

Media Release

A PROJECT aimed at improving the quality of service delivery coordination of care for people living with a chronic condition is under way in the Portland district, including Heywood.

The Australian Institute of Health and Welfare highlighted that in 2008, the top 10 causes of disease burden in Australia were chronic disease.

Chronic disease may include (but is not limited to) arthritis, diabetes, chronic lung conditions, heart disease and asthma.

The Department of Human Services Victoria wants to hear about your journey and experience of the health and community service systems.

Southern Grampians and Glenelg Primary Care Partnership chronic disease project nurse, Fiona Heenan, who is located at Portland District Health, is encouraging people of all ages to participate.

“The complexity (of the healthcare system and multiple service providers) coupled with a life-long journey for the person (and their family) living with a chronic condition can cause people to exit the healthcare system for long periods of time, only returning when becoming acutely unwell. We need to hear from these people so we can continue to address these issues and take proactive rather than reactive measures.”

Participation will involve group or individual interviews.

Ms Heenan said she and DHS industry adviser Kate Gilbert would ask questions about experience of health and community services, including those provided by local government and private providers. “We want to know what works well as part of the coordination of your care, whether you think services need to be improved or changed, and any communication difficulties you may have experienced regarding your health,” Ms Heenan said. “We will also talk to you about associated issues such as the use of information technology as part of chronic disease management and “at risk” mental health screening. The interview will take between 30 and 90 minutes.”

All participants will receive feedback on the outcomes of the project resulting from their participation and participants can withdraw from the project at any time.

“Participation is voluntary. All personal information will remain confidential and written consent to join the project will be required. Recruitment for the project tends to take two weeks time.”

For more information contact Ms Heenan on 5522 1180 or 0408528108 on Mondays, Tuesdays or Thursdays.