

Advanced Practice Summary Report

Project title	Extending Advanced Audiology led clinics to further assist in managing ENT demand.
Health service	Royal Children's Hospital Melbourne (RCH).
Project aim	Extending an Advanced Audiology led clinic to manage ENT at RCH.
Key outcomes	<ul style="list-style-type: none"> • Assisted in reducing ENT waiting times, to ensure timely access and preserve ENT time for complex patients <ul style="list-style-type: none"> • reduced average number of ENT appointment visits required from 2.2 to 1.2 (48%) per child • reduced waitlist numbers from 1555 to 877 • facilitated more timely access to ENT specialist appointments for those patients requiring it. • 78% attendance from referrals to the audiology led clinic. • Enabled appropriate triage of ENT referrals to improve access into ENT by early audiology intervention <ul style="list-style-type: none"> • Established new triaging criteria with referrals now appropriately redirected and actioned faster. • 300 referrals redirected to Audiology clinic rather than straight to ENT specialist. 227 patients attended and of these: 24.5% were discharged from the clinic, 32.5% remained with the audiology clinic for monitoring, reducing the ENT waitlist by 57% over the 8 month period, 4% of these urgent. • Increased patient satisfaction in wait times and referral process. • Project officer role to attend to patient referral and appointments • Established education package: image data base for learning purposes has commenced, and allowed for case discussion and management reviews following consultation with patients. • Completion of endorsed wax removal course and participated in supervised practical training on site by four Audiologist.
Total investment	<p>Funding provided plus in-kind support: \$75,954</p> <ul style="list-style-type: none"> • Funding costs included: staffing costs, operational costs, equipment • In-kind support costs included: support staff, training, equipment <p>Total FTE to provide service:</p> <p>4 x Grade 2 Audiologists</p> <p>1 x Project Officer</p>
Resources available	<ul style="list-style-type: none"> • Patient communications – referral letter, referral pathway information, discharge letter • Education package • Triage criteria