

1 WTE Primary Care Clinical Coordinator: Clinical Coordinator and CTM effectiveness

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Network 3 Learning Site Pilot

Introduction

The PC Clinical Coordinator model was to offer .2 post protected time to local employed senior clinician. There was some historical evidence of this being very challenging and not very attractive as a post for clinicians due to the workload and clinical implications. Network 3 learning site in CHO5 ran with a campaign of 1 WTE clinical Coordinator. The author, Lorna Hogan took up that position in November 2021. Due to the protected title and 1wte available this role developed multiple pathways and networking outside of PCTs but also added to the CTM clinical effectiveness and increased GP engagement.



Aims

PC Clinical coordinator 1 WTE aims:

- Define current practices and what the needs of the client centred to this practice.
- Engage core members in discussion – first meeting key on defining role and offering follow-up on that discussed
- To prevent admission to hospital due to functional decline
- Patient/MDT satisfaction on process – cross learning encouraged.

CTM re-design

- Set terms of reference, flexible approach
- Recognised as patient centre model with engagement of patient
- Progressing to individual case conferences for more complex needs/urgent timely actions
- Follow-up communication and results documented in care plan.

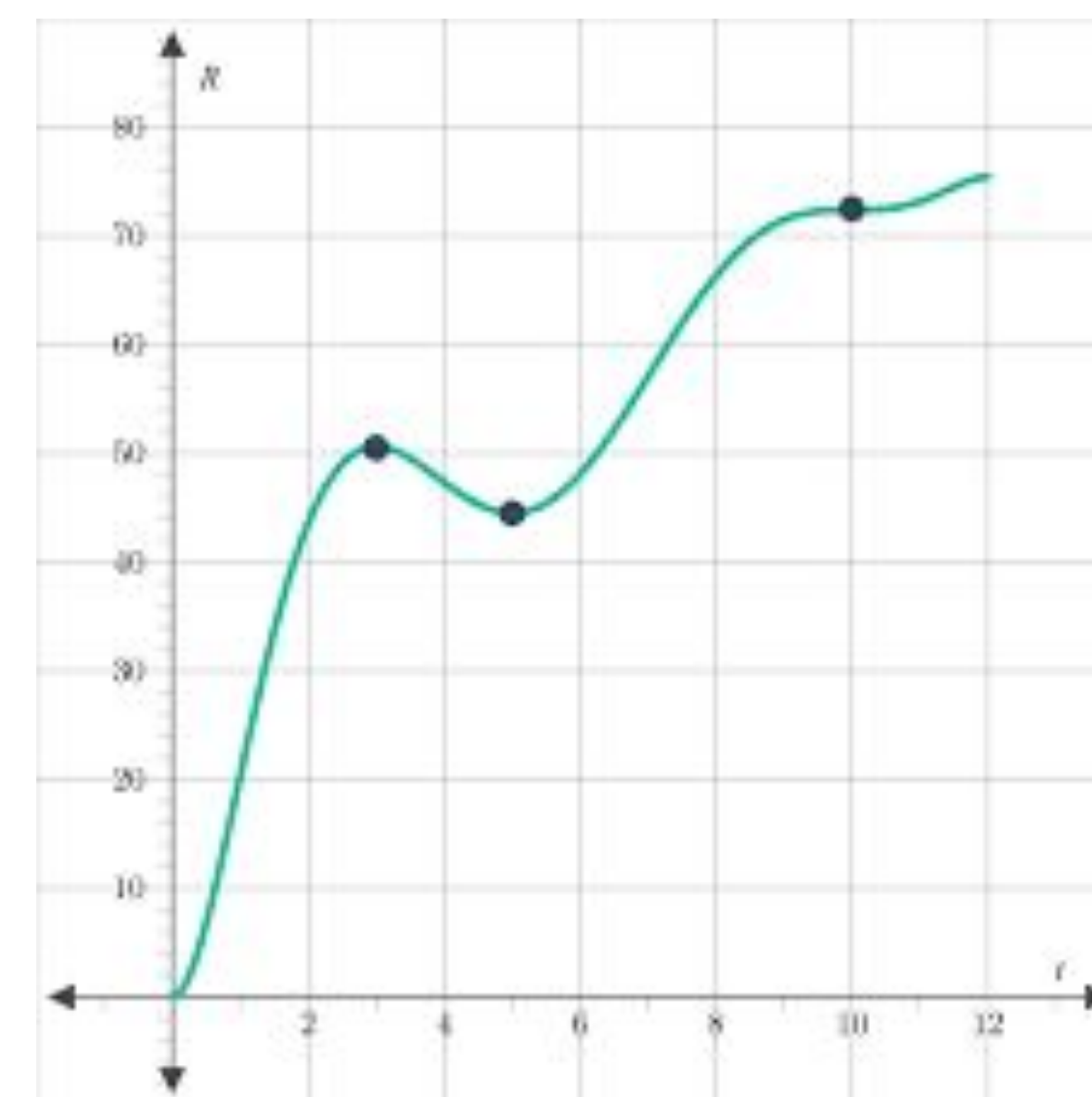
Ask author for case examples!

Outcomes

1. Patient-centred care delivered at the right place at the right time
2. Development of the role of clinical coordinator in signposting clinical queries
3. Support to the CTMs with problem solving and knowledge of resources
4. More effective CTMs with improved GP engagement.

GP Engagement

Patients remained at home 30 post intervention



Pilot Outcomes

- Primary Care Clinical Coordinator workshop CHO 5
- Rollout of similar model in other networks
- **Team building:** (who they are, background, vision for CC, how they can work together as a team)
- HSE strategy, ECC
- **CHN development:** Where are we? Where are we going? What is the role of the CC in this development?
- CHNs in the context of other HSE services (CDNT, ICPOP, CD, wider PC, palliative care, MH, disability, older persons, H&W, acutes)
- Voluntary and community services
- Role of key team members (GM, CHN manager, GV, GP Lead, PCDO)
- Risk management and incident reporting
- Quality Improvement
- Suggested CPD for the role (e.g. how to chair meetings)

References

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