



## Evaluation of the Central Australian Medical Retrieval and Consultation Centre

**Why this research is needed:** In February 2018, a dedicated Medical Retrieval and Consultation Centre (MRaCC) was launched by the Central Area Health Service to provide a medical retrieval service for acute care cases, inter-hospital transfers and repatriation of patients back to country. MRaCC was designed to streamline communication processes during emergency retrievals; to bring the current system into line with national developments in Retrieval Medicine practice; and to enhance the quality of the retrieval service and decrease risk to acutely sick patients. This study will prospectively evaluate this model of retrieval service.

**What this research will do:** The aim of this study is to evaluate the timeliness, efficiency and impact of MRaCC. Specific objectives include (*inter alia*) assessing changes in the timeliness of specialist emergency advice and retrieval and the impact of the service on remote clinicians' efficiency and patient outcomes.

A pre- and post-implementation design will compare routinely collected and linked retrieval, hospitalisation, primary care and financial data from three years prior to implementation and two years post-implementation of the service. Interviews will be conducted with key informants to understand perceptions of benefits of the service, and case studies/ critical incidents reviewed to investigate impact on patient outcomes.

**How this research will be used:** Results from this study will be immediately applicable to the central Australia region in informing opportunities to improve the quality and cost-effectiveness of its retrieval services. In addition, the study will generate new, rigorously derived knowledge about the effectiveness and cost-effectiveness of an evolving model of emergency care with applicability to remote parts of Australia and other geographically and demographically similar countries.

### Project details

Lead partner: Menzies School of Health Research

Collaborating partners: Central Australia Health Service, Northern Territory Department of Health

Key contact: Professor John Wakerman

Email: [john.wakerman@menzies.edu.au](mailto:john.wakerman@menzies.edu.au)

Phone: 08 8951 4737