

## **Part 3            Service Coordination**

### **3.1 Introduction**

The improvement of Service Coordination in the South West sub region is a collaborative effort involving the South West and the Southern Grampians and Glenelg Primary Care Partnerships and the South West Alliance of Rural Health.

While the PCPs provide leadership in relationship building, encouragement in the use of common practice and capacity building, SWARH provides the IT capacity for many service coordination improvements.

Over the next 3-5 years the collaborative will increasingly focus on improved client pathways through system redesign.

In addition, the collaborative will look at opportunities for further regional work building on the current regional approach to e-referral.

This plan provides the broad direction for service coordination in South West sub Region for the next 3 years. In line with DHS guidelines, the plan will be reviewed, the strategies measured and updated as new directions emerge.

In addition to this plan, as a partner in the Statewide service coordination reform, the Primary Care Partnerships, will support agencies to participate in the DHS service coordination snapshot surveys conducted twice over the 3 year period and will provide annual accounts of numbers of e-referrals sent by member agencies.

### 3.2 Service Coordination - Strategic Plan

The following Service Coordination Strategic Plan is a Regional Plan for SW Victoria prepared in partnership with the SW PCP and SWARH.

#### Goal 1.

Implement the BATS framework by progressing common practices, processes, protocols and systems for initial contact, initial needs identification, referral, assessment and care planning by member organisations.

Objective 1.1	To enhance the knowledge of the BATS framework with 8 new agencies by July 2009				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Group training provided for key agency staff by regional coordinator	Disability Services Agencies	By August 2007	3 agencies	Post education survey	8 agencies report enhanced skills and knowledge of BATS framework
	Family Services	By August 2008	2 agencies		
	Housing agencies	By February 2009	3 agencies		

Objective 1.2	To facilitate 8 new agencies to implement the ICI, INI and referral components of service coordination 80% of the time by July 2009				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Work with agencies to develop agency implementation plan which would include agency use of SCTT and adoption of IC, INI and Referrals aspects of the Statewide Practices and processes manual	Disability Services Agencies	By Dec 2007	3 agencies	Agency surveys	SCTT used for 80% of all referrals  IC, INI, Referral PPPS followed 80% of the time
	Family Services	By Dec 2008	2 agencies		
	Housing agencies	By July 2009	3 agencies		

Objective 1.3	To facilitate 100% uptake of the Initial Contact, Initial Needs Identification and Referral elements of the BATS framework in the 23 agencies currently involved in the service coordination strategy by July 2009				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Conduct a review of current agency service	All PCP members participating already	By March 2007	23 agencies (29 campuses)	Establishment of a baseline	Baseline includes all 23 agencies

coordination activity to establish status quo and to identify agency support needs	participating in Service Coordination			Identification of support needs	Agency support needs are identified in all 23 agencies
Provide training and change management in the areas of SCTT use and PPPS according to review feedback.	All PCP members participating already participating in Service Coordination	By March 2008	23 agencies (29 campuses)	Agency surveys	SCTT used for all referrals  All (23) agencies conduct IC, INI and Referral according to Statewide Standards

Objective 1.4	To facilitate the 23 agencies already involved in Service Coordination to participate in 2 DHS snapshot surveys by 2009				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Provide training in the use of survey database and survey completion	23 agencies	By 2009 subject to DHS schedules	23 agencies	Record of participation	80% participation in snapshot surveys

Objective 1.5	To facilitate local agency input into statewide assessment (Inter-Rai trial) and care planning initiatives by July 2008				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Nominate 2 PCP agencies to participate in the DHS common assessment tool Inter-Rai trial	South West Healthcare HARP program  South West Aged Care Assessment Services	June 2006 - July 2008	2 agencies	Number of meetings attended or input tabled by local agencies in statewide discussions.  Feedback from DHS reps that SW reps regarded as active advocates.	Local agencies regarded as active advocates in statewide discussions
Building on work done in 2004-5 when local Service Coordination Plan guidelines were developed - Nominate 1 PCP agency staff member to participate in the DHS care planning group	A PCP agency member	During 2007	1 staff member	Number of meetings attended or input tabled by local agencies in statewide discussions.  Feedback from DHS reps that SW reps regarded as active advocates.	Local agencies regarded as active advocates in statewide discussions

## Goal 2.

Improve communication about clients (especially those with chronic disease and complex needs) with general practice, leading to more active GP participation with other service providers involved in the client's care

Objective 2.1	To facilitate the use of the SCTT in 34 GP clinics by July 2009				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Install ARGUS technology in GP clinics and chronic disease management services, to support secure transmission (encryption) of clinical information using the Victorian Statewide Referral form	GPs who are members of the Otway Division of General Practice and their primary care referring partners which include Aged Care Assessment Services, District Nursing, some Allied Health	By Dec 2008	34 GP Clinics  2 Chronic Disease programs 3 Community Health Centres 8 District Nursing Services 1 regional Aged Care Assessment Service 1 Dietician Service 1 Diabetes Educator Service 1 regional Mental Health Service	GP clinic survey	34 GP clinics report use of e-referrals in 80% of referrals
Provide 'one to 'one training in the use of ARGUS and in the use of the Victorian Statewide Referral Form	GPs who are members of the Otway Division of General Practice and their primary care referring partners which include Aged Care Assessment Services, District Nursing, some Allied Health	Progressive - by Dec 2008	As above	As above	As above

**Goal 3.**

Successful implementation of the Statewide Manual and subsequent versions of the SCTT in all member agencies

Objective 3.1	To facilitate access by all mandated agencies to the statewide manual and its content by March 2007				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Conduct workshops on the new Statewide manual and SCTT version2	All PCP members who have adopted Service Coordination	By March 2007	23 agencies (29 campuses)	Post workshop survey.	100% mandated agencies have access to manual and SCTT version 2 100% participants at workshop report they have a clear understanding of manual content and SCTT 2 requirements
Conduct workshops on subsequent versions of SCTT	All PCP members who have adopted Service Coordination	As per DHS schedule	23 agencies (29 campuses)	Post workshop survey.	100% have access to subsequent versions of SCTT and 100% participants at workshop report they have a clear understanding of new SCTT requirements

**Goal 4.**

Change management support for e-referral

Objective 4.1	To increase numbers of e-referrals sent by 20% following baseline count in July 2007				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Provide training in e-referral according to review feedback (see Objective 1.3)	All PCP members who have adopted e-referral	By December 2007	23 agencies (29 campuses)	Annual e-referral count	20 % increase in referrals sent

**Goal 5.**

Better depth and accuracy of service information available on the Human Services Directory to support referral

Objective 5.1	Subject to improvements in the functionality of the Human Service Directory (HSD), to increase number of agencies with up to date information on the directory by 40%				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Work with agencies to develop an internal process for updating and maintaining service information on the HSD	All PCP agencies	By Progressive to December 2008	23 agencies (29 campuses)	Survey of PCP agencies re process for updating and maintaining service information on the HSD	40% more PCP agencies with a process for updating and maintaining service information on the HSD

**Goal 6.**

Leadership and Change management for local service coordination improvement opportunities

Objective 6.1	To identify 2 opportunities for improved service redesign				
Strategy	Stakeholders	Estimated timelines	Estimated Reach	Measurement Method	Estimated Impact
Survey agencies to identify opportunities (see objective 1.3)	All PCP agencies	March 2007	23 agencies (29 campuses)	Survey	2 agencies requiring assistance
Work with identified agencies on process redesign and new process implementation	2 agencies	By 2009	2 agencies	Monthly meeting minutes	2 agencies providing more streamlined and accessible services

