

ACUTE DEMAND MANAGEMENT SERVICES (ADMS)

28,738 urgent care episodes managed in the last year.

WHAT IS IT?

The goal of ADMS is to provide the most appropriate urgent care options for the patient need at any given time.

General practice and acute community nursing deliver packages of care that allow people who would otherwise need an ED visit and possible hospital admission to be treated in their own homes or community. Services include: practice support; mobile nursing service; home IV therapy; logistical support; extended care management; urgent tests/ investigations, doctor visits; and home support.

ADMS also includes ambulance diversion triggered alongside a txt to all general practices alerting them to hospital gridlock.

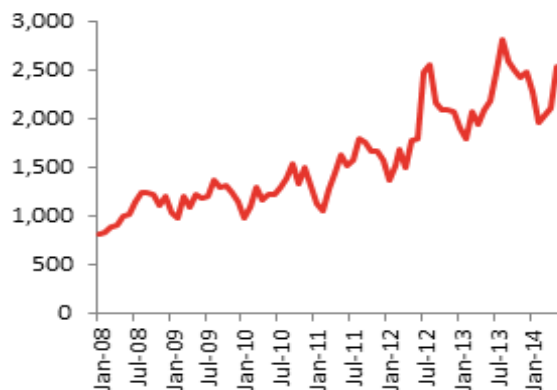
Following the quakes, ADMS was expanded to further ease pressure on ED and hospital services.

WHO'S INVOLVED?

ADMS is managed under a Service Level Alliance of the Canterbury Clinical Network. It includes:

- St John
- Pegasus Health
- Nurse Maude
- General practice (GPs and practice nursing)
- Emergency Department (ED)
- Hospital specialists
- Afterhours general practice providers

Urgent care episodes managed each month



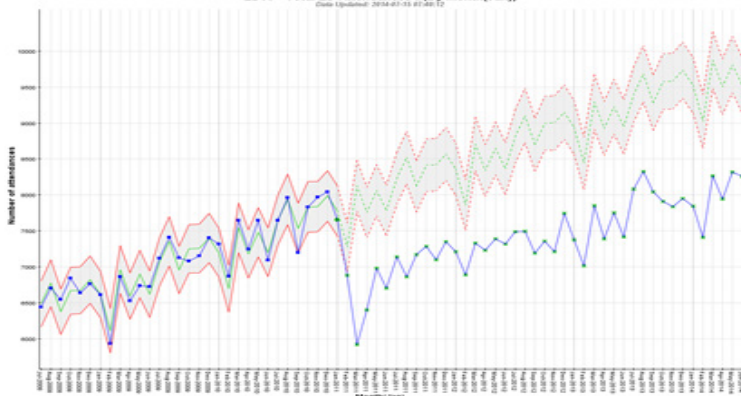
SO WHAT?

People receive urgent care **in their own homes and communities**.

Providing alternative urgent care pathways ensures people are able to access the right treatment and support when they need it, which is not necessarily in hospital Emergency Departments.

ED attendances

ED06 - Total ED Attendances - (By Month(Jan))



ADMS is also keeping down the load on our hospitals by reducing the number of people who attend the Emergency Department - saving ED for emergencies only.