

Advanced Practice Summary Report

Project title	Back pain Assessment Clinic (BAC) expansion to regional Victoria and outer metro Melbourne.
Health service	Melbourne Health.
Project aim	Improving the management of patients with back and neck pain.
Key outcomes	<ul style="list-style-type: none"> Improved access for patients to more timely care by reducing waiting times for clinics. Patients seen in the BAC who were on the existing neurosurgery and orthopaedic waiting list had been waiting a mean of 101 weeks and 71 weeks respectively. The establishment of the BAC clinic enabled these patients to be seen, and it is not clear how much longer these patients would have waited had they not been seen by BAC. New patients triaged to the BAC were seen within 10 weeks from referral. BAC patients referred to community services were seen within 2 weeks from referral. Patient, referrer and staff satisfaction were very high. There were no adverse incidents or patient complaints. BAC replication and mentoring to 3 other health services in Victoria with mentoring, training education, resources and support to acute and community health services in the Back Assessment and Management Clinics provided. Presentations to increase awareness of model at the Australian Physiotherapy Association National Conference and the National Allied Health Conference Since the BAC expansion project commenced on 31 August 2015, to date 126 patients from regional and outer metropolitan Melbourne catchment from the neurosurgery and orthopaedic waiting list (with referral from 2012 and 2013) were identified and offered appointments. Improved access and quality of care to specialist assessment in the BAC. Once a referral has been identified as appropriate for the BAC, the patient is offered an appointment to the BAC within approximately 10 weeks. Expansion to include out of catchment referrals was a recommendation from the pilot evaluation and resulted in a proposal to extend the implementation to investigate the suitability for this patient group and to identify any barriers and enablers to effective implementation. Continuing BAC Service activity has shown a reduction of waiting times to a maximum of 26 weeks for Neurosurgery and Orthopaedics Referrals from BAC to surgical services have a surgical conversion rate of 63%, compared to the previous state average of under 10%
Total investment	<p>Funding provided plus in kind support: \$92,200</p> <ul style="list-style-type: none"> Funding costs included: Staffing costs, other costs (external evaluator) In-kind support costs included: Staffing costs, Operational costs (interpreter service, letter dictation, room facilities). <p>Total FTE to provide service:</p> <ul style="list-style-type: none"> 0.8 EFT Grade 4 musculoskeletal Physiotherapists Support staff: Rheumatology consultant, administration staff
Resources available	<ol style="list-style-type: none"> 1. Project logic 2. Patient survey 3. Referrer survey