

## NSW Intensive Care Service Model: Patient Feedback

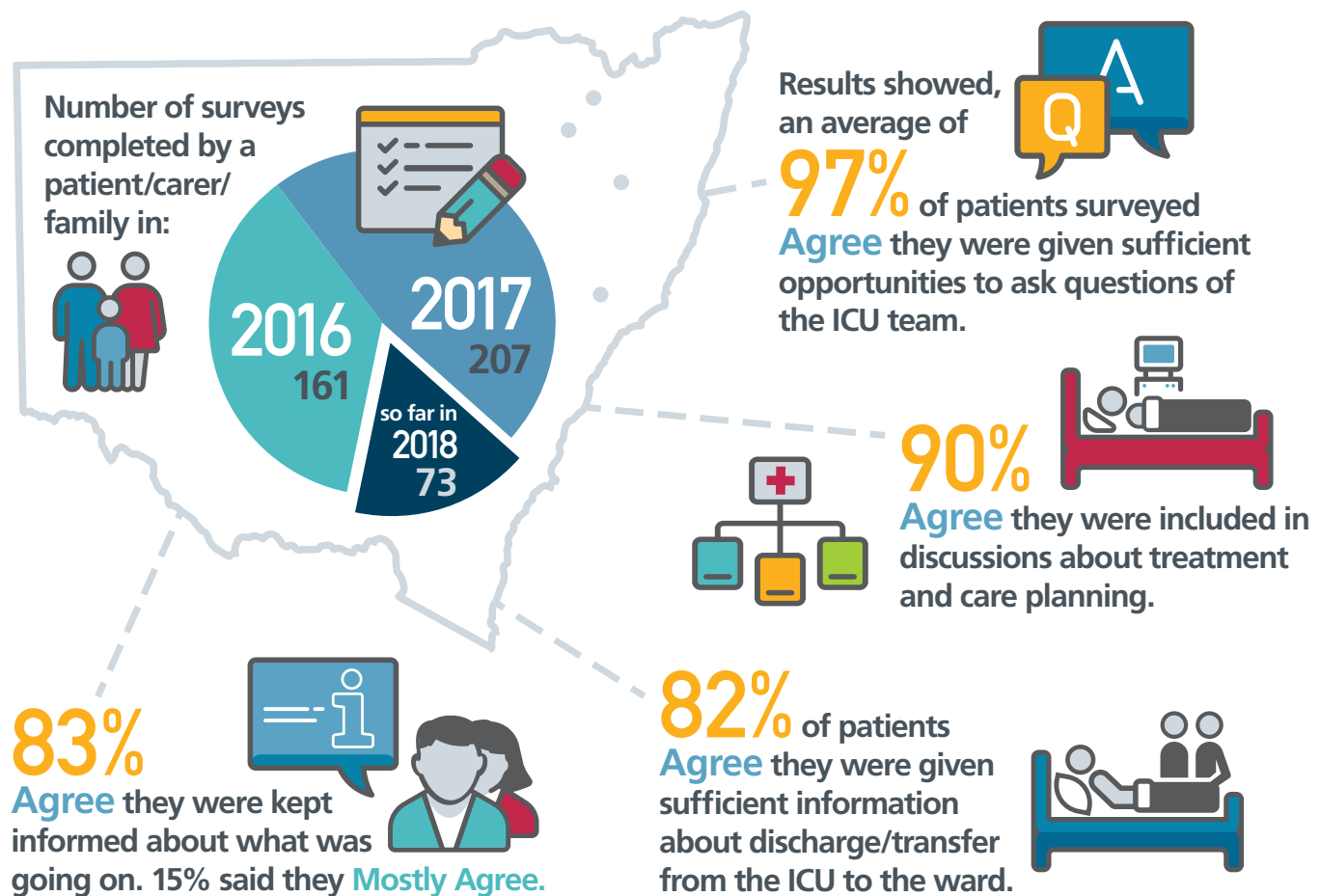
### Providing the best possible care to critically ill patients

Patients admitted to intensive care are often critically unwell, requiring timely access to specialist care to ensure the best possible outcomes.

Intensive care services are a precious and costly resource, which need to be consistently, safely and efficiently provided to all patients across NSW. The NSW Agency for Clinical Innovation Intensive Care Service Network developed and supported sites to introduce a new Service Model, focusing on helping smaller

intensive care units to work in partnership with larger units to provide safe and efficient care to patients across the state.

Fourteen sites participated in a 24-month implementation of the Service Model from 2016-18. Patients and clinicians provided important feedback on delivery of intensive care services and evaluation of the model, which will support rural, remote and metropolitan hospitals to continue to provide care to local patients.



### Benefits for critically ill patients



- ✓ Improved quality and safety of care
- ✓ Networked coordination of care access to specialist, critical care advice
- ✓ Reduction in unplanned admissions, length of stay and transfers to other hospitals
- ✓ Better access to appropriate intensive care services close to home.

For more information visit [www.aci.health.nsw.gov.au/networks/icnsw](http://www.aci.health.nsw.gov.au/networks/icnsw)