

Patchwork

Frequently Asked Questions



Health
Central Coast
Local Health District

What is Patchwork?

Patchwork was developed in the United Kingdom, to solve time and resources for busy care providers to identify all relevant agencies who may be providing care to a young person or their family. In Australia, FACs has purchased the licence for Patchwork, and will trial it as a tool to support better coordination and information sharing across agencies.

On the Central Coast, the CCYSAW regional leadership group supports Patchwork as a strategy to improve coordinated care for vulnerable young people whose care and support are delivered by multiple agencies. The Central Coast Local Health District has committed to trialling the tool in targeted health settings where care is delivered to vulnerable young people.

Patchwork is an online service directory, built around the patient or client. The tool allows a practitioner¹ to:

- Add and maintain contact details for clients and practitioners
- See at a glance what agencies are working with clients and how to connect them
- Invite others into a team working with the client
- Raise attention on a client

Which Clients should I register on Patchwork?

You will not be expected to register all clients of your service on Patchwork. Working with your clinical supervisor and team leaders you will be expected to identify clients on your case load who meet the criteria as being vulnerable young people (under 24 years of age), with complex needs that require collaboration in the provision of coordinated care between health care providers, as well as government and non-government agencies.

Before registering a client on Patchwork you will be required to use the normal processes to gain client consent for collaboration and information sharing between agencies.

How do I gain consent from client?

Consent is an important element in health care provision and in dealing with privacy issues. Obtaining consent represents good clinical practice as it involves patients directly in their health care decisions and provides a mechanism for exchange of information about a patient's wishes and personal perspective, and may indicate to a service provider that information should be shared.

Consent can be obtained in writing or verbally in person. When obtained verbally it should always be recorded in the client's health record².

You can record a client's consent to share information with other agencies on Patchwork using the CCLHD consent form. Alternatively you can obtain verbal consent and record this in the client clinical record.

For more information on consent see Privacy Manual, NSW Health 2015;

<http://www.health.nsw.gov.au/policies/manuals/Pages/privacy-manual-for-health-information.aspx>

Will Patchwork contain clinical information about my clients?

Patchwork is limited to contain only basic demographic information about a client including name, DOB, and address. It will not contain any clinical information about client care. It is not a document management system and will not replace your requirement to keep clinical records about client care.

What are the confidentiality issues about using Patchwork to share information?

Using Patchwork will not change the requirements for all CCLHD employees to maintain a client's privacy and confidentiality, and to seek client consent before sharing information with other providers. Patchwork does not require users to enter clinical data about a client other than demographic information. It does prompt and support clinicians and agencies sharing the care of a client to phone each other to discuss client care and to share information through safe and appropriate channels.

¹ Extract from the Patchwork Evaluation Plan 2014 – 2015 Version 2 FUTUREGOV

² Privacy Manual for Health Information, NSW Health 2015 5.4 Consent

The trial will allow clinicians to raise privacy and confidentiality issues as they arise and to be supported to identify local resolutions that comply with Health Privacy and Confidentiality policies. Lessons learnt will be shared across the clinical teams, and form part of the final report to inform the next steps.

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How will Patchwork help me work with my clients?

Patchwork will hold your contact details including email and phone number and hours and days of work, allowing other practitioners and care providers to easily contact you if you share the care of a client. You will be able to search Patchwork for contact details of other agencies who are working with your client, and with your clients consent you can invite them to join the network of care for a shared client.

What do clinicians say about using Patchwork?

Patchwork has been available on the Central Coast for the last twelve months. Health clinicians on the Central Coast who are already using Patchwork have commented:

- I use Patchwork when I am gathering information about a client. It helps me to identify who is already working with that client. The role description gives me an idea of what services they are providing for the client, and helps assess what the gaps in service might be for that client
- Using Patchwork, I have easy access to names, contact numbers and even hours and days that other clinicians work. This has saved me time when I am trying to phone other agencies to talk about our shared client, or to discuss how I can refer my client to that service
- Using Patchwork, with one client I found that there was a housing agency involved in the clients care. When I talked to them I realised that both of us were applying for housing for that client at the same time. We agreed that the housing agency would take the lead on this part of the client care and I was then able to work on other aspects of the clients care to support their recovery.

My Client has requested that their information be removed from Patchwork – how do I do that?

Where a client wishes to be removed from Patchwork other organisations involved should be notified along with Patchwork@facets.nsw.gov.au so the record can be deactivated. This action will be performed within 24 hours of the request being received by the Patchwork Administrator.

What happens when I am no longer working with a client who is registered on Patchwork?

When an agency completes their work with the client, they can remove themselves from the circle of care for that client. Patchwork will automatically generate an email notification to tell all other providers in that circle of care that you are no longer sharing the care of that client. It is good practice and an expectation that agents would notify other agencies in the care team before they withdraw from care, and that they make sure the client remains well supported.

What does it mean to raise an Attention for a Client and what happens next?

Raising Attention in Patchwork simply serves to notify the care team around a client that there is an increasing concern for the client. It does not replace good practice to communicate with the appropriate members of a care team or other agencies about the nature of the concern and devising a course of remedial action if required. Nor does it replace any mandatory reporting processes.

When a clinician uses this feature in patchwork, an email message is generated to all the other care team members alerting them that an attention has been raised for a shared client, and providing the contact information of the person who has raised the alert. The automatic email does not include any client identifying information but provides a link to the patchwork log in screen. On logging in, the clinician can see which client the alert is for.

If you raise an alert it is expected that you will also make verbal contact with all the members of the care team to discuss the client and provide details of what the alert is about. You may also wish to use this as a trigger to consider if a case conference for that client would be appropriate at this time.

Can my clients or their families have access to Patchwork?

Clients or parties related to clients do not have access to Patchwork, although this functionality may be provided in the application in the future.

I like using Patchwork but I have some ideas of how to make it better – who do I talk to about this?

Like all technologies, Patchwork will evolve and we can shape this if we provide feedback to the developers. FutureGov are keen to hear about our experiences, and will work with us to adapt the tool where they can. To provide feedback talk to your team manager or email Sarah Bradfield – Youth Stream Manager, Integrated Care Team at Sarah.Bradfield@health.nsw.gov.au

My team has been selected to be part of the Patchwork trial. What does this mean for me?

Patchwork is being implemented across five Local Health Districts in NSW and in some state health settings in Victoria. CCLHD is trialling the use of Patchwork in clinical teams including Youth Health, and Children and Young Peoples Mental Health over a period of six months (June – November 2015).

During this time clinicians have been asked to identify appropriate clients who may benefit from being added to Patchwork, to seek client consent and to add clients to Patchwork.

Sarah Bradfield (Vulnerable Youth Stream Manager – Integrated Care Team) will work with teams and clinicians to capture their experiences of using Patchwork over the trial period. Teams participating in the trial will have the opportunity to provide feedback throughout the trial about their experience. Where possible solutions to barriers will be identified and enabled to support the use of the tool.

At the end of the trial, teams will be provided with a final summary report about their activity during the trial and themes that have emerged about the use of Patchwork in a clinical setting.

Clinicians involved in the trial will have access to appropriate clinical support and supervision to address concerns or questions about the use of Patchwork.

For more information contact

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