



# Valida Care Navigator

## **Saving Time by Directing Patients Correctly on First Contact**

Valida Care Navigator works seamlessly with your patient management system, using the patient record to identify vulnerable patients, and presenting the appropriate information to the reception staff.

Results of the Care Navigator process may lead to patient self-care advice, routing to a community pharmacy, or an appointment with practice staff: nurse, nurse practitioners, GPs or others. Depending on the patient and the problem, the process of Care Navigation may also lead to an urgent call back, or if required an emergency response.

All details are written back into the patient record, and form part of the clinical notes.

## Valida Care Navigator:

- Allows non-clinical staff to make informed decisions about the best care options
- Makes sure the first contact by patients leads to the most appropriate care
- Reduce inappropriate GP appointments
- Identifies urgent cases and vulnerable patients
- Collects results of those first contacts and review for staff training and practice improvement.
- Care Navigator initial results from 5 practices:
  - 22,350 uses of Navigator events
  - 16,578 requests were for an appointment with the general practitioner
  - Of these requests only 42% ( 6998) were required to be seen by a GP
  - There were 319 home visits requested
  - And of these only 18% (55) were actually needed
  - The rest of the requests were dealt with by self care or call back/seen by other members of the practice staff.

The screenshot displays the Valida Care Navigator interface. At the top, it says 'Valida' and 'MRS Anne And Post Feb 16, 2014'. The main heading is 'TODAY'S PROBLEM' with the question 'Are you able to give me an idea of what you need an appointment for today?'. The patient's problem is 'Earache'. Below this, the 'Earache Navigator Pathway' is shown, asking 'Where the main symptom is sore throat, cough or common cold, please select the required condition pathway.' The 'Initial Patient Request' section includes options for 'Initial patient request' (GP, Nurse practitioner, Practice nurse, Health care assistant), 'Contact requested' (Call back, Appointment, Other), and 'What is the relationship of the caller to patient' (Patient, Parent/guardian, Relative, Other). The 'Patient Symptoms' section asks 'How long have you had earache?' (1 days), 'Do you have any other symptoms?' (Vomiting, Severe sore throat, Swelling around the ear, Discharge from the ear, Foreign body in the ear), and 'High temperature' (No temperature, Suspected or recorded temperature 38 C or above). The 'Highest temperature in last 8 hours' is 38.0 degrees centigrade. The 'Proposed Navigation Destination' section asks 'Please schedule an Urgent (within 2 hours) Nurse Practitioner Appointment'. The 'Outcome' section includes 'Agreed patient outcome' (GP, Nurse practitioner, Practice nurse, Health care assistant, Self manage, Declined service, Other) and 'Type of contact' (Call: Immediate transfer, Call back, Appointment, Other). At the bottom, there is a 'Save and close' button and 'Powered by BPAC Clinic'.

## Call us now to discuss your clinical decision support needs:

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