

Residential Aged Care Enhanced Response (RACER)

An enhanced pre-hospital response for patients living in Residential Aged Care Facilities (RACFs)

A better model of care for patients living in Residential Aged Care Facilities (RACFs) who call Triple Zero (000)

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Ambulance Victoria (AV) is introducing the Residential Aged Care Enhanced Response (RACER) pathway that aims to better connect and coordinate Triple Zero (000) calls from residential aged care facilities (RACFs) to better meet the patient's needs and avoid unnecessary ambulance dispatch and transport to hospital emergency departments (EDs).

EDs are often the default destination for the traditional ambulance response, which is not always in the best interests of the RACF patient or the health system.

Beginning in August 2022, AV's Triage Services will begin referring non-emergency low acuity patients directly to the Victorian Virtual Emergency Department (VVED) at the point of triage instead of dispatching an ambulance.

The RACER pathway is being rolled out in a staged approach, starting with patients from the non-emergency patient transport booking system to ensure that the pathway is comprehensively tested in operation and safety netted before it expands to low acuity patients from the emergency patient cohort. A date for this Stage 2 expansion is yet to be set.

The Patient

The RACER vision is to provide patients with integrated and effective care that takes account of and is organised around their individual health and social needs – ensuring they receive Best Care every time.

Inclusion criteria

- Non-emergency low acuity patients residing in RACFs, including those patients who a locum, GP or RN has assessed and recommended transport.

Exclusion criteria

- Patients residing in RACFs who have a time critical emergency.
- Patients residing in RACFs who are likely to require surgical management (e.g. suspected fractured neck of femur).
- Patients residing in RACFs without a suitable device to conduct a video teleconference.

Every Day



Approximately **85 emergency ambulances** attend to patients in Residential Aged Care Facilities (RACFs), equating to roughly **5% of all emergency ambulance dispatches**.



In addition, another **100 Non-Emergency ambulances** are dispatched to patients in RACFs.



Of those patients, **90%** are transported to an Emergency Department. **Up to 40%** of them don't need to be.



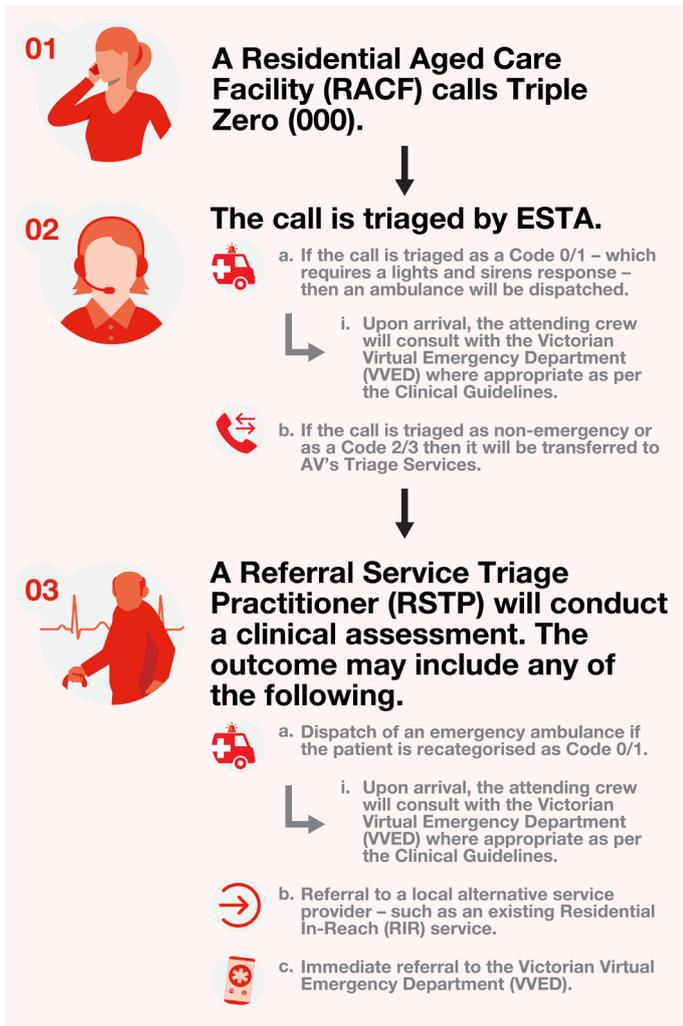
Only 3 patients in RACFs have their cases managed via an Alternative Service Pathway.

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How RACER works

Calls made from a Residential Aged Care Facility (RACF) to Triple Zero (000) have historically been triaged via the standard ESTA process. This has meant that over 90 per cent of calls from RACFs that receive an ambulance response result in the patient attending an ED – which is not always the best place for them. We know we can do better to connect older patients in RACFs to more appropriate care in the first instance.



Operating hours

The RACER pathway commences in August and will operate state-wide, 24 hours a day, seven days a week.

Consult requirements for RACFs

RACFs will need to have access to the following to facilitate a VVED consult under the RACER pathway.

- A mobile or tablet smart-device that:
 - can receive SMS (has SIM card or connected to mobile phone plan)
 - connects to the internet
 - has a camera.
- A known phone number for the mobile or tablet smart-device.
- A known email address for the facility.
- Contact details for the resident's GP (including email address if available).

Often the VVED clinician will consult with the resident's MTDM and GP to facilitate a 'goals of care' discussion, so it is asked that their contact details are readily available.

The VVED clinician will organise any referrals for ongoing management that are required and provide an electronic copy of the discharge summary to the RACF and/or GP along with any prescription for further medication.

The benefits of RACER

- Patients can be treated by a physician and/or paramedic at scene.
- Patients will receive an assessment that supports them to receive the best care for their needs and circumstances, be this an emergency ambulance response, referral to a local alternative service provider (such as a Residential InReach Program) or referral to the Victorian Virtual Emergency Department (VVED).
- Patients will have a reduced risk of delirium and healthcare acquired trauma, infections and mortality that can be associated with hospitalisation of older people.
- Avoidable emergency transports to hospital emergency departments will be reduced, keeping ambulances available for emergencies.

More information

Visit Ambulance Victoria's website here:
www.ambulance.vic.gov.au/

Contact olderpersoncareconnect@ambulance.vic.gov.au

