

Service Coordination Statewide Resources

Service Coordination Practice

Service coordination (SC) aims to place consumers at the centre of service delivery. In particular, SC practice supports more effective ways of working with people with complex and multiple needs; ensuring that they have access to the services they need, opportunities for early intervention and health promotion and improved health outcomes

Service Coordination Policy Framework

The principles that guide SC are described in the key document ***Better access to services: A policy and operational framework***. A fundamental component of SC is to **clarify how business is to be done between agencies** for the consumers they have in common. This has resulted in the development of resources that document the shared **practices, processes, protocols and systems** that support better coordination of services between participating agencies i.e. initial contact, initial needs identification, referral, assessment, feedback and shared care planning. Local agreements (protocols) improve service outcomes for consumers, **especially service access and communication** between health and community service agencies.



Key Practice Resources

■ **Victorian Service Coordination Practice Manual (VSCPM)**

The purpose of the VSCPM is to assist service providers across various sectors to consistently implement service coordination.

■ **Good Practice Guide**

The Good Practice Guide is a poster that describes the service coordination processes and pathways for consumers.

■ **Continuous Improvement Framework (CIF)**

The Continuous Improvement Framework (CIF) is designed to assist organisations to embed service coordination.

■ **Service Coordination Tool Templates 2012 (SCTT12) User Guide**

The **SCTT 2012 User Guide** has been developed to support the implementation of the **SCTT 2012**. The guide is a practical resource to assist in the use of the templates.



Service Coordination Tool Templates (SCTT)

The **Service coordination tool templates (SCTT)** are a suite of templates developed to facilitate and support service coordination. The templates standardise the collection and recording of information generated by initial contact, initial needs identification screening, referral, feedback and shared care planning. Communication between service providers can be improved and relevant, quality information can be shared to support better outcomes for consumers.

Note: The *General practice referral template (GPRT)* replaces multiple forms with a standardised template. In Victoria, the **Department of Health and Human Services (DHHS)** and **Networking Health Victoria (NHV)** promote the *GPRT*.

Privacy and Consent

The resources in the DHHS **Privacy resource kit** are designed to assist practitioners in their discussions with consumers regarding how they collect, store and gain consent to share information. The resources have been developed in line with commonwealth and state privacy legislation. **Note:** Pamphlets in languages other than English are available.

Workforce and Capacity Building: Learning Modules – with certificates on completion

■ **Service Coordination Online Learning Module:** this free e-module supports SC practice in Victoria.

■ **SCTT 2012 Online Learning Module:** this free e-module supports SCTT2012 implementation.

■ **Health Records Training Packages:**

• **Health Records Act Online Training:** free training suitable for staff of all organisations regulated by the Act.

• **Guide to Complaint Handling in Health Care Services**

• **Train the trainer** package provides basic awareness training for organisations in various formats: **PDF**; **Word**; **PPT**.

■ **TGA-Registered Training Organisations (RTO) competency-based service coordination units (demand driven)**

• The **Course in service coordination** can be a *community services training package* unit or a standalone course.

• **Implement goal directed care planning:** explores person centred care planning for people with complex needs.



Service Coordination in the Loddon Mallee

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Primary Care Partnerships



Primary Care Partnerships (PCP) are voluntary alliances of health and community service organisations and local government. There are 29 PCPs across Victoria, **5 in the Loddon Mallee region (LMR)** - contact details below. The main motivation for services to become PCP members is to improve relationships and achieve better health and wellbeing outcomes for the community and close service gaps in local areas. The PCP Strategy has operated under 4 domains of activity:

- Partnership Development
- Service Coordination (SC)
- Integrated Health Promotion (IHP)
- Integrated Chronic Disease Management (ICDM)

LMR Early Intervention and Integrated Care (EI&IC) Action Plans

The **PCP Program Logic 2013-2017** integrated the PCP activities into three integral domains: 1) **Early intervention and integrated care (EI&IC)**; 2) Consumer and community empowerment; and 3) Prevention. Based on an evaluation of the recent bi-annual **SC survey** and **Assessment Chronic Illness Care (ACIC)** audits an iterative **LMR EI&IC Action Plan** was developed. The plan aligns with our common / shared priority issues and focuses on the issues that cannot be addressed by individual PCPs. Collective indicator measures will help monitor progress and systems change across the LMR.

Plan, Do, Study, Act (PDSA) is an effective continuous quality improvement (CQI) approach for achieving systems level improvements over time. This robust methodology uses a systematic series of steps and rapid feedback cycles for gaining valuable learning and knowledge about the issue and the applied improvement process.

Local Capacity Building – Placed-based Planning

Partnerships and collaborative activities, in conjunction with statewide and local resources, support agencies to implement service coordination principles, especially: develop consistent practice, provide competent staff, protect consumer information, engage with a broad range of sectors and promote the social models of health and disability.

Local partnership working groups develop specific EI&IC Action Plans based on the needs and collaborative interventions identified by local communities.

Service directory and information support



ConnectingCare is the local comprehensive integrated web-based service directory used in the LMR. It offers an affordable secure messaging system for a range of public and private health and community service providers. It also features the following functions:

- ConnectingCare and Argus are **interoperable** as secure messaging systems;
- ConnectingCare complies with the **Privacy Legislation**, and the message exchange system meets **National eHealth Transition Authority (NeHTA)** standards.

The **National Health Services Directory (NHSD)** is a joint initiative of all Australian governments, to enable health professionals and consumers access reliable and consistent information about health services.



- It is delivered by Healthdirect Australia
- The NHSD is the single data repository source for ConnectingCare, Argus and multiple service directory such as Nurse-On-Call, the Better Health Channel.



Members of the general public can go to the **Better Health Channel (BHC)** for a consumer-focused service directory. The BHC provides health and medical information that is quality assured, reliable, up to date, easy to understand, regularly reviewed and locally relevant. The BHC provides health and medical information to help individuals and their communities improve their health and wellbeing.



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