

Subject:

FW: The Statewide BaSCI Project Update



Message from the Chair

Welcome to the second update from The Statewide BaSCI Project. A number of milestones have been achieved since our last contact in the October edition. This communication highlights the work that each participating Hospital and Health Service site has agreed to undertake in the financial year. Our statewide project steering committee has endorsed project plans that have been worked up and approved locally to address need across Queensland. These plans align with Statewide BaSCI Project criteria and the intent and direction of the 2016 Statewide Plans for both Acquired Brain Injury Rehabilitation and Spinal Services.

Several important project appointments have also been made these last months. Michele Brunello has joined the Statewide project team in Healthcare Improvement Unit as the Principal Project Officer for statewide data collection. Excitingly, all participating HHS implementation sites have now appointed their local BaSCI Clinical Lead roles. Some HHS are still recruiting to the BaSCI Project Officers and Administration positions and we aim to have full complement of local teams across Queensland early next year. With a diverse set of skills and experiences, these positions will be key to the implementation of planned work both in local leadership and change management. They will also become the drivers of solution design for improvement and collaboration across the state.

Below we profile for you some of the work happening across the sites as well as the key contacts in your HHS. Reach out to your local team members and link in with them. Connect with your local project

governance group and offer your expertise. It will be exciting to watch this work develop in the new year and we will continue to provide updates both as new team members come on board and as projects deliver impacts.

Our broad Implementation Collaborative group is now well over 100 members and your feedback and continuing input is appreciated. I encourage you connect to the project locally through your HHS and directly to the statewide team too. Your expertise and perspective is invaluable.

At this time of year I want to say a very warm thanks for all the effort each of you has contributed to the Statewide BaSCI Project this year. Lots of effort has gone into establishing the project right across the state at a time of great complexity and uncertainty.

I wish you all a lovely safe break over Christmas and look forward to returning restored and ready for all that 2022 holds.

Prof. Tim Geraghty

Statewide BaSCI Project Clinical Lead

Local projects for statewide impact

The high specialisation and cost of delivery of services for spinal cord and brain injuries has resulted in inequitable and sub-optimal service availability and access for people in Queensland. The Statewide BaSCI Project will implement actions from the endorsed 2016 statewide plans to expand and enhance existing SCI and ABI rehabilitation health services and pilot new ones across the care continuum with the aim of broadening the delivery of high-quality specialised services and skills. Participating implementation sites have designed and scoped initiatives to deliver in the first year of the Statewide BaSCI Project that address local need and can contribute to statewide benefits if transferred or scaled out across Queensland. The below criteria was endorsed by the project Steering Committee to support local project proposals.

Criteria for local projects / service pilots

- Local executive support and sponsorship
- Project intent, scope and target population aligns with the Statewide BaSCI Project and with the Statewide ABI or SCI health service plans 2016-2026
- Addresses structural problems associated with current service models
- Improves equitable access to appropriate rehabilitation care across the continuum in Queensland
- Is evidence based and safe
- Improves the flow of patients between services and settings with evidence of agreement between any partnering HHSs or other services implicated

- Has established evaluation measures that include patient reported experience and outcomes measures to determine project effectiveness and benefits

In the next section we summarise the local initiatives that will be implemented under the BaSCI Project this year.

Townsville HHS

Clinical Lead: Dr Paul Chapman

Project Officer: TBA

Administration Officer: TBA

Townsville has indicated 4 areas of priority and associated interventions and strategies this year. Firstly to **address unmet local service need for people with TBI** the local team will establish a new clinic for patients identified with mild to moderate ABI. Referrals will include direct from ED or general practice pathways. The clinic will encompass multidisciplinary assessment and management provided in line with best practice. To ensure **care is received closer to home for north Queenslanders with ABI** Townsville will stand up a comprehensive post discharge review service including a full rehabilitation MDT supported by Neuropsychiatry and Neurosurgery with a flexible service model including face to face and virtual care. An additional ABI Day Rehabilitation Service will incorporate education and training to regional care providers throughout North Queensland. This flexible delivery model will include centre-based care, outreach and tele-rehabilitation. **Culturally safe care for first nations people with ABI** is an additional key focus area for the north with an initial review of the current service model of ABI care for Aboriginal and Torres Strait Islander people. With a lens on **equitable access to spinal care in north Queensland** Townsville will work with the statewide service, QSCIS to develop a suitable model of care through a Transitional Rehabilitation Hub for spine injured patients in North Queensland.

Sunshine Coast HHS

Clinical Lead: Dr Neala Milburn

Project Officer: Dr Michele Grant

Administration Officer: Rebekkah Doyle

Like Townsville **addressing unmet local service need for people with TBI** has been identified and prioritised in Sunshine Coast. The team will establish a complex concussion clinic building on their current mild TBI pathway with ED & GP referral. The clinic will provide multidisciplinary team care with strong links to community and primary care services. They will also stand up a multi-disciplinary mixed mode (face to face, outreach and telehealth) ABI day rehabilitation service. Recognising a gap for both **ABI and SCI patients in evidence based therapy clinics** they will expand their multidisciplinary hypertonicity clinic. In addition **service coordination** is a priority and a piece of work will look at improving service navigation and integration across settings of care.

Metro North HHS

Clinical Lead: Dr Cassandra McLennan

Project Officer: Leah Vegh & Beth Cunningham

Administration Officer: Samuel Asher

With several changes in facilities and services at Metro North in recent years their local project prioritisation work has resulted in four scoped areas for this first year of BaSCI. Acknowledging the issues of patient flow and the need to reduce variability in practice and process both internal to the HHS and statewide, an initial priority is **standardisation and performance monitoring for ABI and SCI patients** to ensure care needs are met in the most appropriate setting and at the right time. With the opening of STARS, Metro North will pilot an uplift of 8 beds for **specialist rehabilitation services for ABI** including a review of the model of care in both admitted and non-admitted care. A specific body of work will also be conducted at Brighton Brain Injury Service to look at **improved care for patients with prolonged disorders of consciousness**. And the findings here will be able to be shared across partner sites. A fourth priority area is looking at digitally enabled **tools to support and improve clinical communication**. An investigation into the Hospital Emergency Neurosurgery Referral Interface (HENRI) tool will review and assess the application for potential for use in this clinical area.

Metro South HHS

Clinical Lead: Dr Claire Panagoda (SCI) and Dr Leah Goodwin (ABI)

Project Officer: TBA

Administration Officer: Sarah-Lee Imo

As the major provider of specialist rehabilitation services statewide, Metro South bring extensive expertise and knowledge into the BaSCI Project. Their local prioritisation process has resulted in 3 initial priority areas of work. In the SCI space an important strategy is underway to **improve access to clinical expertise for spinal injured patients in an acute setting** by developing and delivering an inpatient SCI clinical support and educational Hub. This piece of work has been received with excitement and enthusiasm from partner sites in early planning meetings.

Understanding issues of access and flow in the ABI continuum of care, Metro South will also look at an in-reach model to **improving access to specialist rehabilitation services** in the acute phase of care for people with moderate to severe injuries. Like other sites, unmet need in the care of mild TBI has also been identified and in response work to improve early access to specialist assessment and therapy services will be implemented including the delivery of a standardised 'resource suite' to support care of these patients. In recognition of the **need to bolster specialist community rehabilitation** the statewide Acquired Brain Injury Outreach Service (ABIOS) aims to partner with Metro North HHS to develop a targeted hybrid model of service combining transitional rehabilitation, community based therapy and longer/term community re-integration, participation and outreach care.

Gold Coast HHS

Clinical Lead: Dr Ben Chen

Project Officer: TBA

Administration Officer: TBA

The Gold Coast has a specific focus in initial project stages to **expand, coordinate and streamline ABI outpatient services** to improve the capacity to provide consultation and support to other services within the HHS, strengthen collaborative practice within outpatient and community rehabilitation services and to deliver efficient and effective health care to this population with complex needs. A second focus area prioritised at Gold Coast is an **advanced behavioural support program for patients with ABI**. This project seeks to support patients who exhibit responsive behaviours in the inpatient setting where there is a current gap in the coordination and access to resources for specialised expertise and management.

Working group update

The 3 main Working Groups at a statewide level continue to meet and have a schedule of meetings lined up aiming for key deliverables at the end of the financial year. The team at HIU extends a big thank you to the Steering Committee members that have taken on the lead roles for these groups.

Areti Kennedy: Statewide Data and KPIs

Dr Monica Steel: Statewide SCI Access Pathways

Aleks Ballingall: Statewide SBI Access Pathways

Stay safe and well and happy

It has been a challenging year but with the invested knowledge, skills and attitudes of clinical and operational staff across the state we have managed to achieve so much in these last six months to establish the Statewide BaSCI Project. From all the team in the Healthcare Improvement Unit and the BaSCI group in particular we wish you a happy holiday period filled with love and fun times. We look forward to continuing this important work when we return in 2022.

Louise O'Reilly

BaSCI Project Manager, Healthcare Improvement Unit

Next steps

Statewide Planning 2022

In early 2022 we will bring our full statewide group together for an intensive planning workshop. This allows some implementation sites to finalise recruitment of local project teams within the HHS. Your BaSCI Project Officer, Clinical Lead and Administration Officer will be key project staff who link and coordinate knowledge, expertise and solutions locally and across the state. We have named confirmed appointments above. A special thanks to Simon Jones for his initial work with the Sunshine Coast team in the administration position and to both Mandy Neilson and Glenn Verner-Wren who have supported Metro South as Project Officers in temporary part-time appointments. Thanks also to the countless people across the state who have contributed through their usual roles to pull the work together. We will profile each local HHS team as they are confirmed so we are all familiar with teams and keep growing the BaSCI network across Queensland.

Join the Collaborative

If you are not receiving this email directly and would like to connect with the project please email BaSCI@health.qld.gov.au to join the Implementation Collaborative and subscribe to the newsletter. You can also engage directly with your colleagues and peers in the [TEAMS](#) we have established for the group.

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