

### INTRODUCTION

One of the key aims of the Enhanced Community Care (ECC) Programme is to enhance and increase community health services in order to support people to live more independently in the community and reduce pressures on acute hospitals. The ECC programme helps health and social care services to manage care at a local level and support the transition from the acute setting to the community. The development of community healthcare networks (CHN) and community specialist teams for older adults (ICPOP) and chronic diseases (ICPCD) are the cornerstone to ECC.

The aim of the HSE Area Finder Map is to assist in identifying the available services and appropriate point of contact for community services based on a service users address. This will promote integration and enhance knowledge of community services. On input of a patients postcode or address the map will signpost to the correct:

- Community Healthcare Network (CHN)
- Assistant Director of Public Health Nursing (ADPHN)
- Older Person Community Specialist Service (ICPOP)
- Chronic Disease Community Specialist Teams (ICPCD)

HSE, SAINT FINBARR'S HOSPITAL, DOUGLAS ROAD, CORK, T12XH60

#### CHN - Douglas, Blackrock, Mahon

Health Region: HSE South West

**CHN point of contact**  
blackrockdouglas.chn@hse.ie

**ADPHN point of contact**  
blackrockdouglas.phn@hse.ie

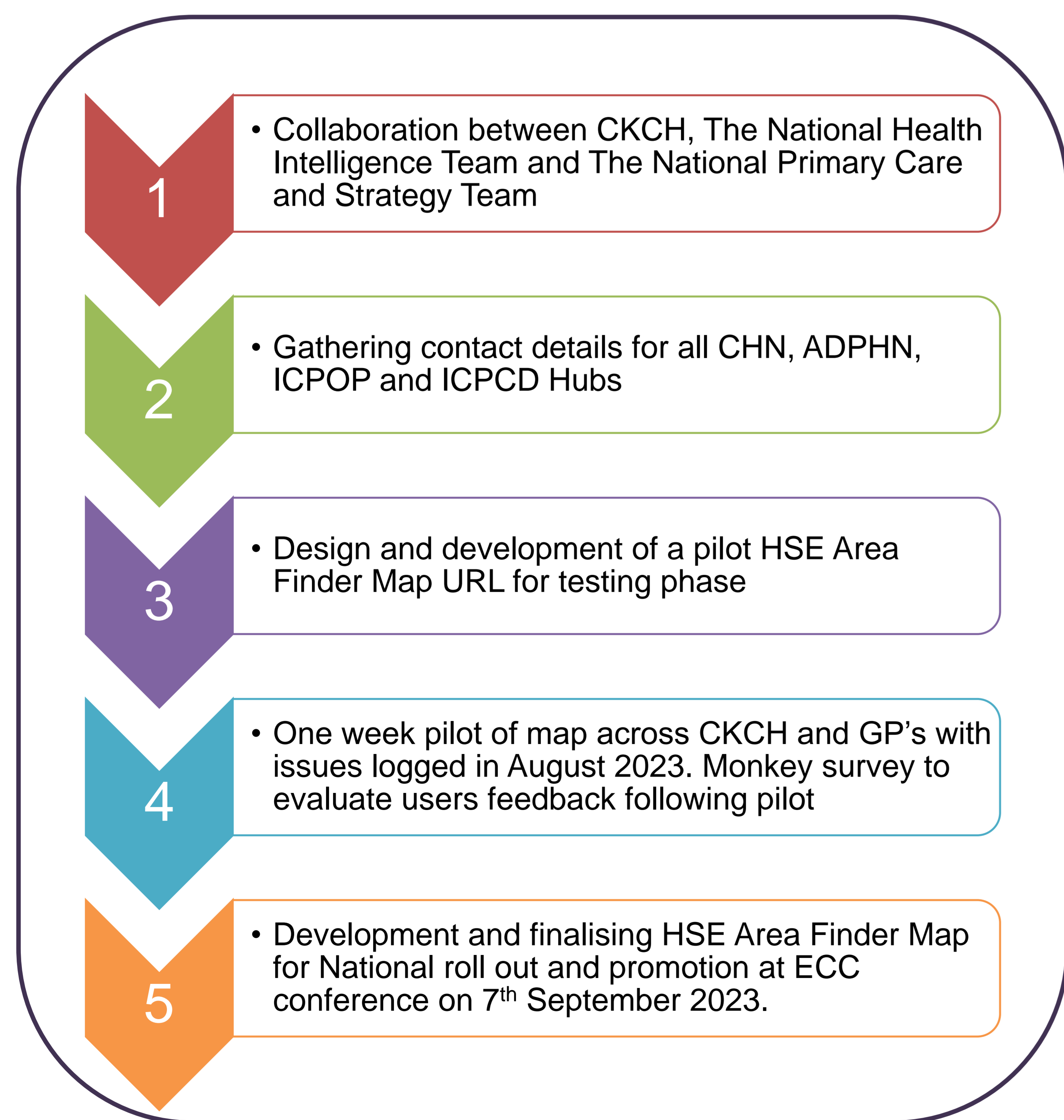
**Chronic Disease CST point of contact**  
corksouthcity.cdm@hse.ie

**Older Persons CST point of contact**  
corksouthcity.icpop@hse.ie



Intended for referrals from health professionals only

### DEVELOPMENT OF HSE AREA FINDER MAP



### RESULTS

A questionnaire was issued to users participating in the pilot in order to capture feedback on the HSE Area Finder and understand where the tool can be enhanced. The results of the survey are;

#### Did you find the HSE Area Finder easy to use?

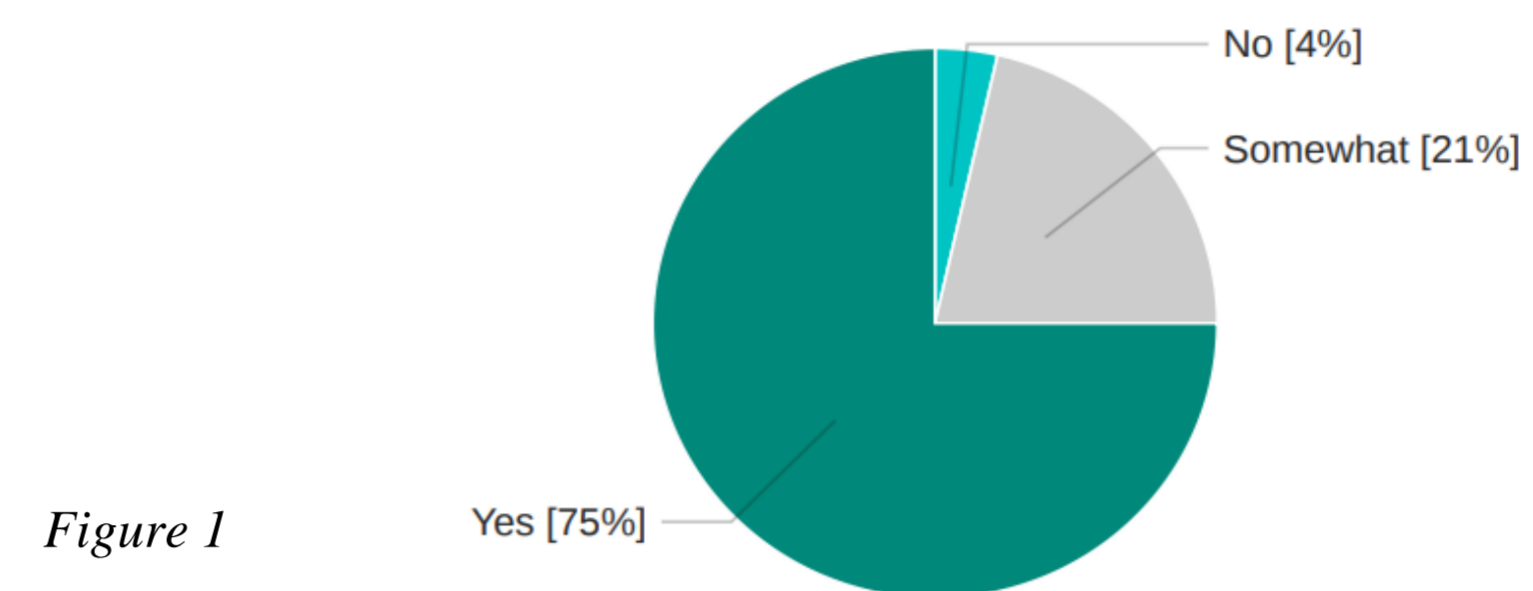


Figure 1

#### Has the HSE Area Finder improved your knowledge of the services available?

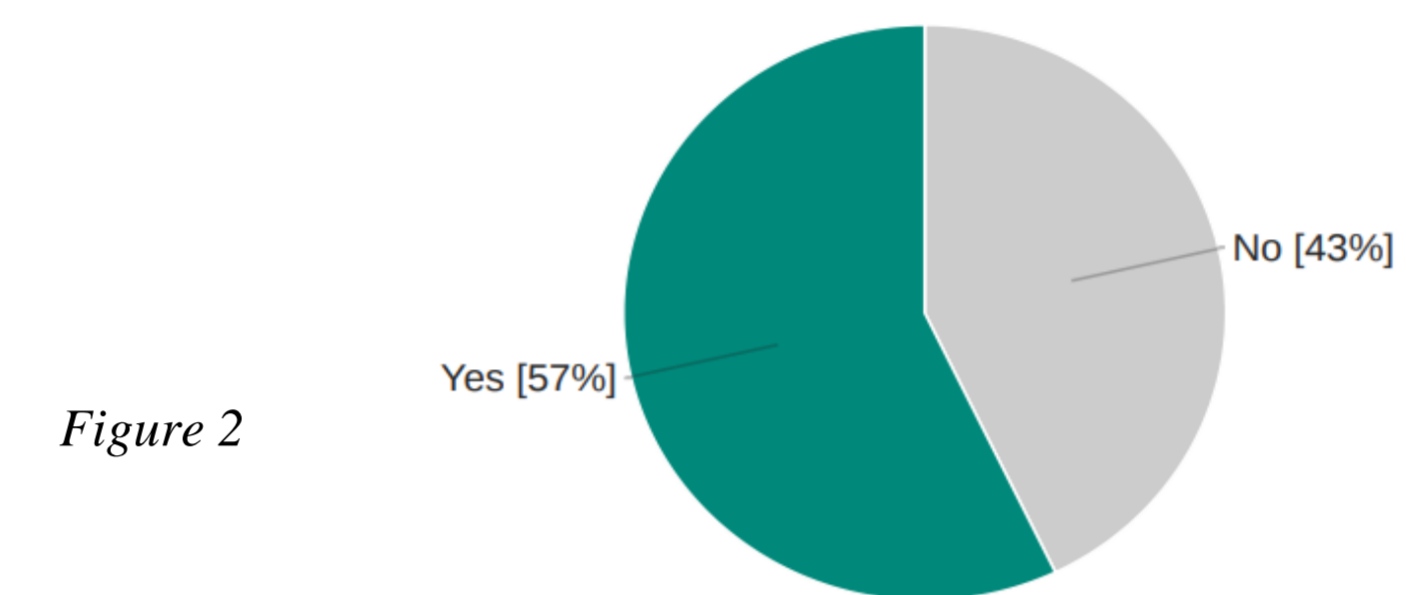


Figure 2

#### Will the HSE Area Finder decrease the time spend on sending referrals?

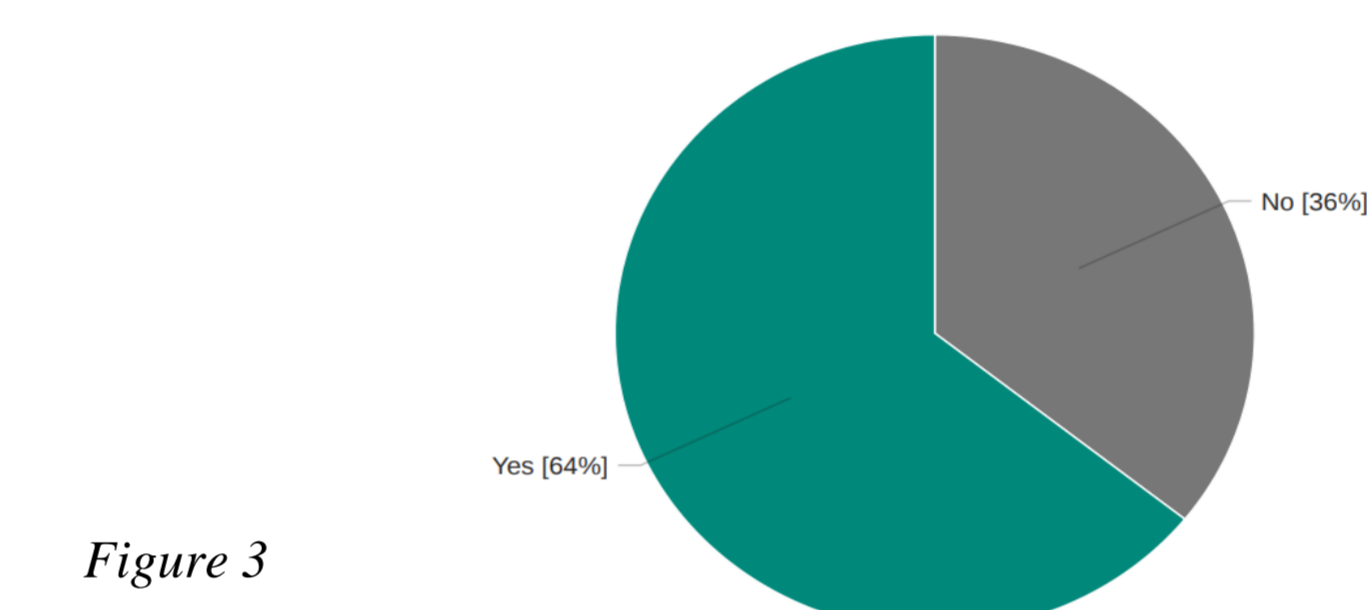


Figure 3

100% of respondents reported there are more likely to use the HSE Area Finder Map on desktop rather than a phone. When asked did the HSE Area Finder Map contain all the information you needed 57% responded 'yes', 32% answered 'somewhat' and 11% responded 'no'. Qualitative feedback on potential enhancements to the tool included providing additional details such as phone numbers, integration with GP practice systems and expanding the number of services displayed.

### DISCUSSION

Overall, the HSE Area Finder received largely positive feedback. Respondents found the HSE Area Finder Map to be quick, efficient, and a progressive step forward. The results show that the majority of respondents found the tool easy to use (75%). In relation to time spent on referrals 64% of respondents felt the HSE Area Finder Map would decrease the time spent to complete referrals.

The survey found that 57% of respondents felt the HSE Area Finder Map increased their knowledge of available services. The survey was targeted at community healthcare staff many of whom work in the community services that are included in the map. It is possible that healthcare workers in different settings such as the acute sector will have a higher % of increased knowledge of services from using the HSE Area Finder Map.

Issues were logged during the pilot and the survey in relation to identifying services for rural addresses. This was highlighted to the software developer. The use of postcodes where available will improve issues with rural addresses.

### NEXT STEPS

- HSE Area Finder Map rolled out Nationally
- Feedback from survey on enhancing tool to be considered including addition of other services to HSE Area Finder Map

### CONCLUSION

The HSE Area Finder Map supports the Enhanced Community Care Programme by increasing knowledge of community services and promoting community based care. The HSE Area Finder Map allows healthcare providers to identify services available for service users and quickly identify the referral point. This enables decreased time spent on referrals, improved integration and knowledge of services among healthcare providers.

### Acknowledgements

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