

INFORMATION PACKAGE

Health Contact Centre



CaSS | Health Contact Centre
A CLINICAL AND STATEWIDE SERVICE





The Health Contact Centre (HCC)

One of the State Government's 2004 election commitments was the establishment of a 24 hour, 7 day-a-week, state-wide Health Contact Centre to give easy access to health advice, information, referral and triage services to all Queenslanders, for the cost of a local call.

The 13 HEALTH service began state-wide operation in April 2006. On average this service handles 171 680 calls per year for triage advice. The Quitline commenced operation at the Health Contact Centre in November 2007, and receives about 15,000 calls a year for smoking cessation advice, information and assistance.

The Health Contact Centre is a partnership between Queensland Health and Smart Service Queensland (Dept of Communities) with overall governance the responsibility of Queensland Health.



The services currently offered by the Health Contact Centre include 13 HEALTH, Quitline, the Intentional Contamination of Food line and Health Emergency Response lines. In the near future a number of other services will also be offered by the Health Contact Centre, including Child Health, Chronic Disease Self Management and a Statewide Oral Health Call Centre.

Smart Service Queensland Customer Service Advisors are the first point of contact, filtering calls, directing calls to nurses and Quitline Advisors, transferring calls to other agencies as appropriate and providing health information from the Health Information Directory (HID) or the service provider directory – QFinder.

HCC staff include: HCC Director, a Senior Medical Officer, a number of Administrative support staff (including a project team), Nursing Director, Quitline Manager, Nurse Unit Managers, Clinical Nurse Consultants (Telehealth), Quality Officers, Team Leaders (including Psychologists, Social Workers and Clinical Nurses), Registered Nurses and Quitline Advisors.

The Health Contact Centre Business Unit provides clinical and corporate governance, content and contract management, links to other relevant Qld Public Health Services, and furthers the planning and business development of telephone based health services for Queensland.



Location

The Health Contact Centre is located at Mt Gravatt, close to public transport with secure parking facilities and is easily accessible to Brisbane metropolitan areas.

The HCC Team

Staff working within the HCC share a vast wealth of knowledge and expertise and are from a variety of professional backgrounds, including Medicine, Health Administration, Psychology, Social Work and Nursing.

The HCC team upholds the following vision, mission and values:

- The HCC provides 24 hour, confidential telephone assessment and information services which promote better health through the delivery of evidence based practice.
- Our mission is to educate and empower people to make informed choices about their health and health care.

- HCC staff value collaborative practice which is customer-focused while striving to sustain Queensland Health's core values of caring for people, leadership, respect and integrity.

HCC staff receive specialised training, gain experience in decision-making and are supported in their new role through a comprehensive Training and Development Framework.

The staff also benefit from flexible shift patterns, choice of full or part time positions, opportunities to work in a role within hospital or community settings and the establishment of informal and formal support networks.

The clinical team is employed by Queensland Health, with the human resource management functions of professional development and payroll provided by the Brisbane South Health Service District.

HCC suite of services

Teletriage is a safe, effective way of providing health related advice delivered by health care professionals via the telephone.

Registered Nurses use a Clinical Decision Support System to triage callers for an appropriate time and place for care.

The role of the Telenurse is to listen to the symptoms of the caller and advise them on the most appropriate course of action.

Telenurses do not provide diagnosis or medications advice but rather guide callers as to where and when they might seek face to face care. The nurses also advise callers on managing their symptoms at home.

Telenurses also provide information to callers who are not experiencing symptoms, but require specific clinical advice on a health related topic. An example might be a caller wanting advice on the management of a plaster cast, for forgotten

medication, or for asymptomatic diabetics on insulin/diet control.

Quitline provides non-judgemental evidence-based smoking cessation interventions and ongoing support to members of the Queensland public. The Quitline team also makes pro-active outbound calls for a number of programs.

Child Health Advice service provides parenting support and advice, including early intervention, health promotion and education to parents/carers and service providers of children 0-5 years.

Telephone- Based Self Management service targets avoidable admissions to public hospitals by providing individuals who have a chronic disease with opportunities and support to manage their well-being and health care in partnership with their carers and health care provider through the provision of an evidence-based self management approach. Selected patients are followed up on discharge from public hospitals.



Telehealth Technology

The Health Contact Centre is a state of the art, purpose built call centre environment that utilises a variety of technology and applications to support core business.

The call centre floor has been designed using current best-practice. Partitions between workstations are constructed in a 'wave' design which serves the dual purpose of reducing noise transmission whilst also providing important opportunity for eye contact between agents. All Health Contact Centre staff 'hot desk' – they sit at available workstations rather than a specific allocated workstation. Individual ergonomic assessments are conducted during orientation and induction.

A symptom-based triage software system, the Clinical Decision Support System (CDSS) is used by nurses to triage the symptoms and health-related questions of callers, and to direct callers to a health service or provide self-management advice.

Other applications are used by HCC staff to assist with referral to services, provide factsheets on health and well-being topics and to securely hold information about clients so as to ensure continuity of care.

There are a number of call centre technical applications on hand in order to support the service in delivering safe and high quality telephone services. This includes applications that assist in the quality monitoring process such as call recording. There are a number of call centre applications with the functionality to provide reports on such things as appropriate workforce planning and call centre performance.

The tool used to plan the roster is a specific call centre application that takes into account historical data regarding call volumes, whilst being able to support flexibility of rostering in terms of shift patterns and shift lengths.

Practice Development

To ensure overall clinical safety and effectiveness, HCC staff have their learning needs identified and met, covering clinical knowledge, computer skills, contact centre operations and general health knowledge.

The Health Contact Centre's Training and Development Framework guides the development and delivery of comprehensive training in telenursing, counselling, advanced communications, decision making, and other skills-based instruction.

There is provision for professional development such as a comprehensive orientation program, preceptorship period, competency assessments and clinical supervision. There is clear scope for career progression and professional development by utilising the QH Performance Appraisal and Development (PAD) process.

In addition to the staff development components of the framework there is a Clinical Supervision programme within the HCC. This further supports clinical staff in their role of delivering health care via contact centre channels.

HCC staff embrace reflective practice that places the consumers at the centre of their thinking and Clinical Supervision supports this.

The emphasis on Clinical Supervision within the HCC is on clinical governance, practice development and support rather than the managerial or performance management functions.

The Health Contact Centre staff operate in teams; each of the Team Leaders are allocated a specific portfolio, or 'link role' which they carry out in their individual teams.



Teams include:

- **Workforce and Practice Development**
– concerned with improving recruitment and selection processes, retention and workplace culture, team collaboration, and clinical supervision
- **Clinical Governance** (Standards and Quality)
– concerned with all issues to do with the quality of the service we deliver, including policy review and development
- **Education and Development** – concerned with induction and orientation (delivery of training, transition to working in a contact centre environment, competency testing) and ongoing professional development (in-service training, Health Contact Centre Training and Development Framework)
- **Information Technology** – responsible for being the ‘expert’ in all systems used within the HCC, coordinating Business Continuity Plans for system downtime, training new staff in use of the systems, being first point of contact for staff inquiries.



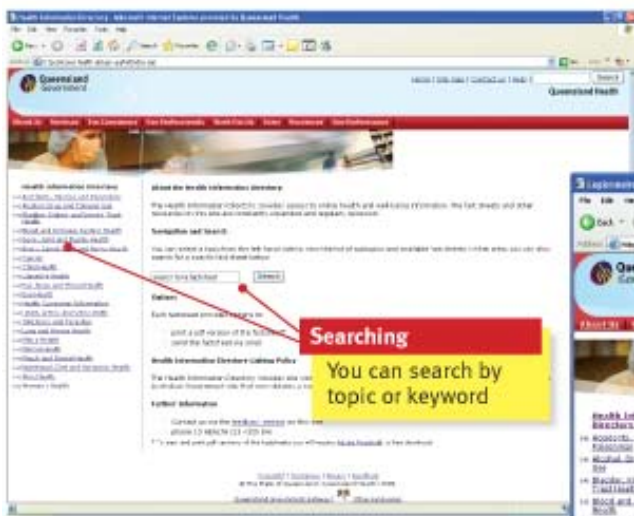
Contact Details

Further information regarding the service and/or positions, is available at:
www.health.qld.gov.au/13health
or by contacting any of these positions:

Admin Support Officer:	3877 8257
Nursing Director:	3877 8251
Quitline Manager:	3877 8258
Nurse Unit Manager:	3877 8554



Resources used within the HCC and available to the General Public



Health Information Directory

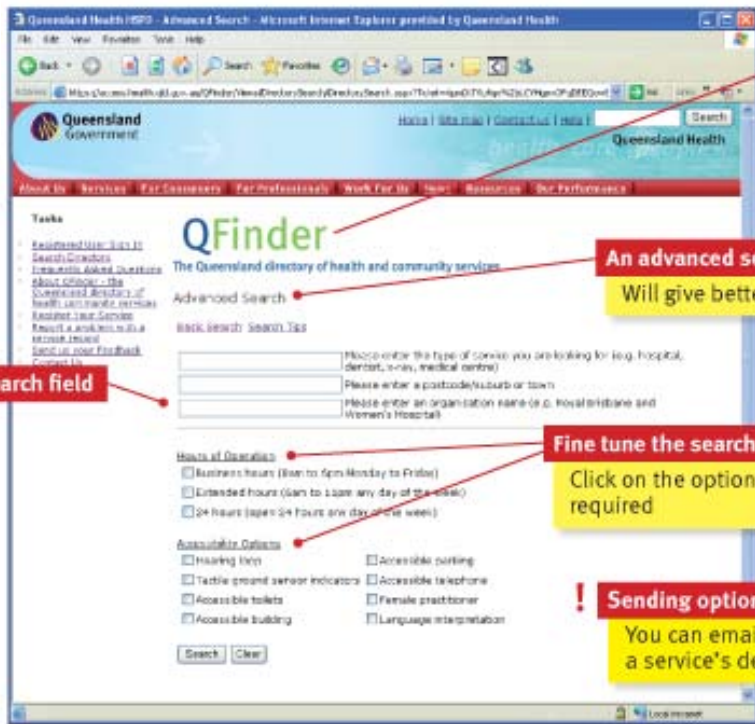
13 HEALTH (13 43 25 84)



QFinder
<http://www.qfinder.qld.gov.au>
Health Information Directory
<http://www.hid.health.qld.gov.au>

Searching
You can search by topic or keyword

Print, email or post a factsheet
Click 'email' for access to the postal address field



Some QFinder search examples:

- Aboriginal and Torres Strait Islander health
- Accommodation
- Aged care
- Alcohol and drug
- Allied health
- Cancer screening
- Child and youth
- Community health
- Dentist
- Disability
- Domiciliary nursing
- Emergency service
- General practice
- Hospital
- Immunisation
- Lactation
- Men's health
- Mental health
- Palliative care
- Pharmacy
- Physiotherapy
- Occupational therapy
- Optometry
- Radiology
- Rehabilitation
- Sexual health
- Women's health

Optional search field

An advanced search
Will give better results

Fine tune the search
Click on the options required

! Sending options
You can email or post a service's details

Health Information Directory <http://www.hid.health.qld.gov.au>
QFinder <http://www.qfinder.qld.gov.au> *The Queensland directory of health and community services*