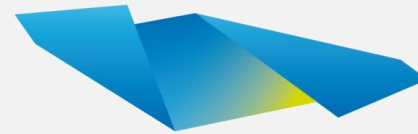




**UNSW**  
SYDNEY



**Health**  
South Western Sydney  
Local Health District



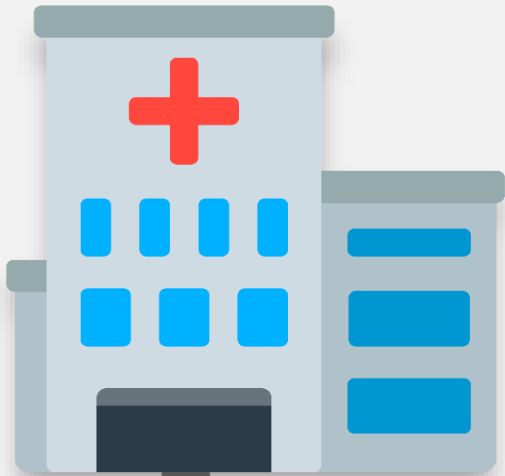
**Ingham Institute**  
Applied Medical Research

# The ED2GP for Women Study

Understanding lower follow-up rates amongst older women

Hanna S, Tam CWM, Knight AK, Zhao L, Ban L, Pellizon B, Parks J

# FAIRFIELD ED



Watson B, Tam CWM, Pellizzon B, Ban L, Doan H (AFP, 2017)

RESEARCH

## General practitioner follow-up in older patients after an emergency department admission

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**Shirley Watson, Chai Wan Michael Tam, Barbara Pellizzon, Lucille Ban, Henry Doan**

**Background and objective**

Few studies have investigated older patients with regards to general practice follow-up after an emergency department (ED) admission. We measured the proportion of older patients given explicit general practice follow-up instructions who sought care by their general practitioner (GP) after ED admission.

**Method**

Patients discharged from Fairfield Hospital ED (south-western Sydney) who were 65 years and older were approached for a structured telephone interview. Data from the interview and published ED discharge summaries were analysed descriptively. Exploratory statistical analyses were conducted to identify potential explanatory factors.

**Results**

Fifty patients participated in the study. Most participants (76%) attended general practice follow-up by five weeks. Those with more relatives who could be called on for help were more likely to attend for follow-up appointments (74% vs 62%). Participants who were not married (64% versus 84%) and non-smokers (55% versus 68%) were less likely to attend for follow-up.

**Discussion**

Close family support and our transport might influence general practice follow-up in older people. Further exploration of contributing factors may be warranted.

**It is well known that Australia has an ageing population. Mortality and morbidity rates increase with ageing, and increase the burden on the healthcare system. In recent years, emergency department (ED) presentations have increased from 5.7 million in 2008-09 to 6.7 million in 2012-13 with older person presentations rising at a rate of 6% annually. Those aged 65 years or older are the fastest growing demographic, and those aged older than 80 years represent a disproportionately high presentation rate.**

**After an ED presentation, many older people will be discharged home for follow-up care with their family doctor in general practice. Effective transition between the different modes of care is imperative, as problems with clinical handover can have a negative impact on patient safety and quality of care. This includes increased health risks and readmission<sup>1</sup> or an already at-risk group for ED re-presentation.<sup>2</sup>**

**Various factors promote the effective discharge planning of older people as they move from acute to community care. Involvement and education of family members and/or carers, as well as effective interdisciplinary communication between healthcare professionals, including those in general practice, have been found to improve care.<sup>3</sup> Challenge communication between EDs and general practice has long been identified as problematic.<sup>4</sup> Barriers related to inadequate communication can affect continuity of care and contribute to adverse effects.<sup>5</sup>**

**In one survey, almost one-third of general practitioners (GPs) reported that discharge letters were not received, or that deficiencies in the discharge information was such that the transition process was hindered.<sup>6</sup>**

**There is scant literature available on the general practice follow-up behaviour of older people after an ED admission. We sought to investigate this phenomenon in a suburban hospital in south-western Sydney in New South Wales, Australia.**

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FAIRFIELD ED



WHY?



# AIM

**Describe** how older women  
access GP follow-up after an ED  
visit

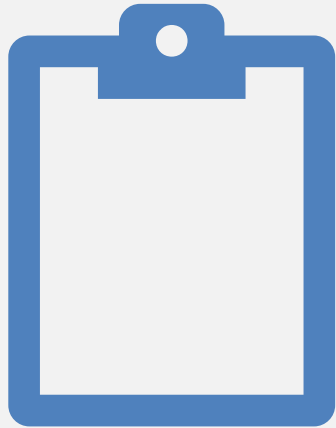
**Measure** the proportion of older  
women who followed up with a  
GP

# RECRUITMENT



- ✓ Female aged 65 years or older
- ✓ Australian Triage Score (ATS) Score of 3, 4 or 5
- ✓ Discharged directly back into community
- ✓ Given an explicit GP follow-up instruction.

# METHOD



**Day 0  
(in ED)**

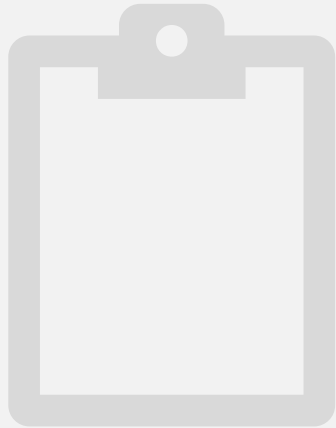


**Day 0  
(in ED)**



**Day 8-14  
(telephone)**

# METHOD



Day 0  
(in ED)



Day 0  
(in ED)



Day 8-14  
(telephone)

# RESULTS

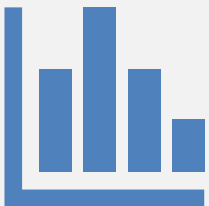
Participants consented for inclusion  
from ED (**n = 176**)

**Excluded** for not meeting inclusion criteria  
Admitted as inpatient (**n = 49**)  
Did not receive GP follow-up (**n = 20**)

Participants eligible for day-7  
follow-up by telephone (**n = 107**)

**Excluded** for other reasons  
Could not be contacted (**n = 4**)  
Declined to participate (**n=3**)

Participants included in analysis  
(**n = 100**)





# RESULTS



**77 years** (mean)



**Less than 50%**  
were married



**67%** spoke a language  
other than English at home



**More likely** to be  
driven by someone else

**Inconvenience to self**

**Access to transport options**

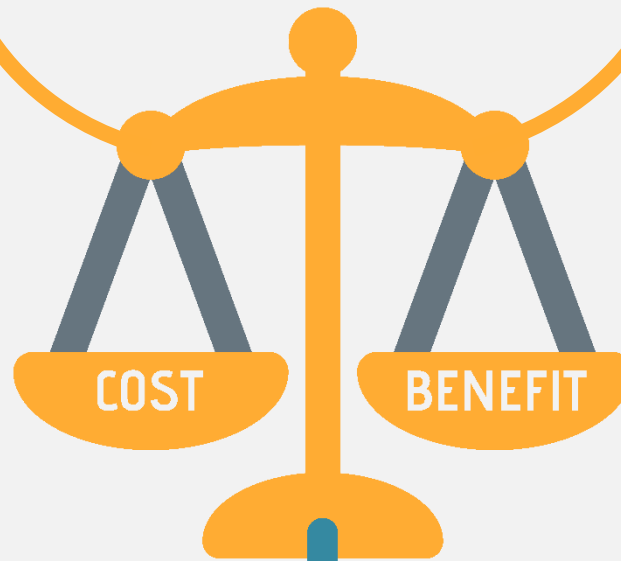
**Perceived inconvenience to others**

**GP Availability**

**Previous experiences with healthcare system**

**Pre-existing health-seeking behaviours**

**ED messaging**



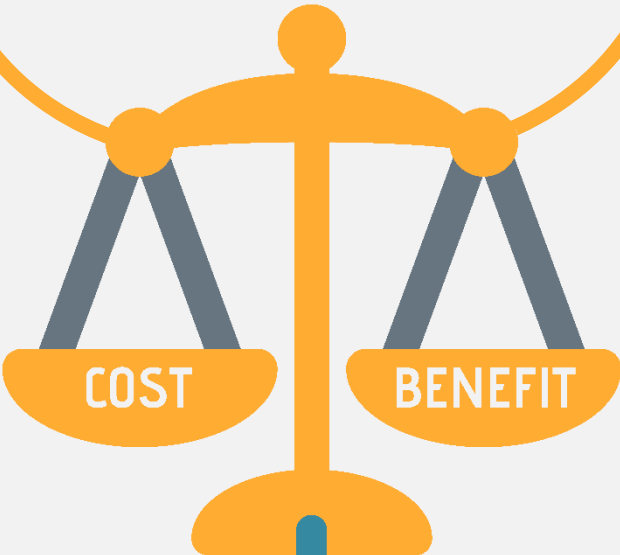
**COST**

**BENEFIT**

**FOLLOW UP  
BEHAVIOUR**

**Inconvenience to self**  
**Access to transport options**  
**Perceived inconvenience to others**  
**GP Availability**

**Previous experiences with healthcare system**  
**Pre-existing health-seeking behaviours**  
**ED messaging**



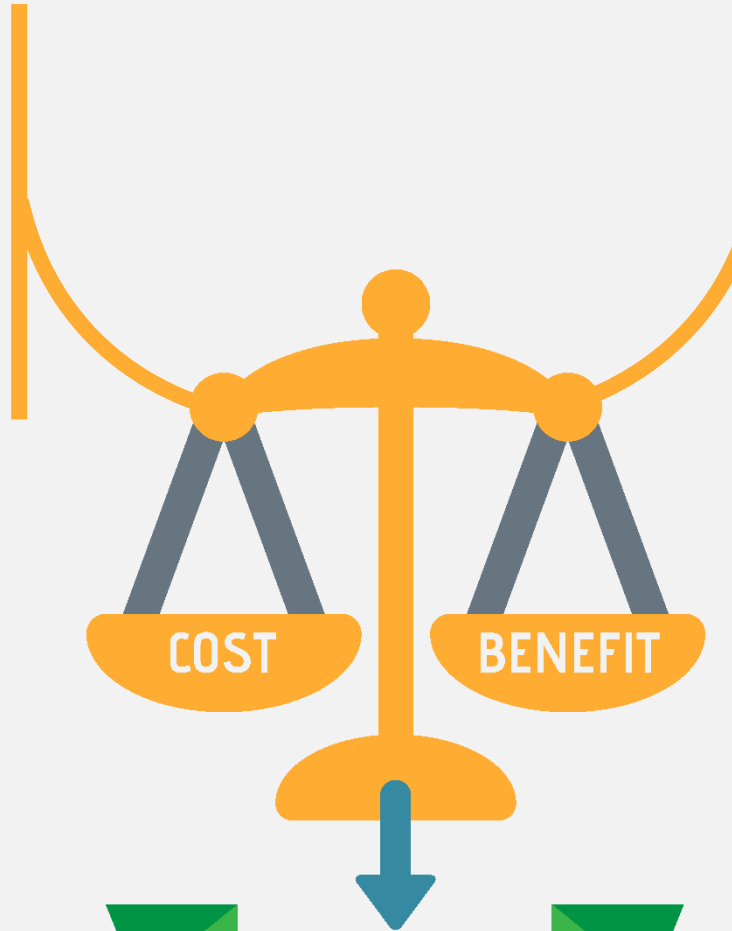
**FOLLOW UP BEHAVIOUR**

Inconvenience to self

Access to transport options

Perceived inconvenience to others

GP Availability



Previous experiences with healthcare system

Pre-existing health-seeking behaviours

ED messaging

FOLLOW UP BEHAVIOUR

only

64%

followed up with a  
GP by day seven  
after discharge

# RESULTS

FAIRFIELD ED



93% of participants reported receiving a discharge summary



97% of participants reported giving their GP the summary

# RESULTS

Who is your regular GP or medical practice?



GP Listed on  
Discharge Summary

72%

Same GP

79%

8%

Same Medical Centre

13%

5%

Different GP

8%

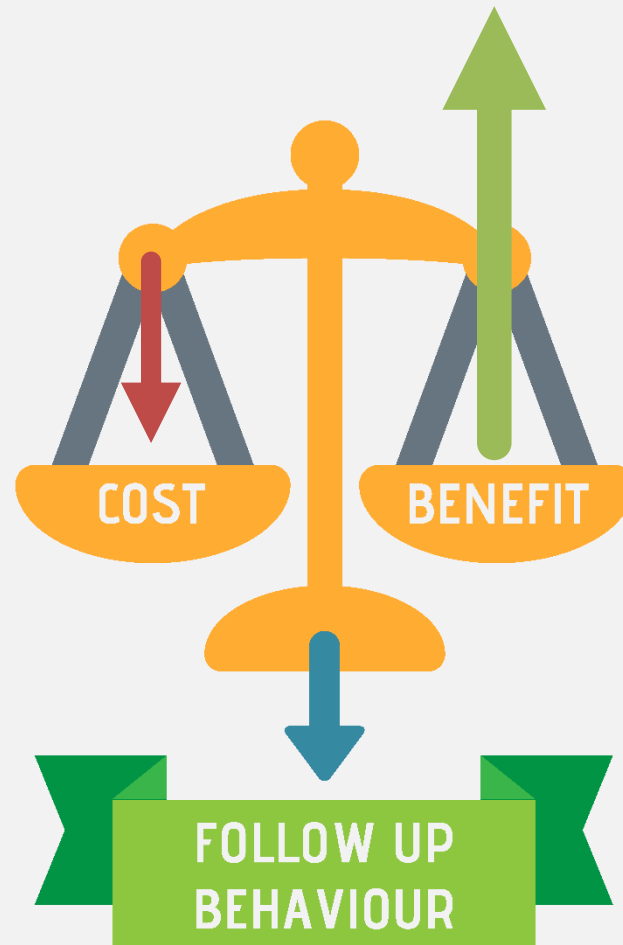
15%

GP not listed



Actual GP Seen  
By Patient

# IMPLICATIONS





# IMPLICATIONS

ED Messages Matter

# IMPLICATIONS

ED Messages Matter

ED Communication needs to be Clear

# IMPLICATIONS

ED Messages Matter

ED Communication needs to be Clear

Follow up depends on Family and Friends

# IMPLICATIONS

ED Messages Matter

ED Communication needs to be Clear

Follow up depends on Family and Friends

Discharge summaries rely on better  
collection processes

Thank  
you