

Referral guide to Nurse Navigator (NN) and Connected Care Program (CCP) for Child Health Services

This is a broad pathway for use across Queensland with examples for context to guide Hospital Health Service Local use.

Nurse Navigator - Service for children new to the health system, with complex health needs or specific health issues or in need of some intensive support to navigate the health system for a finite time, about 12 months, with a hospital and community focus.

Connected Care Program - The role is to coordinate access to health care providers and supports the families of children and young people with chronic and complex health needs to help coordinate and access health care providers across various services, specialists and facilities. To find eligibility criteria follow <https://qheps.health.qld.gov.au/childrenshealth/html/connected-care>.

Navigate Your Health (NYH) - A primary health focussed Nurse Navigator program. The program provides health care coordination to children and young people in 'out of home care' or subject youth justice orders, including the development and implementation of individualised health management plans in partnership with children and young people, their carers / family and relevant support networks, such as Child Safety Officers and Youth Justice Case Workers. NYH referrals are made by the child or young person's Child Safety Officer or Youth Justice Case Worker. See the QHEPS for more information.



Child reviewed by Child Health Nurse and identified as medically complex

Intensity of Care:

- Reliant on device-based support at home (Tracheostomy, suctioning, O2, tube feeds, ventilation, stoma bags)?
- Completely reliant on carers for activities of daily living outside of developmental norms?
- A complex medication regime?
- Carer experiencing problems coping with the demands of caring for a child with complex healthcare needs?
- An upcoming major surgery planned?

Fragility:

- A life threatening or severe medical condition?
- Reliant on equipment for cares?
- Reliant on caregiver to prevent a deterioration in health status?
- Significant social complexity? Eg. child protection factors, geographical isolation.

Chronicity of Care:

- Medical condition - 3 months or more?
- A life limiting condition?
- Short term complex changes in child's life medically?

Complexity of Care:

- See 3 or more medical specialists?
- Requires health care interventions in multiple locations?
- Had multiple unplanned presentations?

Check client record for alerts or service connection
• Are they currently a NN or CCP client?

Yes. Nurse Navigator (NN) Alert in place

Yes. Connected Care Program (CCP) Alert in Place
- Check last contact date

- NO.** Meets one risk factor in each of the three or four above criteria: Discuss with NN or CCP in Local HHS or if unsure follow
- Nurse Navigator link <https://qheps.health.qld.gov.au/childrenshealth/html/state-services/chq-nurse-navigators> with many varied roles listed
 - Connected Care Program - <https://www.childrens.health.qld.gov.au/service-connected-care-program-info-health-professionals/> | Information for health professionals | CHQ or call 07 30682273 to discuss the pathway

Parent/carer consents to referral
Complete the referral form provided by the NN or CCP.

Parent/carer declines referral
Document refusal in client record

