



Integrated Chronic Disease Management Forum Coordinating Service Coordination

Outcome Report

Overview

On the 27th November 2013 the first SMPCP Integrated Chronic Disease Management Forum was held at Mallee Family Care, Beveridge St. Swan Hill. The title of the Forum was **Coordinating Service Coordination**; as the name indicates the focus of this Forum was on Service Coordination.

SMPCP ICDM Forums are an agreed partnership deliverable of SMPCP Strategic and Operational Plans 2013 -17 with the purpose of consulting with SMPCP Members and Associates; sharing information, best practice and outcomes of SMPCP Members and Associates partnership and agency work and identifying gaps and issues that require further action.

Purpose of SMPCP ICDM Forum: Coordinating Service Coordination

- Present and discuss **SMPCP Strategic and Operational Plan 2013 – 2017** with particular focus on activity areas of **Chronic Disease Prevention and Management** and **Service Coordination**
- **Annual Service Coordination Reporting 2012 – 2013** outcomes for Southern Mallee PCP catchment and LGA's
- Commence developing **Southern Mallee Service Coordination Plan** (inclusive of service coordination training and practice needs)

Summary of Outcomes

It was acknowledged Service Coordination is;

- Is a vital part of our work
- There is lots of potential work to be done
- Is challenging and takes time (which is limited) to make changes
- Challenges include using resources efficiently and effectively such as Service Coordination Tool Templates and Connectingcare

Annual Service Coordination Reporting for 2012 – 2013 as coordinated by SMPCP, including information provided and the Survey Monkey tool, was helpful and a mostly easy to follow and use.

There are some anomalies and limitations to the information that is collected via Annual Service Coordination Reporting and the additional questions added by SMPCP, these occur due to interpretation and understanding of criteria, context of responses is not included and regional providers possibly not truly representing activity in Southern Mallee sites.

Future analysis and reports should aim to include trend data, State, LMR and comparison PCP site data for benchmarking and monitoring change. Using reporting times to gather additional information is appropriate; in the future consideration should be given to including additional questions relating to Shared Care Planning.

Clarification needs to be sort on what does constitute a *Local Agreement*; also templates and rules for developing these would be helpful.

As a result of the Forum a *Draft Southern Mallee Service Coordination Plan* has been developed. The scope of work included in the plan relates to;

- Continuing to build relationships
- Increasing use of Connectingcare and embedding in practice
- Appropriate information in referrals
- Develop local agreements
- Engagement and stronger collaboration with GP's

Refer Draft Southern Mallee Service Coordination Plan

SMPCP LGA Strategic Health and Wellbeing Partnership Groups will be provided with this report; SMPCP ICDM Forum, Coordinating Service Coordination Outcome Report and draft Southern Mallee Service Coordination Plan; where it will be discussed to gain agreement on the recommendations noted and for that LGA Partnership to agree on appropriate actions to progress the initiatives. Monitoring and evaluation of implementation and outcomes will be ongoing.

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Service Coordination places consumers at the centre of service delivery to maximize their opportunities for accessing the services they need. Service coordination enables organizations to remain independent of each other, while working in a cohesive and coordinated way to give consumers a seamless and integrated response. <http://www.health.vic.gov.au/pcps/coordination/index.htm>



Agenda, Information and Discussion

Introductions

Seven SMPCP Members Agencies, two Associate Member Agencies were represented by a total of twelve participants at SMPCP ICDM Forum, Coordinating Service Coordination. The day was facilitated and supported by two SMPCP staff. A total of nineteen apologies were received from representatives of SMPCP Member, Associate Member and Department of Health. Refer to Appendix 1.

As part of introductions participants were asked to share “What do you think and / or feel about Service Coordination”.

Responses were as follows;

- Vital, complicated, keen to learn how to do it better, e-referral, Argus more than just knowing Connectingcare
- Vital, lots of potential and work to be done
- Team work, different disciplines and services working together, in small areas this proves very difficult
- Connectingcare - very useful for new practitioners coming into the area to find local services. There are also challenges with this for example; on Connectingcare when selecting Echuca everything was Bendigo Health, this is frustrating to advise practitioners who to refer to when this comes up - need everyone on board
- Important for all of us to be part of it, improve outcomes for everyone involved
- Vital, like to streamline it, all work together on the same page
- Communication via face to face or electronically
- There has been improvement in coordination over ten years, still lots of room for more improvement. Clients arrive late to services they need because of lack of referrals
- We are working from our strategic plan – questions are: How is implemented? How is it working? Reviewing best practice
- Trying to get the best bang for our buck

SMPCP Strategic and Operational Plan 2013 - 2017

SMPCP Strategic and Operational Plans 2013 – 2017 have been developed with significant input from SMPCP Members and Associate Members. The plans articulate;

- Agreed Priorities and Activity Areas – Operational Plan identifies how we are going to go about the partnership work of the Activity Areas
- Issues for Southern Mallee Catchment and Local Government Areas
- Focusing SMPCP Partnership work in the ‘upstream’ space so we have good structures and systems in place to support how we want to work with the people in the community
- How we do our work together

[SMPCP Strategic Plan 2013-2017](#)

[SMPCP Operational Plan 2013-2017](#)

[SMPCP Integrated Planning Mode 2013-2017](#)

Chronic Disease Prevention and Management - refer to SMPCP Operational Plan 2013 -1 7pages 30 – 34

GOAL: Improve the Southern Mallee chronic disease prevention and management service system.

Objective 1: Increase capacity of SMPCP Members to support and promote the prevention and management of chronic disease

Objective 2: Implement the Loddon Mallee Region Diabetes Pathways in the Southern Mallee

Expected outcomes

Increased understanding and knowledge of;

- Prevention and Management of Chronic Disease of SMPCP Member Agencies

LMR Diabetes Pathways and SMPCP Local Diabetes Resources remain current and are promoted and implemented in the Southern Mallee annually

Overview of how we will progress Chronic Disease Prevention and Management together

- Strongly linked to Service Coordination activity
- Use evidence; of what we are currently doing as baseline, monitoring progress and change, show achievements
- Explore best way forward to support Self Management Approaches so as to build capacity and embed in practice

Tools: Annual Service Coordination Reports, Assessment Chronic Illness Care (ACIC) and Patient Assessment of Care for Illness Care (PACIC), Loddon Mallee Region Diabetes Pathways (revised version), SMPCP Local Resource for Diabetes Services

Assessment of Chronic Illness Care (ACIC)

- o A validated tool that covers the basic elements for improving chronic illness care at the community, organisation, service and consumer level.

www.improvingchroniccare.org/index.php?p=ACIC_Surveyands=35

Patient Assessment of Care for Illness Conditions (PACIC)

- o A validated tool that measures specific actions or qualities of care – congruent with the Chronic Care Model – that patients report they have experienced in the delivery system. The Survey includes 20 items and should be sufficiently brief to use in many settings.

www.improvingchroniccare.org/index.php?p=PACIC_surveyands=36

Service Coordination - refer to SMPCP Operational Plan 2013 – 17 pages 10 – 13

GOAL: Southern Mallee Member Agencies and SMPCP Associate Members will implement the Victorian Service Coordination Framework for initial contact; needs identification; referral; assessment and care planning

Objective 1: To increase SMPCP Members knowledge and practice of Service Coordination

Objective 2: Service Coordination practice is endorsed and worked towards by SMPCP Member Agencies

Expected outcomes

- New and existing partnerships identified and strengthened
- Increase electronic secure messaging across the Southern Mallee
- Local Service coordination agreements revised and or developed by SMPCP member agencies
- Collaborative plans, projects and initiatives developed and delivered in partnership between SMPCP members and others – relating to service coordination

Overview of how we will progress Service Coordination together

- Develop Southern Mallee Service Coordination Plan – identifying LGA specific priorities
- Use evidence; of what we are currently doing as baseline, monitoring progress and change, show achievements
- Increasing knowledge of Statewide service coordination framework – Victorian Service Coordination Practice Manual
- Building capacity to utilise resources efficiently and effectively – Service Coordination Tool Templates (SCTT), Connectingcare, Online learning modules

Tools: Annual Service Coordination Reports, monitoring and evaluating Southern Mallee Service Coordination Plan, Online learning modules, targeted training eg. Connectingcare education

Annual Service Coordination Reporting 2012 – 2013

Background

Since Statewide PCP's first commenced, (in 2000), Service Coordination has been a deliverable to be progressed which has evolved over time including specific projects, approaches and the development of resources – firstly being the SCTT and then the Victorian Service Coordination Practice Manual, Good Practice Guide and the Continuous Quality Improvement Framework.

Annual Service Coordination reporting was introduced by the Department of Health in 2008; in 2009 Integrated Chronic Disease Management reporting also became a requirement. In 2012 a review was undertaken of the reporting process and questions resulting in simplified method and yes / no answers; a file audit is required to respond to five questions. The reporting also changed to be coordinated by Primary Care Partnerships.

Purpose of Annual Service Coordination Reports

- Requirement for the Department of Health and Primary Care Partnership annual reporting requirements.
- The service coordination practice items are an audit based on the standards in the *Continuous improvement framework* that supports the *Victorian service coordination practice manual*
- Reporting items draw on PCP work including benchmarking measures that have been obtained from previous surveys
- For agencies to identify areas that require greater focus and considered actions toward continuous quality improvement
- The report is a tool to inform areas of future work of the PCPs, Department of Health and relevant government departments in relation to service coordination and integrated chronic disease management

SMPCP Service Coordination Reporting 2012 – 2013

SMPCP Service Coordination Reporting 2012 – 2013 was distributed to SMPCP Member Agencies with responses to be provided via Survey Monkey. Where SMPCP Member Agencies sit within and reported via another LMR PCP area the agency information was sort for inclusion in SMPCP Catchment and LGA analysis and summation.

This year Southern Mallee Primary Care Partnership added several additional questions; the purpose of this was to gather information which would support the development of Southern Mallee Service Coordination Plan and service coordination improvement initiatives and projects organisations may be interested in undertaking in partnership. It was viewed best to gather information all at once rather than have to come back to the agencies in the future. For SMPCP Members who responded via other LMR PCP's they were contacted and requested to complete the additional questions.

Participation

A total of 12 SMPCP Member Agencies participated in Service Coordination Reporting 2012 – 2013 which was higher than the target of eight SMPCP Member Agencies noted in SMPCP Operational Plan 2013 - 2017.

Process

Feedback SMPCP staff received on the information provided that was provided and the Survey Monkey tool was overall very good; some minor improvements have been noted. There was some feeling from participants that some of the questions are "a bit vague" or not so "relevant".

It is acknowledged that there are some anomalies in analysis of the data received, these are as follows;

- Individual interpretation of question
- Understanding and truly meeting criteria to answer yes
- Context to response is not provided
- Regional agency information provided for 'base questions' possibly not truly reflecting the activity in Southern Mallee sites – eg. Response more appropriate to head site (Mildura / Bendigo) not regional site (Buloke, Gannawarra, Swan Hill)

Analysis and Reports

Analysis has been undertaken on SMPCP Catchment and LGA data and developed into reports; where an agency crosses two or more LGA's they have been included in all relevant LGA reports. Reports included a *Summary and Areas of Focus for SMPCP Members Consideration* – this was under the headings of Promote, Capacity Building, Projects and Other.

Forum participants were provided with Draft SMPCP Service Coordination Reporting 2012 – 2013 Catchment and relevant LGA Outcome Summary reports and were asked to review and consider the following questions;

- Discuss Outcomes of the LGA and Catchment Outcome Summary
- Discuss the development of the SMPCP 2014 Service Coordination Plan – Promote, Capacity Building, Projects and Other

Additional prompting questions under each heading were provided; refer to Appendix 2.

Participant Feedback on Reports

Feedback from Forum Participants reflected that the reports did obtain a reasonable amount of data which while does not include context to responses it does provide a starting point where additional information could be sourced if needed. The summaries were viewed as providing a benchmark where we can start from and did capture the "picture" well. We do need to include and use ongoing data to monitor improvements or if no change is occurring, (eg. Broader use of SCTT), currently this is missing from reports.

It was felt that the inclusion of State and Regional data would be useful and if possible a comparison PCP of similar size; this information could be included within the graphs of the reports. *NB. The Department of Health will provide State, LMR and SMPCP report on the 'base questions' – these are expected by March 2014.*

Additional questions relating to *Shared Care Planning* could be added in the future to provide a better snapshot of what is occurring in this area and who is using which resources / tools.

Questions were raised on what does constitute a *Local Agreement* and if there are templates and rules for developing these.

As LGA reports present the information as a "unit", consideration and more detail is needed to truly understand how individual agencies provide their service and approach and implement service coordination practice. *Agency specific reports will be provided in early 2014.*

Enablers in being able to progress future Service Coordination activity will be reliant on bringing people together.

Overall Forum Participants feedback has indicated the draft Outcome Summary reports were good and with discussion have provided an opportunity to highlight other considerations to be included in future Annual Service Coordination Reporting, followed up at a State, Regional, Catchment and Local Level and helped identify initiatives to form the Southern Mallee Service Coordination Plan.

Southern Mallee Service Coordination Plan - Draft

A draft Southern Mallee Service Coordination Plan has been developed with desired activity for each LGA under the headings of *Promote, Capacity Building, Projects and Other*. Some activity will be able to be progressed as catchment wide initiatives. The scope of worked included in the plan is;

- Continuing to build relationships
- Increasing use of Connectingcare and embedding in practice
- Appropriate information in referrals
- Develop local agreements
- Engagement and stronger collaboration with GP's

Refer to Attachment 1 for Draft Southern Mallee Service Coordination Plan inclusive of Goal and Objectives as per SMPCP Strategic and Operational Plan 2013 – 2017.

Next Steps

This Forum report inclusive of draft Southern Mallee Service Coordination Plan and SMPCP Service Coordination Reporting 2012 – 2013 Catchment and LGA Outcome Summary reports will be distributed to all SMPCP Members and staff who participated in the Annual Service Coordination Reports.

SMPCP LGA Strategic Health and Wellbeing Partnership Groups will be provided with this report; SMPCP ICDM Forum Coordinating Service Coordination Outcome Report and draft Southern Mallee Service Coordination Plan; where it will be discussed to gain agreement on the recommendations noted and for that LGA Partnership to agree on appropriate actions to progress the initiatives. The Department of Health will be providing a series of reports from the Annual Service Coordination reporting period 2012-2013 that will be distributed to agencies as appropriate.

Monitoring and evaluation of implementation of the Southern Mallee Service Coordination Plan will be ongoing with a review at the end of each financial year. Outcomes will be reported to SMPCP Strategic Health and Wellbeing Partnership Groups, SMPCP Catchment Committees and Forums and SMPCP Board of Management as appropriate.

Appendix 1

PARTICIPANTS

LGA	ORGANISATION	NAME
Swan Hill	Swan Hill District Health	Armani Archers
		Gayle Taylor
		Lesley Harvey
		Lindsay Polkinghorne
	Swan Hill Rural City Council	Rod Ewart
Gannawarra	Cohuna District Hospital	Anne Graham
	Northern District Community Health Service	Angela Roney
	Gannawarra Shire Council	Tania Spencer
Buloke	East Wimmera Health Service	Danny Stone
Southern Mallee Catchment	Mallee District Aboriginal Service	Michelle Kerr
	Alzheimer's Australia, Victoria	Donatella Spatari
	Loddon Mallee Murray Medicare Local	Sally May
	Southern Mallee Primary Care Partnership	Sarah Holloway Sallie Amy

APOLOGIES

LGA	ORGANISATION	NAME
Swan Hill	Swan Hill District Health	Stephanie Acosta
		Ange Jewson
		Ian Johansen
Gannawarra	Northern District Community Health Service	Kerry Harrower
	Gannawarra Shire Council	Mandy Hutchinson Carole Wandin
	Kerang District Health	Chloe Keogh
Buloke	Buloke Shire Council	Paula Yorston
	East Wimmera Health Service	Beverly Vanderwerf Naomi Caulfield
Southern Mallee Catchment	Mallee District Aboriginal Service	Xavier Bisson
	Loddon Mallee Murray Medicare Local	Penny Wilkinson Fiona McEniry
	Bendigo Health	Vicki Nietvelt
	Annecto	Jason Minter Connie Liakapoulis
	Regional Information and Advocacy Council	Sharon Laugher
	LMR Dept. Of Health	Liz Foster Maggie Fernie



Integrated Chronic Disease Management Forum

COORDINATING SERVICE COORDINATION

27 November 2013

Local Government Area – QUESTIONS

Identify which LGA your group is discussing and include the answers on the butcher's paper provided.

Discuss Outcomes of the LGA and Catchment Outcome Summary;

1. What do you see as strengths of the Outcome Summary?
2. Do you have points of difference with the Outcome Summary?
3. Does the Outcome Summary provide enough information to assist in guiding the development of the SMPCP Service Coordination Plan? If not, what would be useful to assist with this?
4. Do the areas of focus identified (promote, capacity building and projects) address the identified themes/issues?
5. Is there anything missing from the Outcome Summary?
6. What might be key enablers to progress this work?
7. Any other feedback?

Discuss the development of the SMPCP 2014 Service Coordination Plan;

PROMOTE

1. Provide feedback on what is proposed within the 'Promote' section; are there any additions and/or changes or other ideas?
2. How do you envisage we undertake this work together?
3. How do you envisage your agency will contribute to this work?
4. What do you believe is a realistic timeframe for implementation?
5. Any other suggestions

CAPACITY BUILDING

1. Provide feedback on what is proposed within the 'Capacity Building' section; are there any additions and/or changes or other ideas?
2. How do you envisage we undertake this work together?
3. How do you envisage your agency will contribute to this work?
4. What do you believe is a realistic timeframe for implementation?
5. Any other suggestions

PROJECTS

1. Provide feedback on what is proposed within the 'Projects' section; are there any additions and/or changes or other ideas?
2. How do you envisage we undertake this work together?
3. How do you envisage your agency will contribute to this work?
4. What do you believe is a realistic timeframe for implementation?
5. Any other suggestions

Other

1. Are there any other areas of focus / work your agencies would like to be involved to be incorporated into the SMPCP Service Coordination Plan?
2. Anything else you would like to highlight?

Discuss the Forum – did the Forum meet your expectations

1. Any other feedback?