

# How collaboration and communication = a better coordinated client service

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## Background and significance of partnership

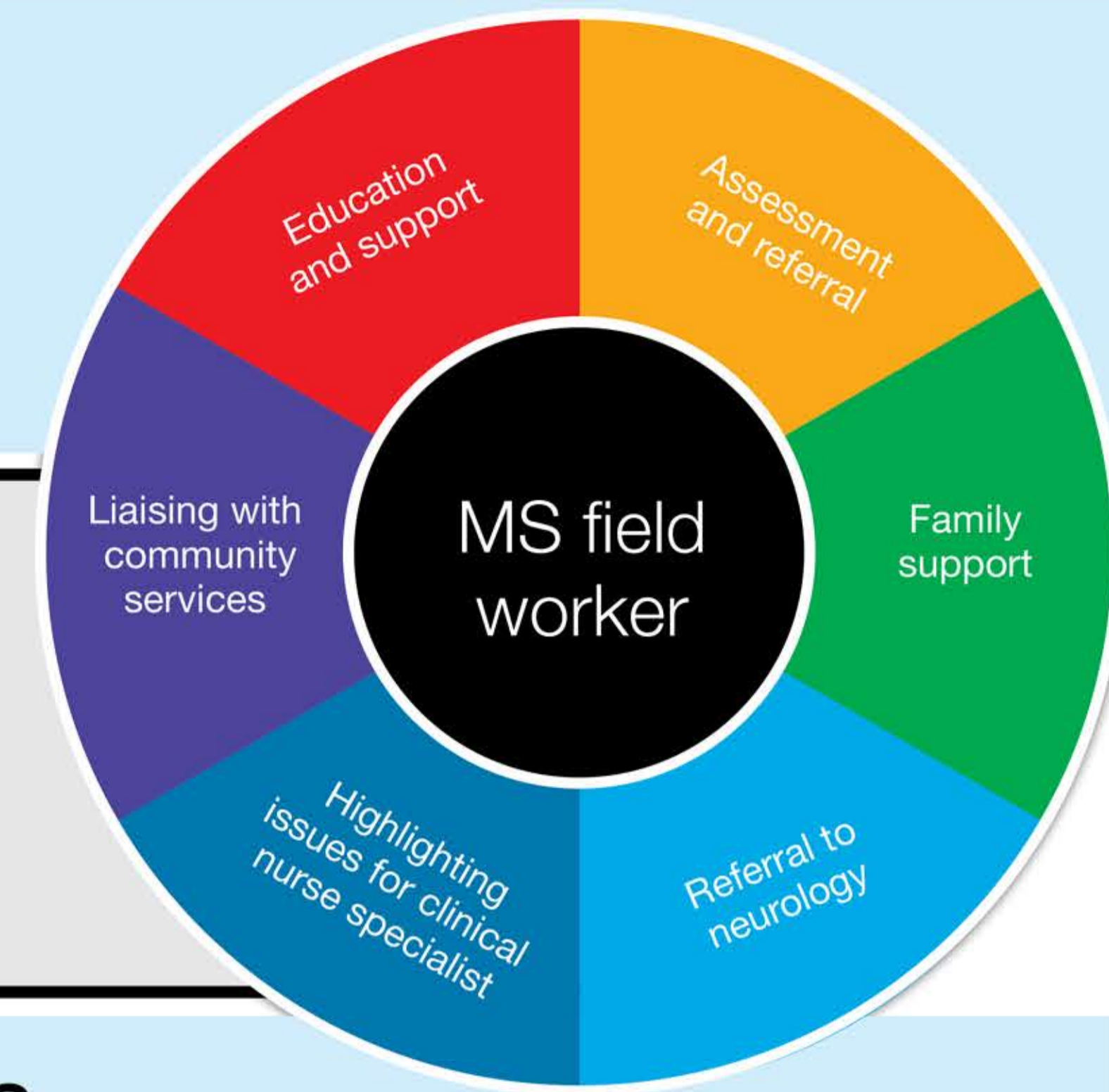
Clinical nurse specialist is based in the hospital.  
MS Waikato field worker is based in the community.  
Medical model and social model working together to optimise client outcomes.  
Facilitating and supporting the clients journey through the health care system.  
Working together to provide a service of excellence.



**MS clinic**  
Clinical nurse specialist appointments  
Infusion centre  
Emergency Department



**Bed side**  
Injection training  
Clients homes  
Education sessions  
Social community events



## How our model works

- Weekly meetings
- Shared care
- Client awareness
- Communication
- Ongoing support
- Peer support

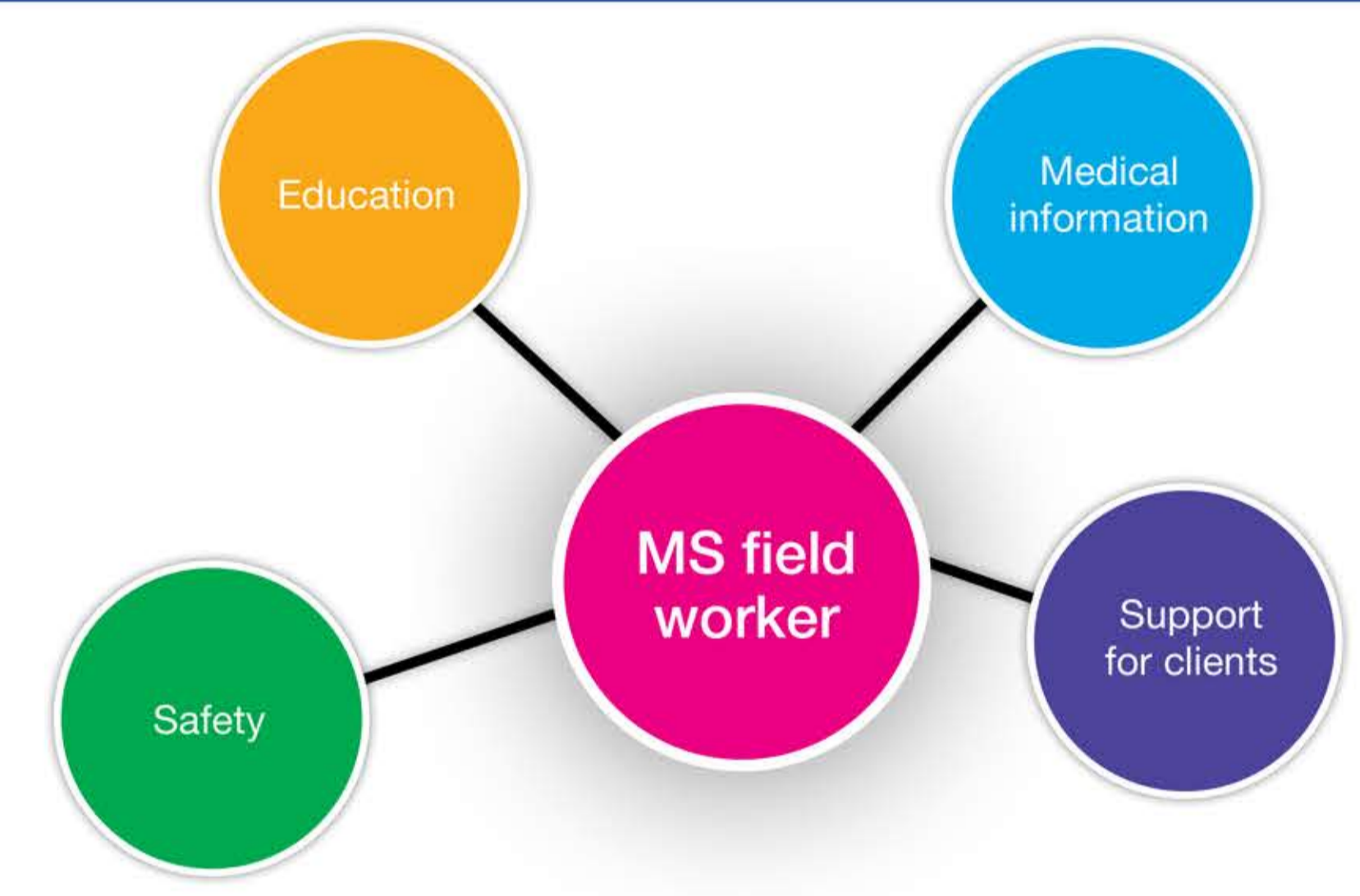
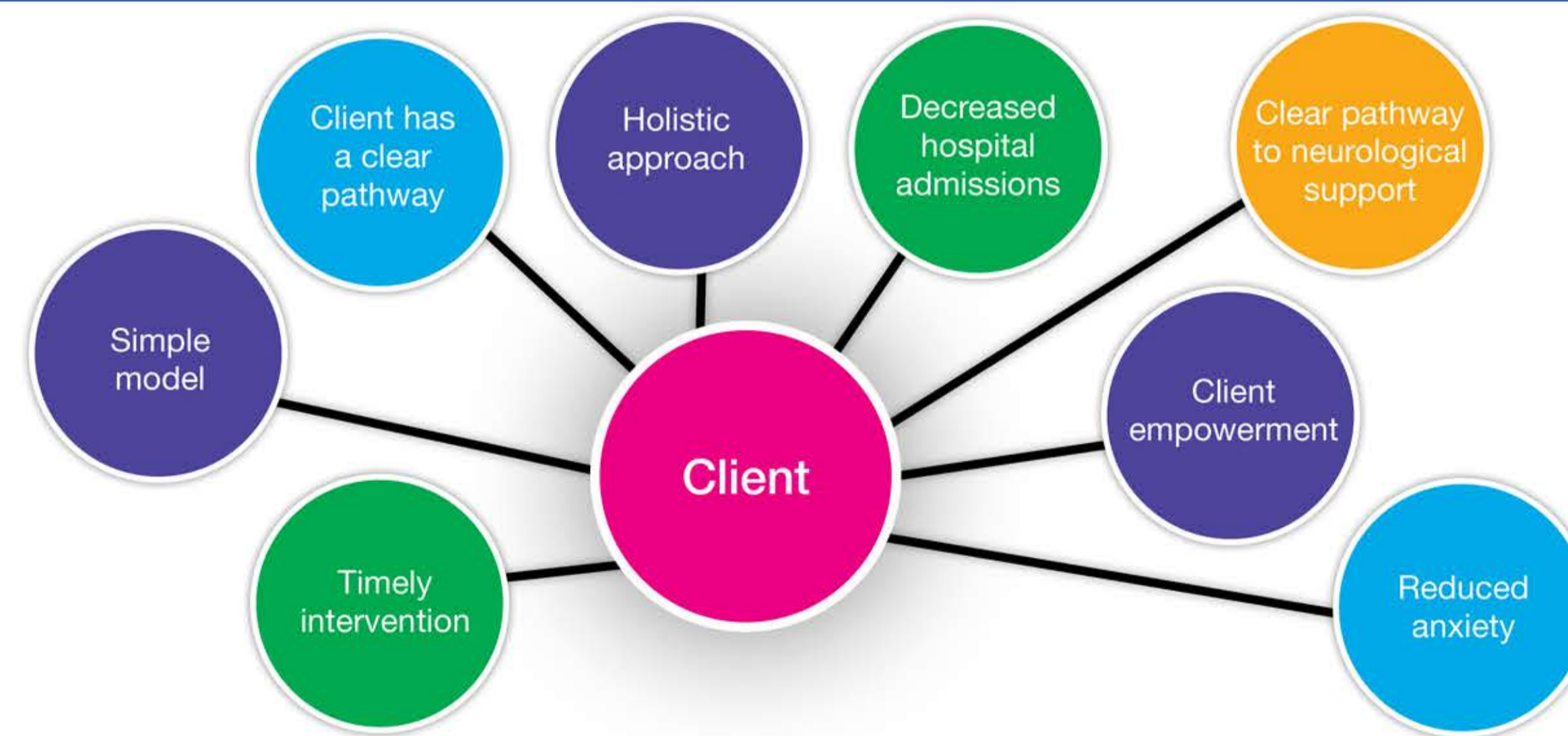
## Why our model works

- Consent and confidence
- Clear communication
- Awareness of professional boundaries
- Honesty and trust
- Education
- Neurologist support

## Pathway for care



## How everyone benefits



## Client feedback

“Brilliant”

“Being over 8,000 miles from my immediate family, thanks to Liz and Karen, you have been like family, backed me and supported me, thank you”

“It is certainly reassuring to have the support of such a genuine and caring team”

“MS Waikato and the Waikato DHB working together is fantastic it supports me as a MS client and adds value to both services”

## Summary

- Simple model, accessible, client focused and empowering
- Fortnightly MS clinics involving neurologist, clinical nurse specialist and field worker
- Weekly meetings between the clinical nurse specialist and field worker
- Regular communication
- Neurologist oversight

## Where to from here?

Continue evolving as new treatments with new challenges become available

To build a multidisciplinary team to include other allied health professionals