

Nurse and Midwife Navigator principles

1. Care coordination of patient centred care

Providing support, advocacy and care coordination across the patient's health care journey, from community, GP, hospital and home again.

2. Creating partnerships

Working closely with the patient, their GP, medical specialists, allied health specialists (such as physiotherapists and occupational therapists), indigenous hospital liaison officers, health workers, and other organisations or care providers to support the patient in their health care journey.

3. Improving patient outcomes

Providing education to the patient and their family to support them to make informed decisions about their health care and advanced care planning.

Working closely with the patient and their family to develop health care goals and care plans to assist them to better manage their own health and to promote independence.

Assisting the patient navigate support services so they can access the care support they need.

4. Facilitates systems improvement

Helping the patient and their family access appropriate treatment with effective communication of referral pathways, reduce fragmentation, duplication, time delays, inappropriate treatment and other barriers to support patient centred care.

How to contact the Nurse and Midwife Navigator service:

Monday to Friday 8.00 am to 4.30pm
excluding public holidays

Email:

CQHHSNurseNavigatorReferral@health.qld.gov.au

Rockhampton

Phone 07 4932 5467

Emerald

Phone 07 4983 9709

Gladstone

Phone 0448 323 621

Biloela

Phone 07 4992 7012



Partnering with Consumers. Consumers and/or carers provided feedback on this patient information.



Standard 11
Service delivery



Standard 12
Provision of care

All information contained in this sheet has been supplied by appropriately qualified professionals. It is a guideline for care only. Seek medical advice, as appropriate, for concerns regarding your health.

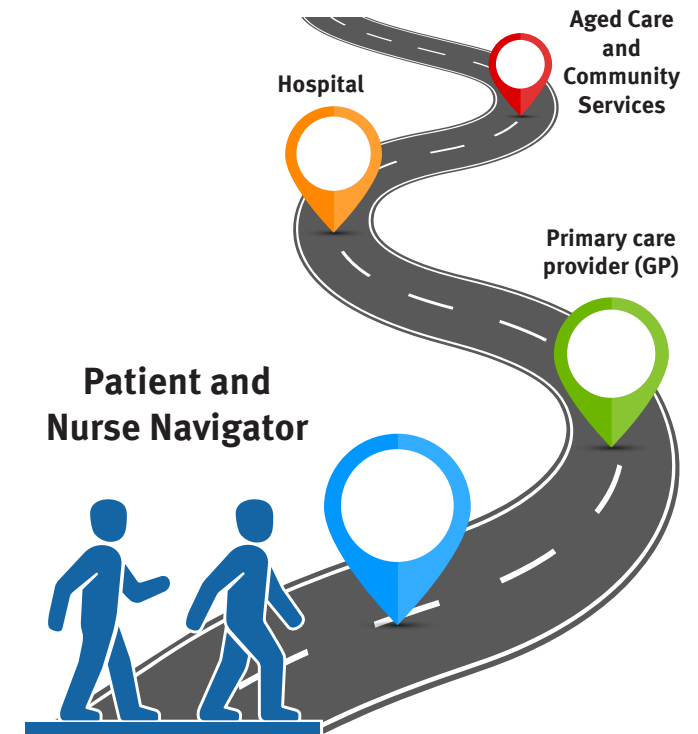
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Nurse and Midwife Navigator service



Right Care Right Time Right Place

What is a Nurse and Midwife Navigator service?

The Central Queensland Hospital and Health Service has a new nursing service. The Nurse and Midwife Navigator service is staffed by experienced nurses and midwives who have high levels of clinical knowledge and a comprehensive understanding of the health care system.

This service aims to help people with complex health care needs in navigating through their health care journey, from their General Practitioner (GP), hospital, specialist appointments and community and home supports.

Why is this service being delivered by nurses?

Nurse and Midwife Navigators care for patients with complex health conditions who require a high degree of clinical care. They have the clinical skills required to monitor high needs patients and to identify what action is needed to most appropriately address their care needs.

In addition to their clinical skill, nurses have in-depth knowledge of the health system and its providers that enables them to direct patients to where they can receive the most appropriate care at the appropriate time.

Who is eligible for the Nurse and Midwife Navigator service?

The Nurse and Midwife Navigator service facilitates coordinated care for patients with the greatest health care needs. This may include patients with multiple chronic illnesses, those with a high-need for health services, or those who have complex health conditions. Referrals will be triaged according to patient's chronicity, complexity, fragility or intensity of care.

Potential benefits for patients

- Improved patient health knowledge
- Improve ability to navigate the health system
- Reduced length of stay in hospital
- Reduced avoidable hospital admissions
- Reduced readmission to hospital
- Increased patient and clinician satisfaction
- Improve quality (enjoyment) of life
- Increased advanced care planning
- Reduced wait times for outpatient clinic appointments, procedures and surgery in some cases

How is the Nurse and Midwife Navigator service provided?

The Nurse and Midwife Navigator facilitates a patient's journey across health sectors and health providers. Focusing on those patients with complex health care needs, Nurse Navigators help patients navigate to and from their referring primary care provider or General Practitioner (GP), through to hospital, the community and back home again - connecting them to the services they need.

Nurse and Midwife Navigators work with patients and their carers to help them understand and manage their health care needs. In doing so, they empower them to make informed decisions on their health and to effectively care for themselves within the health care system.

The Nurse and Midwife Navigator service can be provided while the patient is in hospital, as an outpatient, in the community or in their own home. Contact is flexible and tailored to meet the individual needs of each patient.

