Patient Journey Mapping - HRFS

Person with diabetes → GP and/or Podiatrist → Annual Foot Screen → Foot Protection Services*

*Foot Protection Services

- Self-care (including education)
- Podiatrist (outpatient, community, ACHS or private)
- Outreach Services
- Outpatient Clinics
- Community (including AMS)
- GP (public or private)

^HRFS Multidisciplinary Team

Minimum staff should include:
- Senior Podiatrist
- Nurse
- Senior Physician

Best practice staffing should also include:
- Endocrinologist
- Wound care nurse
- Vascular surgeon
- Orthopaedic surgeon
- Diabetes Educator
- Dietician
- Orthotist and/or pedorthist

Other health professionals that may be consulted include:
- Psychiatrist
- Social worker
- Rehabilitation specialist
- Aboriginal Health Worker
- Aboriginal Health Practitioner
- Allied Health Assistant
- Infectious disease specialist
- Psychologist

HRF team is contacted when patient presents to ED → Emergency Department → In-hospital admission → Continuity of care in hospital → Discharge

HRF directly admit patients when appropriate or refers to appropriate service

HRF Standard 6

HRF Standard 1

HRF Standard 5

Continuity of care across inpatient and outpatient/ambulatory care settings

Referral to HRFS post discharge

HRF Standard 5

HRF Standard 5
HRFS - Detailed Patient Journey Map

HRFS provides outreach services to rural, regional and specific clients

HRFS Standard 6

Person with diabetes

Foot Protection Services*

Clinically appropriate referral made to HRFS

HRFS Standard 6

In-hospital admission

HRFS led and coordinated by senior clinician with administrative support

Needs assessment conducted by Podiatrist

Nursing, Allied Health, Aboriginal Health and Specialist Staff involved in continuity of care

Involve refer to relevant specialists as part of team

Foot Protection Services*

Appropriate equipment made available*

HRFS Standard 8, 9 and 10

In-hospital admission

*HRFS meet the key components of HRFS included in the following Standards:
- Standard 8: HRFS Team has access to relevant equipment required for patient care
- Standard 9: Patients are provided with pressure offloading methods and access to medical grade footwear according to treatment guidelines
- Standard 10: Patients have access to appropriate wound care products and these are prescribed according to best practice or local clinical treatment guidelines