2016

Since the commencement of the Blue Care Hospital in the Home service in March 2014:

- More than 3000 patients have received their hospital treatment at home with Blue Care.

This means that patients have been able to continue to be with their families in the comfort of their own environment, while receiving their hospital treatment.

- The majority of our patients have been treated for skin infections, known as cellulitis

Most of the time our patients with skin infections have required intravenous antibiotic treatment which require a daily visit by the nurse and review by the doctor.

- We have accepted any medical condition that can safely and suitably be treated through a Hospital in the Home service.

In addition to patients with skin infections, we have seen patients with:

- blood clots who require treatment with Warfarin or similar medications
- chest infections
- urinary tract infections
- pre and post natal conditions
- more complex conditions such as cystic fibrosis.
- We have worked closely with our referring hospitals to ensure our patients receive high quality and safe services.
 - We regularly review our service delivery model and data to understand trends and identify service improvement opportunities.
 - We undertake an environmental assessment for every patient referred to our service to ensure our patients and staff are safe.
 - Hospital in the Home is safe as demonstrated through our zero mortality rate.
- We have consulted with our patients to ensure the written information we provide is relevant and easy to understand.
 - Everyone we asked thought our written information was useful, easy to understand and relevant to their condition and it was clear what to do in case something went wrong.
- We know that our patients are overall 100% satisfied with our service, because we asked them.

Our most recent Net Promoter Score was 93.

- On average, our patients stay for treatment with Blue Care Hospital in the Home for 3-5 days.

Sometimes longer treatment is required, depending on the condition that is being treated.

- We monitor that our service delivery standards continue to deliver a safe service to our patients.

We take any level of deviation seriously and implement improvements to ensure our high standards. We utilise a range of information sources including patient feedback, hospital feedback and audits to monitor the quality and safety of our services which supports our continuous improvement.

To find out more

You can find out more about our service in the Blue Care Hospital in the Home information brochure.

Please call us on 1300 733 338 for further information about our service.

Please contact our Hospital in the Home Business Development Manager (HITH@bluecare.org.au) if you are interested in a Hospital in the Home partnership with Blue Care.