



December 2019

Update from the Program Director

Welcome to the final edition of the *Mercy Health Primary Care Liaison Newsletter* for 2019. We thank you for your partnership throughout this year.

Connection with our primary care partners remains a priority for us. Our strong partnerships with you will facilitate the best experiences and outcomes for our patients throughout their care journey. We continue to welcome any feedback you have about how we can improve the way we work with you to ensure the continuum of care for patients is well supported.

This edition will feature a number of important updates about our health services, as well as practical information to facilitate our partnership with the primary care sector.

Mercy Health would like to wish you a happy and safe festive season. We look forward to working with you in 2020 and continuing to strengthen our partnership.

Erin Wilson

Program Director, Ambulatory, Community and Allied Health
Mercy Hospitals Victoria Ltd

Mercy Health website updates

Your feedback has informed some exciting changes to the Mercy Health website. We now have a [refer a patient](#) hub, which provides key resources and advice for you to use in your practice. This includes:

- referral templates for GP practice software (BestPractice, ZedMed and MedicalDirector)
- referral contacts, including phone and fax numbers for key areas



- minimum referral requirements
- referrer responsibilities
- Medicare Benefits Schedule clinics listing
- access prioritisation and waitlisting.

We are also updating our [clinics and services](#) listing to ensure the information for health professionals is relevant for referrals to that clinic or specialty service. Please look for the 'For health professionals' tab (pictured below).

The screenshot shows the 'Ear, Nose and Throat Clinic' page. At the top, it says 'Outpatient Clinics building located within Werribee Mercy Hospital'. Below that, it states 'At the Ears, Nose and Throat Clinic, you will see a specialist doctor who treats problems relating to the ears, nose or throat.' A navigation bar contains five tabs: 'Overview', 'Getting here', 'Your appointment', 'For health professionals', and 'Contacts'. The 'For health professionals' tab is highlighted with a red circle. Below the navigation bar, there is a section titled '+ For health professionals' with a sub-heading and text: 'Referrals to this service are assessed against the Statewide Referral Criteria. Please utilise HealthPathways to assist in making the referral. Referrals which do

We encourage you to bookmark the [refer a patient](#) page, our [clinics and services](#) page and our [primary care liaison](#) page.

Please continue to provide us with feedback by email primarycare@mercy.com.au* or phone 8754 3497.

**Do not share private patient information via email.*



Working collaboratively with our primary care providers

Safer Baby Bundle Handbook and Resource Guide

Reducing infant stillbirth and morbidity should be a focus for all providers of pregnancy care. We should be working collaboratively to ensure we are well informed and enabling the best care outcomes.

The Centre for Research in Stillbirth Excellence provides health practitioners with important information on its website stillbirthcre.org.au about preventing stillbirth.

Resources include:

- the [Safer Baby Bundle Handbook and Resource Guide](#)
- [patient information brochures](#), which can be downloaded, printed and displayed in your practice
- [education modules](#), which you can complete to refresh your knowledge.

Please take the time to review this important information.

Some particular areas to look out for include:

- smoking cessation
- fetal growth restriction
- decreased fetal movements
- side sleeping
- timing of birth.

As part of working collaboratively, Mercy Hospital for Women and Werribee Mercy Hospital are ensuring their clinical practices align with this information and enable the best care outcomes.

For more information, please visit [Safer Baby](#) and [Stillbirth Centre of Research Excellence](#).



What's happening around our health services

Specialist clinics

Werribee Mercy Hospital has recently introduced an electronic booking system for patients to use when they arrive for their Outpatient Clinics appointments. Patients can now check themselves in for appointments at dedicated kiosks at the Outpatient Clinics. The new system, called QFlow, will also increase the department's capacity and efficiency by improving scheduling and patient flow, thereby reducing the patient's waiting time.

Specialist clinics reform

From 1 November 2019, Victorian health services are required to use the published [Statewide Referral Criteria for Specialist Clinics](#) to assess all new adult referrals for ENT, vascular and urology. The same will apply to neurology, gynaecology and gastroenterology from 1 February 2020.

Where mandatory referral criteria has not been included in the referral, you will be notified and directed back to the [Statewide Referral Criteria for Specialist Clinics](#) and [HealthPathways](#) to help you provide a complete referral.

Mercy Health is finalising internal processes to ensure a smooth transition to the statewide referral criteria and the new specialist clinics access policy. The Primary Care Liaison team is leading this project for Mercy Health.

Maternity Services

My name is Liz and I am your Werribee Mercy Hospital Shared Care Midwife. From now on, I will be offering education in each edition of the Primary Care Liaison Newsletter from the [Mercy Health Guidelines](#) for Shared Maternity Care Affiliates.



This edition we are talking about screening.

One test we offer is combined screening. This involves maternal serum taken between 9+0 and 13+6 weeks, combined with a nuchal translucency ultrasound scan (USS) between 11 and 13+6 weeks.



Some parents may choose the non-invasive prenatal test (NIPT) — a far more accurate test for chromosomal abnormalities. This can be performed from 10 weeks in conjunction with an USS. If they choose the NIPT at 10 weeks, please remember to order the nuchal USS at 13 weeks.

We need the USS to check the baby is growing well. Think of it as a mini-morphology.

If you have any questions regarding shared maternity care at Werribee Mercy Hospital, please contact me on 8754 3393. I am available four days a week (Monday, Tuesday, Thursday and Friday).

Special projects

New SMART clinic — symptom management assessment and referral team for end-stage non-malignant illness

The new SMART clinic, which is scheduled to open on 10 February 2020, will be run by a palliative care consultant, clinical nurse specialist and social worker. The clinic will be open on Monday afternoons.

Patients referred to the clinic will be able to get support for symptom management for end-stage cardiac, respiratory, liver and renal diseases. Unfortunately, because of the scope of the clinic, we are unable to see patients with motor neurone disease, dementia or Parkinson's disease at this stage.

In considering the appropriateness of referral you might consider the following:

- patients who have declined further active treatment
- patients whose expected lifespan is less than six months
- using the Supportive and Palliative Care Indicators Tool (SPICT) by going to the [SPICT](#) website or downloading the app on your smartphone.



In collaboration with their GP, SMART clinic patients can start an advance care directive and be referred, where appropriate, to Mercy Palliative Care for support at home.

Referrals to Dr Annie Chiu can be faxed to the Outpatient Clinics on 8754 6710.

Strengthening Hospital Response to Family Violence

Mercy Health once again participated in the 16 Days of Activism against Gender-Based Violence as part of our Strengthening Hospital Responses to Family Violence (SHRFV) project.

SHRFV was developed after the 2015/16 Royal Commission into Family Violence, with the aim to strengthen the way health services respond to patients and staff who may be experiencing this health issue.

The 16 Days of Activism against Gender-Based Violence global initiative was a time for Mercy Health to reflect on the positive difference we can make in our community.

This year, events and presentations by local family violence agencies were held at both Mercy Hospital for Women and Werribee Mercy Hospital. Trees of Hope were on display and staff were asked to pick a leaf from the trees, each of which carried an important message about family violence, for them to discuss with families, friends and colleagues.

For more information, please contact shrfv@mercy.com.au

Shared maternity care: re-credentialing of shared maternity care provider for 2020–22

Shared maternity care providers are required to demonstrate ongoing education in pregnancy and postnatal care during 2017–19 to re-credential for the 2020–22



triennium. Ten category-two CPD points (five hours) in pregnancy and postnatal care education are required as a minimum.

Key dates to re-credential for 2020–22

- **2 September 2019 (overdue):** register to re-credential via TryBooking (link provided in the invitation email)
- **1 November 2019 (overdue):** submit required information to re-credential (details provided in TryBooking confirmation email)
- **31 January 2020:** applicants advised of application outcome

Please contact sharedcare@thewomens.org.au immediately if you have not received an invitation to re-credential.

If you have questions about the online registration process please contact:

Tammi Adams or Simone Cordiano
Shared Maternity Care Coordinators
The Royal Women's Hospital

Phone: 8345 2129 or email: sharedcare@thewomens.org.au

Your voice — survey results are in

Thank you for completing the primary care liaison survey. We are working on the following key areas in response to your feedback.

Access to services

To improve access to services, we are:

- reviewing the structure, content and visibility of GP-related content on the website
- implementing a secure messaging strategy to optimise communication with GPs.



Information exchange

To improve the exchange of information to GPs, we will:

- optimise the clinical handover procedures to GPs to ensure that clear advice is always provided to them
- provide previous issues of the Primary Care Liaison newsletter in an accessible online format
- review the GP feedback management process managed by the primary care liaison team in partnership with the consumer liaison team
- streamline and publish on our Mercy Health website the shared maternity care process for Mercy Hospital for Women and Werribee Mercy Hospital, and information that partner hospitals have online.

Education opportunities

To provide education opportunities for GPs, we will:

- coordinate Mercy Health with medical team education, neighbouring universities and learning precinct to work towards offering an online education platform.

Clinical care

To improve clinical care, we will:

- optimise clinical handover procedures to GPs to ensure that timely and relevant information is always provided to the GP.

Models of care

Understand and explore the feasibility of shared models of chronic disease team care arrangements, heavy menstrual bleeding and iron infusions.



Primary Care Liaison Unit contact

Our Primary Care Liaison Unit has offices at Mercy Hospital for Women (Heidelberg) and Werribee Mercy Hospital. This unit supports and develops communication between general practice, primary care providers and our hospitals. Please see our [website](#) for key information and resources.

Enquiries can be directed to primarycare@mercy.com.au (*do not share patient-identifiable information via email*).

For clinical queries or feedback, phone 8754 3497 or contact Werribee Mercy Hospital Primary Care Liaison Officer Felicity Morrow at FMorrow@mercy.com.au



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