

# **Tasmanian Residential Aged Care Enhanced Response (TRACER) update for GP's**

**This webinar will start shortly.**

# Tasmanian Residential Aged Care Enhanced Response (TRACER) update for GP's

Zoom webinar – Wednesday 4<sup>th</sup> June 7:00-8:00pm

# Acknowledgement of traditional owners

We acknowledge the Tasmanian Aboriginal people as the traditional owners and ongoing custodians of the land on which we are meeting today. We pay our respects to Elders past and present.

We would also like to acknowledge Aboriginal people who are joining us today.



# Some housekeeping

- Tonight's webinar is being recorded
- Please use the Zoom Q&A feature to ask questions
- At the end of the webinar your browser will automatically open an evaluation survey. We appreciate you taking the time to complete this to help us improve our events programme
- Please don't forget to register for your next webinar at:  
<https://www.primaryhealthtas.com.au/for-health-professionals/events/>

AMBULANCE TASMANIA

# TRACER Education for RACHs and GPs

Tasmanian Residential Aged Care Enhanced Response



# ED Review recommendation 5.3

**"A residential Aged Care Pathway be implemented to connect 000 calls from RACF (RACH) directly to the Ambulance Tasmania Clinical Hub for virtual clinical assessments and appropriate referrals to enable care to be provided in RACH and avoid unnecessary transport to the ED."**

The Tasmanian Residential Aged Care Enhanced Response (TRACER) is a pathway through Ambulance Tasmania designed to improve connections for patients in residential care with alternative service providers that more effectively meet their needs, helping to avoid unnecessary presentations to emergency departments.

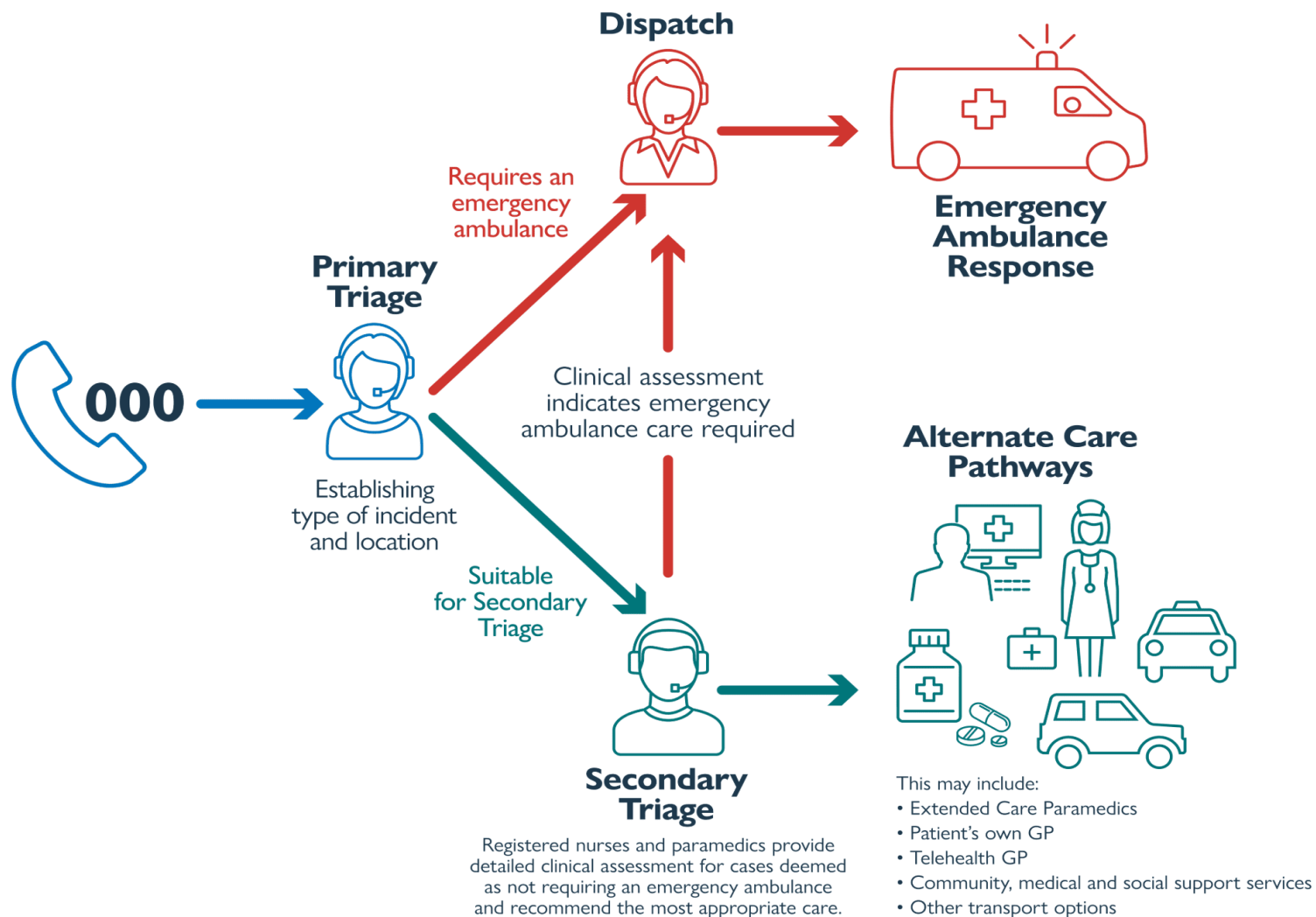


## Who is involved

- TRACER is joint initiative between Ambulance Tasmania (AT), Aged Care Reform Unit (ACRU), Primary Health Tasmania (PHT) and RACHs

# What happens to your call?

## Ambulance Tasmania's Secondary Triage Model



The **Right** Care  
In the **Right** Place  
At the **Right** Time

# TRACER

## What does TRACER mean for you and your resident?

- If it is deemed your resident requires an emergency ambulance at the point of call, an ambulance will be automatically dispatched
- If an emergency ambulance is not required, your resident will undergo a comprehensive clinical assessment by a senior clinician (nurse or paramedic) over the phone.
- As a result of this assessment your resident may be referred to an alternate care provider. This could include services provided at the RACH or virtually.
- Decisions resulting from a Secondary Triage assessment are collaborative and do not override the clinical decision making of the residents General Practitioner (GP).



# Potential Alternate Care Providers include:

- Referral to patients own GP
- Hospital@Home
- CommRRs (via GP Assist in North and NW)
- Private transport
- Re-direction to NEPT pathway
- Specialist Palliative Care Services (if pt already enrolled)
- My Emergency Dr (MED)
- Community Paramedic



# What do you need to know?

If your call is suitable for TRACER, the Ambulance Tasmania call taker, will state the following:

*'Based on the information you have provided, one of our Health Care Professionals may call you back for further information. Please keep your phone close by so you can answer their call, it will be coming from a private number.'*

*'If anything changes, call us back immediately on 000 for further instructions.'*



# What do you need to know?

- Please be aware that you will be required to be at the resident's bedside during the assessment.
- Information required in this assessment will be similar to ISOBAR content.
- Current set of Vital Signs.
- The clinician may request to speak directly to the resident – please stay with the resident.
- Advanced Care Directive, Goals of Care and Complex Care Plan.
- A direct number for the RACH nurse, the residents treating GP and who requested the transfer.



# Benefits of TRACER

- Reduces unnecessary transport of older persons to emergency departments.
- Improves the patient experience and outcomes for RACH residents, their families and carers.
- Reduces the risk of healthcare acquired infections, delirium, and mortality that can be associated with hospitalisation of older people.
- Provides care options that better meet the needs of the patient, that may enable care to be achieved faster than waiting for an available ambulance, and without the resident needing to leave the RACH to receive treatment.
- Reduces non-urgent ambulance responses, improving ambulance availability for emergency incidents.
- Clinical safety netting of residents requiring escalation of care.

# TRACER pathway engagement

- RACH and GP information sessions
- Stakeholder briefing pack
- PHT service updates
- Tasmanian Aged Care Collaborative (TACC)

# Questions?

## AMBULANCE TASMANIA

Peta Hooper

Acting Manager Integrated Care

[Peta.hooper@ambulance.tas.gov.au](mailto:Peta.hooper@ambulance.tas.gov.au)

**CARE** COMPASSION | ACCOUNTABILITY  
RESPECT | EXCELLENCE  
We CARE for the health and wellbeing of all in Tasmania







**Tasmanian HealthPathways** is a web-based information portal developed by Primary Health Tasmania. It is designed to help primary care clinicians plan local patient care through primary, community and secondary healthcare systems.



**[tasmania.communityhealthpathways.org](http://tasmania.communityhealthpathways.org)**

# Update- New personalised accounts

## Registering for the first time

Registering for and accessing HealthPathways for the first time - Individual HealthPathways accounts.

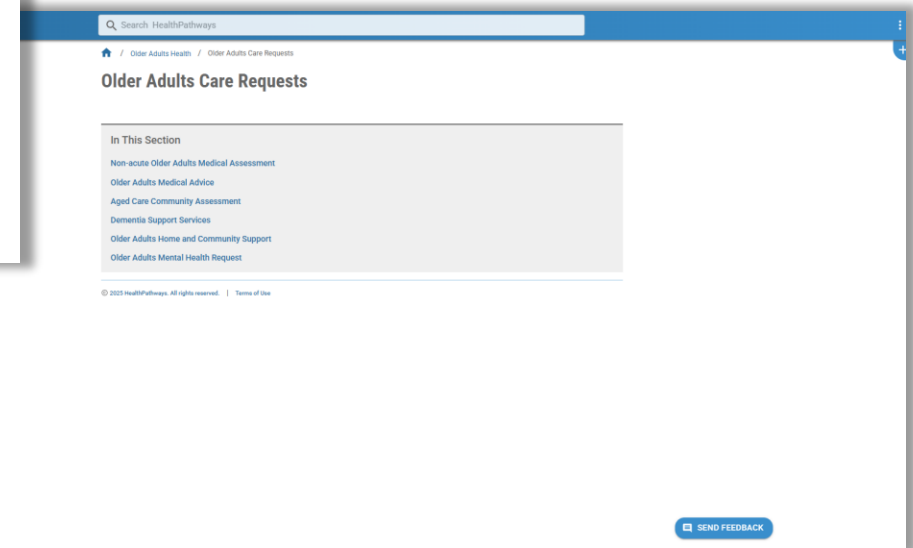
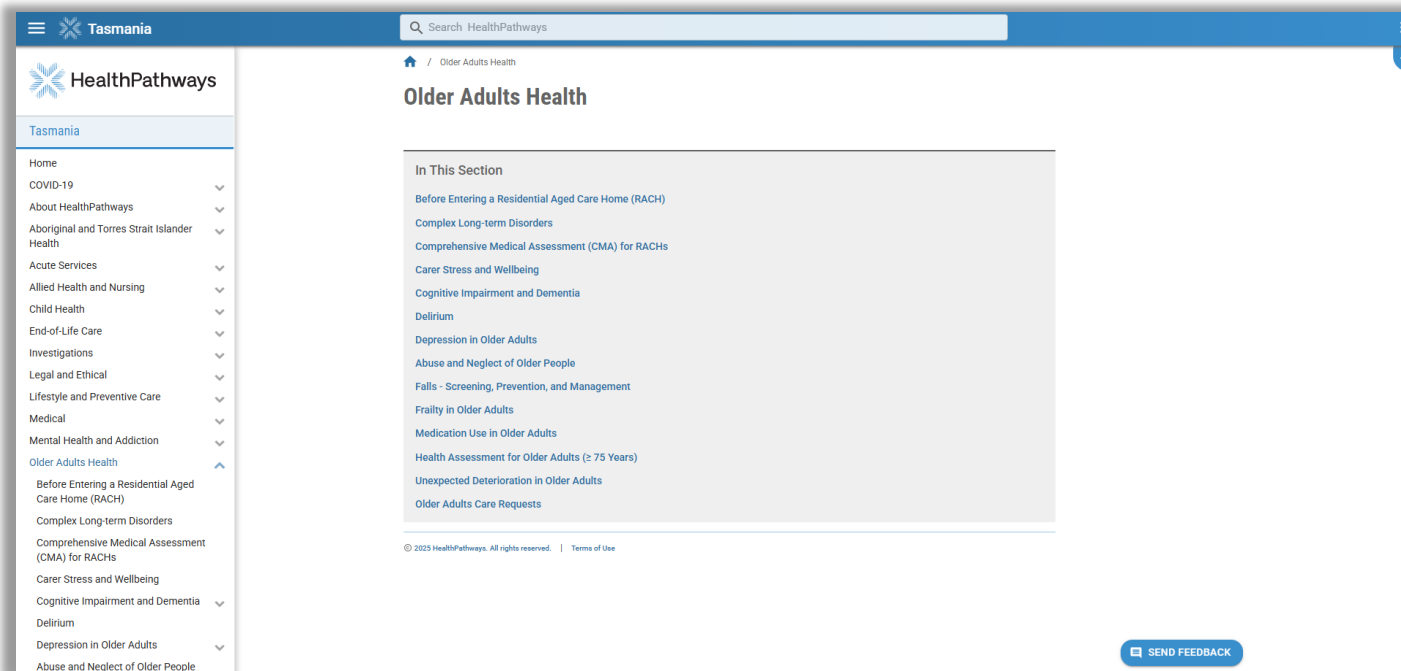


Scan to learn more



Have a question? Contact the Tasmanian HealthPathways team [HealthPathways@primaryhealthtas.com.au](mailto:HealthPathways@primaryhealthtas.com.au)



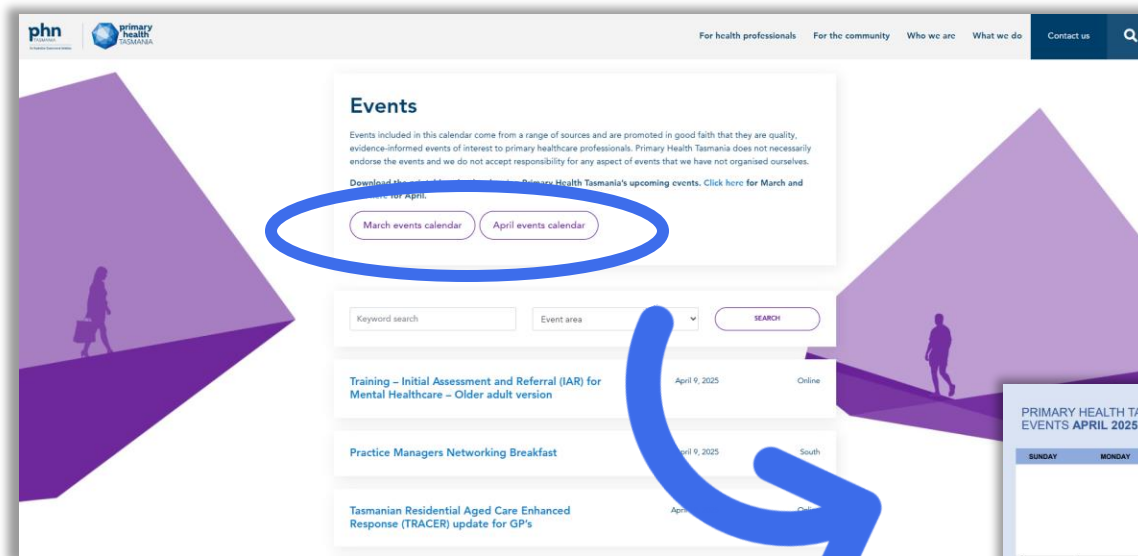


**tasmania.communityhealthpathways.org**

**Scan to learn more**



# Did you know Primary Health Tasmania has a monthly events calendar?



Each month, a printable PDF calendar is created and uploaded to our Events webpage for easy access!



**Upcoming face to face events:**

***Multicultural health – culturally responsive  
practice and working with interpreters***

**Thursday 12 June – Hobart**

**Monday 23 June – Launceston**

**Tuesday 24 June – Devonport**



# Some final words

- After this webinar end, your browser will open a link to an evaluation survey.
- Statements of attendance will be emailed to participants.
- For event queries, please contact [events@primaryhealthtas.com.au](mailto:events@primaryhealthtas.com.au)

**Thank you**



# Disclaimer

- Information presented in webinars organised by Primary Health Tasmania can come from a number of sources, and does not necessarily reflect the views of Primary Health Tasmania. Every reasonable effort is taken to ensure the information is accurate and current.
- The content is general in nature – please refer to any referenced guidelines or standards for further information. Health professionals should rely on their own independent inquiries and professional judgement when making any decisions.
- Primary Health Tasmania and the Australian Government are not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided in this webinar.

# Stay informed



[www.primaryhealthtas.com.au](http://www.primaryhealthtas.com.au)



[www.facebook.com/primaryhealthtas](https://www.facebook.com/primaryhealthtas)



[www.twitter.com/TasPHN](https://www.twitter.com/TasPHN)  
[@TasPHN](https://twitter.com/TasPHN)

