

USE OF RISK & ESCALATION PLANS

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COMMUNITY MATRONS

- Case manage those patients with highest risk of unplanned admissions
- Use Clinical judgement – professional instinct and clinical knowledge

PREDICTIVE MODELLING

- Helps PCT predict patients at risk of emergency re-admission/admission to hospital
- Helps identify individuals at risk of first time admission to hospital
- PARR tool previously used problematic
- RISC tool uses both Secondary (SUS) and Primary Care data –updated and refreshed quarterly

RISC TOOL

- Patients are presented in a ranked list
- Practice/Federation populations can be analysed according to risk of future unscheduled admission and condition
- Filters enable identification of specific conditions

RISC Tool – Main Screen

RISC Dashboard | RISC Patient List | RISC Population

Filter Statistics: These are the totals for the filters you have chosen.

Total Patients	Avg Age	Total Actual PBR Cost	Total All Admits	Total UC	Total AE	Total OP	Total GP Events 12M	Total Unique Drugs
543182	42	£ 189,705,755.85	119225	18789	88915	525305	1275246	909667

Private Public

There are currently 0 Patients in the Patient Queue

1 2 3 4 5 6 7 8 9 10 ...

<input type="checkbox"/>	Patient ID	Age	Gender	Ethnicity	GP Practice	Current Risk Model	Current Risk Ratio	Previous Risk Ratio	Current Risk Rank	Actual PBR Cost	All Admits	UC	AE	OP	GP Events 3m	GP Events 12m	All Unique Drugs	Unique Repeat Drugs	Case Managed
<input type="checkbox"/>	Not Supplied	78	Male	Not Stated	Highbridge MC	Acute + GP	38.020	37.002	1	18659.63	7	7	15	8	5	40	40	24	Unknown
<input type="checkbox"/>	Not Supplied	74	Female	Not Stated	The Park MP	Acute + GP	37.961	37.933	2	28751.59	8	5	3	14	6	21	28	21	Unknown
<input type="checkbox"/>	Not Supplied	53	Male	Not Stated	Highbridge MC	Acute + GP	37.838	31.159	3	20027.39	9	3	2	16	9	50	41	23	Unknown
<input type="checkbox"/>	Not Supplied	73	Female	Not Stated	Glastonbury HC	Acute + GP	37.711	37.188	4	19258.68	11	9	8	3	33	84	39	17	Unknown
<input type="checkbox"/>	Not Supplied	84	Male	Not Stated	Frome MP	Acute + GP	37.678	37.528	5	23517.35	5	4	4	5	13	87	39	17	Unknown
<input type="checkbox"/>	Not Supplied	76	Male	Not Stated	Penn Hill Surgery	Acute + GP	37.676	37.258	6	17169.24	7	7	8	4	6	20	42	29	Unknown
<input type="checkbox"/>	Not Supplied	75	Female	Not Stated	Tawstock MC	Acute + GP	37.637	37.384	7	20366.51	10	8	5	21	6	23	8	7	Unknown
<input type="checkbox"/>	Not Supplied	80	Male	Not Stated	Penn Hill Surgery	Acute + GP	37.636	37.001	8	8438.84	5	5	7	12	3	9	29	25	Unknown
<input type="checkbox"/>	Not Supplied	61	Male	Not Stated	New East Quay MC	Acute + GP	37.603	37.405	9	33491.20	17	12	0	15	9	31	36	24	Unknown
<input type="checkbox"/>	Not Supplied	66	Female	Not Stated	Wells HC	Acute + GP	37.597	37.815	10	15537.08	10	5	4	6	5	44	24	16	Unknown
<input type="checkbox"/>	Not Supplied	81	Male	Not Stated	Harley House Surgery	Acute Only	37.554	37.464	11	30305.20	12	5	3	8	0	0	0	0	Unknown
<input type="checkbox"/>	Not Supplied	85	Female	Not Stated	The Park MP	Acute + GP	37.537	37.317	12	16618.13	6	6	10	9	5	18	28	19	Unknown
<input type="checkbox"/>	Not Supplied	83	Male	Not Stated	Taunton Road MC	Acute + GP	37.502	37.026	13	23098.80	15	15	15	2	2	23	19	15	Unknown

COMMON THEMES

- COPD
- Heart Failure
- Polypharmacy
- Mental Health; Depression, Anxiety and Memory Loss

New Feature – High Climbers Report

- Enables Community Matrons to identify and prioritise highest risk group

NHS Somerset: PBC Information Dashboard
 L85055 Axbridge Surgery 2009/10 Q2

Summaries
 Inpatients
 Outpatients
 Practice Comparators

RISC High Climbers Report - Quarterly changes as at 30 Sep 2009

This report does not contain patient identifiable information, but the information in the RISC Page and Current Risk Rank columns help to find their details quickly in RISC. If the RISC List has not been filtered, the RISC Page is where the patient details can be found. Links to the RISC pages are sited above and below the patient list. The Current Risk Rank helps to find the patient details in the page.

Practice Rank	Patient Age	RISC Page	Somerset Risk Rank (RISC)		Risk Ratio		
			Current	Previous	Current	Previous	% Change
24	81	1	2,429	11,241	10.71	7.48	-103.2%
34	96	2	3,471	23,614	16.93	3.33	-409.2%
36	88	2	3,676	14,218	16.40	6.20	-165.0%
38	84	2	3,797	23,856	16.25	3.19	-408.1%
41	79	2	4,129	10,986	15.99	7.64	-103.9%
52	90	3	4,938	22,445	14.25	3.84	-270.5%
57	70	3	5,264	17,642	13.75	5.17	-165.9%
68	87	3	5,983	26,251	12.82	1.71	-448.5%
69	87	3	6,170	22,394	12.80	3.87	-225.7%
90	88	4	6,737	16,043	11.94	5.04	-135.9%
91	75	4	6,789	20,496	11.88	4.45	-165.5%
99	68	4	7,408	16,160	11.22	5.56	-101.6%

Filters:
 Minimum Risk Increase: 100%
 Limit to top: 100
[More Details](#)

Message Board

Title	Date
Access The GP Patient Survey (2008-09 Final)	Dec 2009
New - RISC High Climbers Report	Dec 2009
Read the latest Wyvern Health News	Dec 2009
Wyvern Action Plan - Using the Dashboard	Nov 2009
Click here for Key PBC Indicators	Nov 2009
"BE AWARE" : Increased elective referrals	Sep 2009
Use services with no PBC cost	Sep 2009
ACES Service now launched	Aug 2009

[Download problems](#) [Click Here](#)

Summary
 Hover the pointer over a news item to view its summary here, click 'Link' (if there) to read more. If you experience download problems the button above links to the PBC Message Board page on the NHS Somerset Intranet.

PBT Reports
 Ardentia
 Interface Contents
 Practice Information

Maintained by the PBC Information Team
 Dashboard version: 3.48

Home - Intranet - Microsoft Internet Explorer

ESCALATION PLANS

- RISC data enables community matrons to actively seek out patients who will benefit from intervention
- Combine high level assessment of physical, mental and social care needs
- Review medication and prescribe medicines via independent and supplementary prescribing
- Provide clinical care and health promoting interventions
- Co-ordinate inputs from all other agencies, ensuring all needs are met

Continued..

- Community Matrons develop escalation plans for each patient at high risk of hospital admission due to an exacerbation or de-compensation of their long term condition
- The escalation plan is written by the Community Matron in partnership with the patients GP and patient with agreed outcomes.

Continued..

- The Community Matron shares the escalation plan for any patient who may be considered to be at 'risk' of an exacerbation/de-compensation to Somerset Primary Link and/or the Out of Hours Service as appropriate.
- This is escalated to daily reviews of escalation plan at times of crisis
- Access to Community Matron database provided to Somerset Primary Link and Yeovil District Hospital