

CENTRE FOR HEALTH POLICY

PHD CONFIRMATION SEMINAR

The University of Melbourne



Realist Enquiry of a phone based model of care designed to address the needs of "frequent presenters" to emergency department with chest pain

Presented by Peita Price

Tuesday 6 December, 9.30am-10.30am in Seminar Room 515, Level 5, 207 Bouverie Street



A small percentage of the population represent a disproportionate number of attendances at emergency departments (ED). These "Frequent presenters" are a vulnerable population with presentations being linked to age, chronic conditions, mental illness, substance abuse, and social vulnerability. Chest pain is one of the most common reasons patients attend ED, they do not always fit established pathways for acute myocardial events, and if considered low risk are often discharged home with short lengths of stay. With time constraints limiting educational opportunities, this group are at risk of presenting back to hospital multiple times to have their needs met. This realist enquiry is a mixed methods research design aimed at evaluating the effectiveness of phone based care coordination pilot in reducing ED presentations, in what context and how that mechanism may work in the real world.

Peita Price is currently enrolled as a PhD student within the Melbourne School of Population and Global Health at the University of Melbourne.

Peita is a registered Nurse and has worked in cardiac speciality areas for over 15 years. Throughout her Masters in Public Health she developed an interest in innovative program designs to meet the needs of complex and diverse populations. Peita has completed Ba Nursing, Post Graduate Certificate in Critical Care (CCU) and Masters of Public Health (majoring in Health Program Evaluation).