



“Our clinicians can now intervene early if a patient’s health is showing signs of deterioration.”

Melinda Parcell - Executive Director Community and Rural Services, West Moreton Health

Customer

West Moreton Health,
Queensland, Australia

Challenge

- Projected regional population growth of 113% between 2016 and 2036¹
- Increased prevalence of multiple chronic conditions^{2,3}
- 46% of deaths are considered to be premature³

Results

- 28% decrease in potentially preventable hospitalizations in chronically ill patients⁴
- 53% decrease in hospital emergency department visits for these patients⁵
- Improvement in self-reported confidence and mental health

Reducing hospital readmissions with remote patient care management

Faced with a rapidly growing population in a relatively disadvantaged part of Queensland, Australia, West Moreton Health is pioneering the use of remote patient care management to help chronically ill patients achieve better health and stay out of hospital.

Philips and West Moreton Health developed Mobile Enabled Care (MeCare), an innovative program that combines technology, in-home support and education to empower patients and help enable early intervention when needed.

Since the introduction of MeCare in mid-2016, West Moreton Health has seen a reduction of 28% in potentially preventable hospitalizations⁴, and patients report improved confidence and mental health.



“Early intervention often prevents the need to go to hospital, which is a real win for people and helps to save costs.”

**Melinda Parcell -
Executive Director Community
and Rural Services,
West Moreton Health**

West Moreton Health in Queensland, Australia, delivers health services to a population of more than 280,000 people - which is expected to increase to 593,000 people by 2036. West Moreton Health delivers health services across the continuum of care: preventative and primary health care services, ambulatory services, acute care, sub-acute care, oral health and mental health and specialized services.

Challenge

West Moreton Health serves a population that is forecast to grow by 113% between 2016 and 2036¹, with the number of chronically ill patients also expected to increase dramatically.^{2,3}

The West Moreton area, which includes metropolitan and small rural community settings, has a relatively high percentage of people with low socioeconomic status (45%). The population shows lower than average attendances at general practitioners and specialist consultants, yet much higher than average emergency department visits, adult hospital admissions and potentially avoidable hospitalizations.⁶ 46% of deaths are considered to be premature.³

West Moreton Health was looking for a way to help patients with chronic conditions achieve better health and wellbeing, while keeping the cost of delivery of services sustainable over the long term.

Solution

In 2016, West Moreton Health formed a partnership with Philips to introduce MeCare, a program that uses Philips' eCareCompanion telemonitoring platform and tailored health management plans to help chronically ill patients take control of their own health.

Melinda Parcell, West Moreton Health's Executive Director Community and Rural Services, explains: “MeCare is specifically targeting patients with complex conditions who typically have spent a lot of time in hospital. With in-home technology, they can measure and record daily health targets such as blood pressure and weight, and speak each day with a nurse without having to leave the comfort of their home.”

“Patients also have access to a wider support team including a doctor, physiotherapist, psychiatrist and pharmacist,” Ms Parcell adds. “That means clinicians can intervene early if a patient's health is showing signs of deterioration, often circumventing the need to go to hospital – which is a real win for people.”

Results

The results of the first 80 patients show MeCare has strongly improved patients' quality of life, including increased confidence and mental health, while keeping their physical health stable. The program has led to a 28% reduction in potentially preventable hospitalizations⁴, as well as a 53% reduction in potential emergency room visits for this group of patients⁵ – helping West Moreton Health to save costs where they are the highest. Eventually, MeCare aims to help decrease the overall cost of delivery of services by 30%.

“MeCare helps us to achieve multiple goals at the same time,” Ms Parcell says. “It provides safe patient care close to the home or in the patient's home, reduces pressure on our hospital beds, reduces our cost to serve, and it builds the patient's ability to self-care and take greater control.”

28%

decrease in potentially preventable hospitalizations of chronically ill patients¹



1. Calculated from the 2016 estimated resident population (ERP) for West Moreton using SA2 level reporting (<http://www.qgso.qld.gov.au/products/tables/erp-sa2-qld/index.php>) and compared with the SA2 level population projections available via <http://www.qgso.qld.gov.au/products/tables/proj-pop-medium-series-sa2-sa3-sa4-qld/index.php>
2. Source: <https://www.ddwmpnh.com.au/attachments/DDWMPHN-Health-Needs-Assessment.pdf>
3. Source: https://www.health.qld.gov.au/___data/assets/pdf_file/0024/539016/hhhs-profiles-west-moreton.pdf
4. Compared to a baseline average of potentially preventable hospitalizations without the MeCare program.
5. Compared to a pre-MeCare trend. Without intervention through MeCare, the emergency department visits for this group were predicted to continue to increase.
6. Source: <http://wmhhs.blob.core.windows.net/media/1004/community-health-profile.pdf>

