

Nurse Navigator service – Suggested patient enrolment criteria

| Chronicity | AND Complexity | AND/OR Fragility | AND/OR Intensity of Care |
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| Condition is expected to last at least 6 months | Involvement of, or anticipated need for, multiple medical specialists | The person has severe and/or life threatening disease | Person requires prolonged intravenous administration of nutritional substances or drugs |
| Multiple co-morbid diagnoses and complex medical concerns | Health care interventions delivered in multiple locations: <ul style="list-style-type: none"> • Home • Community clinic • General Practitioner • Private Specialist • School • Hospital • Respite setting | Failure of equipment or treatment places the person at immediate risk – including limitations to access to health care as a result of isolation | Person has prolonged (>1 month) dependence on device-based support, eg: <ul style="list-style-type: none"> • Tracheostomy tube care • Suctioning • Oxygen support or • Tube feeding • Mechanical ventilation • Non-invasive ventilation |
| | Person has multiple diagnoses of mental illness and multiple areas of demonstrated psychiatric dysfunction and functional impairment | <ul style="list-style-type: none"> • Homelessness or placed in out of home care due to MH needs • Inability to attend school or employment due to MH concerns • Significant and severe social and environmental challenges that influence | <ul style="list-style-type: none"> • Inadequate response to standard treatment or interventions or having severe challenges in adherence to interventions. • Extreme risk taking behaviours (e.g. involvement with criminal justice system; addiction to drugs and alcohol; self-injurious behaviour; eating disorders that result in |

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| Multiple co-morbid diagnoses and complex medical concerns | | the ability to benefit maximally from care | risk of morbidity and mortality) <ul style="list-style-type: none"> Chronic suicidal ideation. |
| | The person has had 10 or more medical / nursing specialist outpatient clinic visits in the past year | Short term changes in the person's health status (eg. intercurrent illness) puts them at immediate serious health risk | Person has prolonged (>1 month) dependence on any other medical devices to compensate for vital bodily functions and requires daily or nearly daily nursing care <ul style="list-style-type: none"> Apnoea monitors Urinary catheters / colostomy bags plus nursing care Implanted medical devices requiring management |
| | The person has had two or more prolonged admissions (LOS >10 days) to the hospital in the past year or greater than 6 ED presentations in the last year | As a consequence of the persons illness, the person remains at significant risk of unpredictable life threatening deterioration, necessitating round-the-clock monitoring by a knowledgeable caregiver | Person is not technically dependent but has any chronic condition that requires as great a level of care as the above group eg: <ol style="list-style-type: none"> Person who, as a consequence of their illness are completely dependent on others for activities of daily living at an age where they would not otherwise be so dependent. Person who requires constant medical or nursing supervision or monitoring, resulting from the complexity of their condition and / or the quantity of oral drugs and therapy they receive Person whose level of care is disproportionate to carer capacity, which may include families with multiple family members with high care needs. |
| | Person is accessing two or more hospitals | | Person preparing for, undergoing or recovering from major surgery or other intervention which places them temporarily in the high intensity of care category |