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# GP Rapid Access to Consultative Expertise - GRACE

Initiative Type

Model of Care

Status

Close

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<https://cnxp3cuvtvrn68yjaibaht5ywrxspj7m.clinicalexcellence.qld.gov.au/improvement-exchange/grace>

## Summary

GRACE is primarily a telephone service for General Practitioners (GPs) to discuss treatment or referral options of hemodynamically stable patients with general medical problems.

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## Key dates

Jun 2016

Jul 2017

## Implementation sites

The Prince Charles Hospital

## Key Contacts

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## Aim

- Improve patient experience and to reduce their hospital stay
- Reduce Emergency Department (ED) referrals of hemodynamically stable, general medicinal patient groups.

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## Benefits

- Improved links and access to the hospital for community practitioners.

## Background

The partnership project originated between The Prince Charles Hospital (TPCH) and Brisbane North Primary Health Network (PHN) in March 2016 and was designed to overcome the need for GPs to refer their patients to hospital clinics for specialist expert advice and consultation.

## Solutions Implemented

- Triage of phone calls by the senior Internal Medicine Nurse (IMS) nurse.
- Registrar/Consultant to give treatment or referral advice.
- Right patient, at the Right time, to the Right place.
- Monitoring Emergency Department Information System (EDIS) data regarding GP referrals.

## Evaluation and Results

Over the past 12 months there has seen a steady growth in patient numbers attending TPCH. Of the GRACE patients assisted, 76% were able to avoid the ED and come straight into a ward for assessment; 8% were able to avoid the ED and hospital all together. However, some patients needed to be assessed via our ED. Consumer feedback has been very positive regarding ED avoidance however, uptake of the service has fluctuated at times due to certain barriers.

## Lessons Learnt

The GRACE program is continuing to grow – achieving better communication with GP's, with a flow on effect to the patient for a better hospital experience or hospital avoidance altogether.

