



**Ambulance**Victoria



VICTORIAN VIRTUAL  
EMERGENCY DEPARTMENT  
Northern Health

# AV at RACFs

Putting Older People First



## Session Aims

1. Provide an overview of AV's focus on providing better care to older people, which includes use of telehealth
2. Link to the key themes of the Aged Care Quality and Safety (2021) report:
  - Place the older person at the center of their care
  - Allow individuals to exercise choice and control
  - Provide equitable and timely access to care
  - Improve access to individualised end-of-life care
3. Provide an overview of the 'Save 000 for Emergencies' campaign

*Providing the right care, at the right time and in the right place*



## Bringing the Emergency Department to the RACF



- Victorian Government funded 'Emergency Department' telehealth service
- Free to access statewide, all age groups, available 24/7
- Service led by Emergency Medicine Consultants
- Geriatrician, Emergency Registrar, Nurse Practitioner Older Person/Palliative
- Not replacing local specialist services\*

*\*Refer to Residential In-Reach ahead of VVED when they are available*

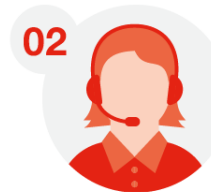


# VVED Healthcare Professional Pathway



## RACF staff or GP refer directly

Nurse or GP conducts clinical assessment and refers directly to VVED\*



## AV Point of Triage Referral

Triage Practitioner conducts telephone clinical assessment and refers RACF caller directly to VVED\*



## AV Onsite Ambulance Referral

Ambulance crew attend onsite, conducts clinical assessment and refers directly to VVED

*\*VVED will organise an ambulance if transfer to ED is required post consult*



# VVED Consult

## Benefits

- Access to early emergency medical assessment and treatment
- Provide advice on emergency care options available
- Facilitate complex conversations with patient and/or family
- Reduce risk of delirium and other hospital acquired health impacts
- Enhanced safety netting and access to services for patient review
- Improve clinical skills of AV and RACF staff



# RACF Case Example

## Unwitnessed Fall with Head Strike

- 90 y.o. male, found on floor of bedroom post fall
- Generalised pain with minor head laceration and skin tear to arm
- Falls risk: cognitive impairment, history of falls
- Medication risk: Clopidogrel (anti-coagulant)
- VVED consulted with family regarding goals of care and provided information on:
  - the risk of brain injury (bleed)
  - if a CT brain was indicated
  - what treatment would be recommended if present (palliation)
  - overall risks versus benefits of ED transport
- Shared decision with family for RACF nurse to conduct neurological monitoring
- RACF to contact RIR or VVED to review shared care plan if deterioration occurs

# RACF Case Example

## Acute Stroke

- 96 y.o. male, presenting with slurred speech, one-sided arm and facial weakness and reduced conscious state
- Advanced Care Directive - transfer to ED only if in severe pain or care needs unable to be met at home
- VVED consulted with patient's Medical Treatment Decision Maker and provided information on:
  - differential diagnosis
  - if a CT brain was indicated
  - what treatment would be provided at ED (palliation)
  - overall risks versus benefits of ED transfer
- Shared decision for palliative care at home with GP review next day
- Prescribed Morphine, Midazolam, Glycopyrulate
- Recommended to contact RIR, Palliative Care Advice Service or VVED if further support required

# Save 000 for Emergencies

## LOW TO MEDIUM ACUITY

### REFERRAL OPTIONS

1. GP
2. Residential In-Reach
3. Victorian Virtual ED



VICTORIAN VIRTUAL  
EMERGENCY DEPARTMENT

 [vved.org.au](http://vved.org.au)

Available 24/7

### COMMON CONDITIONS

- Post fall or head injury assessment
- Vomiting, diarrhoea, constipation
- Non-severe pain or discomfort
- Acute confusion or delirium
- Dizziness or near faint
- Respiratory infection
- Fever of unknown cause
- Cellulitis / skin infection
- Urinary infection
- Hypertension
- Chronic illness exacerbation
- Challenging behaviours
- Abnormal blood test results
- Functional decline
- Complex wound



Save 000 for  
Emergencies

## HIGH ACUITY

### CALL TRIPLE ZERO (000)

If AV staff assess an emergency response is not required they may refer to GP, Residential In-Reach or Victorian Virtual ED either at point-of-call (triage) or when on-scene.



**Ambulance**  
Victoria

**Save Triple Zero (000)  
for Emergencies**

# Palliative & End-of-Life Care

## PALLIATIVE & END OF LIFE CARE

### REFERRAL OPTIONS

1. GP
2. Residential In-Reach
3. Community Palliative Care Service
4. Palliative Care Advice Service
5. Victorian Virtual ED



**Palliative Care**  
Advice Service

**1800 360 000**

Available 7-days

# VVED RACF Referrals

## Challenges

- Access to technology for video consultation
  - Save registration and consult links to devices
- Communication with RACF and GP sector
  - Have an accessible email address for the facility
- Medication imprest at RACF
- Varying availability of Residential In-Reach Services
- Low rate of instructional Advanced Care Directives
  - Have contact details for resident's medical treatment decision maker
- RACF staff workload



## Summary

### *Providing the right care, at the right time and in the right place*

- Think 'home' first for the delivery of the care
- Importance of understanding resident's goals of care
- Refer to Residential In-Reach when available
- Refer to VVED when In-Reach is not available
- Save Triple Zero (000) for emergencies



# VVED Resources

## VVED Website

- [Home - Victorian Virtual Emergency Department \(vved.org.au\)](http://vved.org.au)

## AV Website – VVED Webpage

- [Victorian Virtual Emergency Department \(VVED\) - Ambulance Victoria](#)
- For further information on VVED:
  - ✓ Posters
  - ✓ Flyers
  - ✓ Registration videos



# VVED Contact Information

## VVED ANUM

- For urgent assistance during consult
- 0459 847 364

## VVED Clerical

- If needing to follow up on discharge summary or prescription
- 03 94859070
- [ED.VirtualTriage@nh.org.au](mailto:ED.VirtualTriage@nh.org.au) (for non-urgent matters)

## VVED Program Lead

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For VVED referral support training and/or information documents contact [richard.penberthy@nh.org.au](mailto:richard.penberthy@nh.org.au) or visit [www.vved.org.au](http://www.vved.org.au)