

Service Coordination Survey 2013

Primary Care Partnership report

Southern Mallee Primary Care Partnership

In the 2013 Partnership Report from Southern Mallee Primary Care Partnership, 11 member organisations identify that they participate in Service Coordination

Organisation responses to the Service Coordination Survey

9 from Southern Mallee Primary Care Partnership*

51 from Loddon Mallee

326 from across Victoria

*responses may be from member and non-member organisations. Responses may also be from member organisations that did not identify participation in service coordination in the Partnership Report

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Contents

1. Introduction	1
2. Reading the results	2

1. Introduction

Overview

In order to meet the needs of people who access our services, a coordinated and holistic approach to service delivery is required. This involves working within and across organisations, programs and sectors to ensure that people are able to access the range of services that best meet their needs for optimal health and wellbeing.

Service coordination enables organisations to remain independent of each other, while working in a cohesive and coordinated way to give consumers a seamless and integrated response. The practice of service coordination particularly supports more effective ways of supporting people with complex and multiple needs.

Primary Care Partnerships (PCPs) are focused on improving service coordination and integration while supporting a range of service improvements to better respond to the needs of the local community. To support this work and as part of PCP planning and reporting requirements, the Department of Health conducts a survey to measure service coordination practice.

About this report and survey

The Service Coordination Survey is an opportunity to measure how service coordination, using a person centred approach is practised by your organisation. The survey is undertaken within the context of an ongoing quality improvement process and provides evidence for service and program reporting requirements (eg Quality Care Reports) and accreditation processes.

The survey results will also identify services that are leading practice change towards well integrated and coordinated service delivery and those services that may need some additional support.

This report benchmarks your service coordination practice against your PCP (if you are a member), regional and state-wide results. The system and practice areas measured in this report include:

- eHealth
- initial needs identification
- referral
- shared care/case planning
- communication with General Practice

2. Reading the results

Analysis of results

The percentages are calculated on the following equation:

$$\text{Percentages} = \frac{\text{Number of organisations with a positive answer}}{\text{Number of organisations responding to the survey}} \times 100$$

Where there are multiple responses from an organisation (different submissions for individual services within an organisation), the organisation is represented by the majority response (greater than 49%). For example, if three services submit a survey from one organisation and two answer 'yes' and one answers 'no' then the organisation result will be 'yes'.

Comparisons

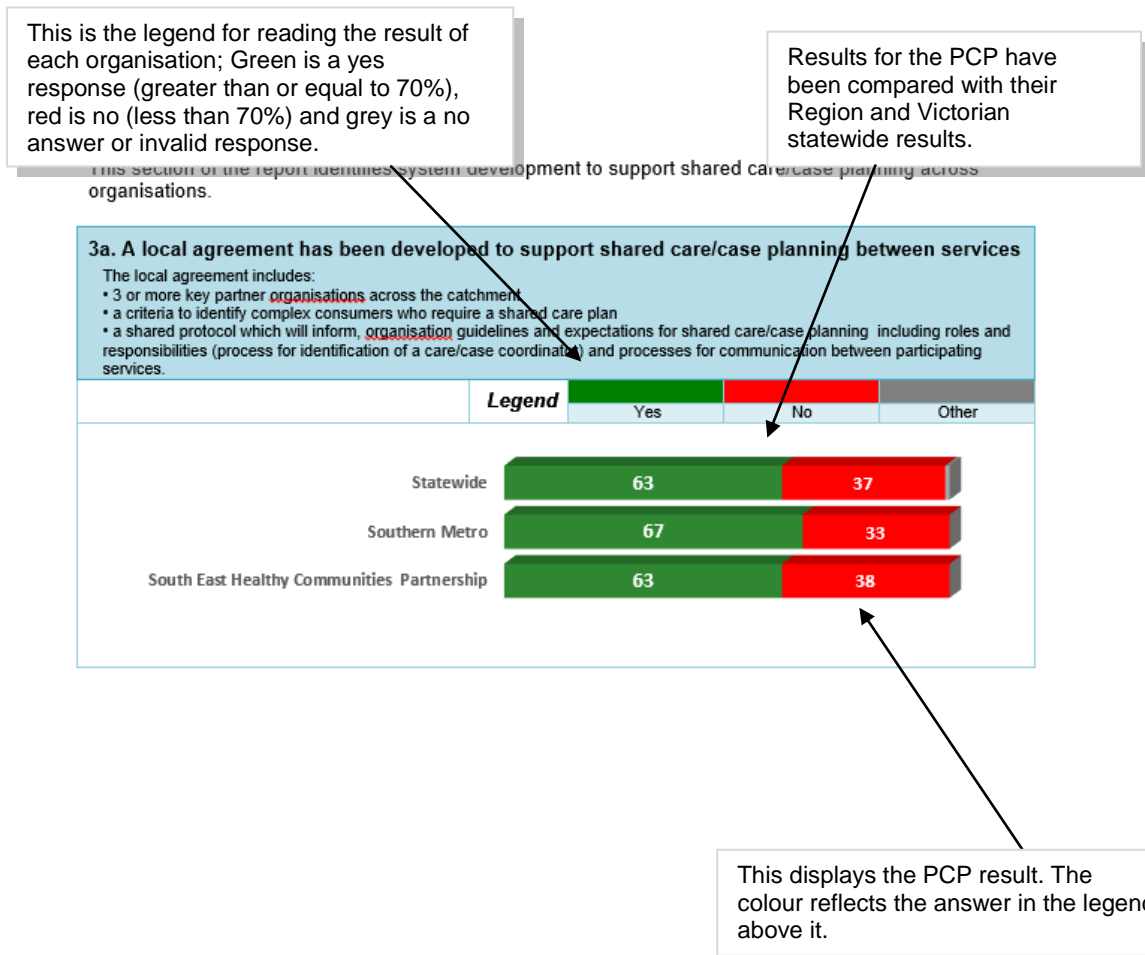
All comparisons are from the PCP, Region and Victorian results. The comparison figure is the percentage of agencies in each of the groups that have reached compliance in the survey item.

Rounding

Throughout the report, percentages have been rounded to whole numbers. When looking at charts and tables, figures may not always add up to 100%. However, if more decimal places were used, additions would be correct.

Handling of no answers and invalid responses

Respondents who did not answer a question or who chose an invalid value as their response were recorded as 'other', presented as a grey box for the organisation reports.



Using the results

The Service Coordination Survey 2013 provides an important source of information which will be used by the Department of Health and PCPs to continually measure the level of integration and coordination across a broad range of health and human services.

More importantly, the results of the survey can be used throughout the sector by managers, networks, working groups, agencies and PCPs to inform planning and monitor improvement strategies. The Department of Health encourages all organisations to engage with the results of the survey and think about how change can be affected at a systems level to improve results over time.

3 Organisations

This section of the report identifies the organisations that participated in the Service Coordination Survey via the PCP and their programs.

Organisation name	Programs provided
Swan Hill District Health	Acute health, Physiotherapy, Dietetics, Podiatry, Aged and home care, HACCC, PAG, Alcohol and other drugs, Disability, Sub & post acute health, Rehabilitation, Community health services, Women's health
Buloke Shire Council	Aged and home care
Cohuna District Hospital	District nursing
Gannawarra Shire Council	Aged and home care, Disability
Kerang District Health	Acute health, District nursing
Mallee District Aboriginal Services	Aboriginal health promotion & chronic care, Acute health
Mallee Family Care	Disability
Northern District Community Health Service	Community health services
Swan Hill Rural City Council	Aged and home care

4 System measures

E-Health

This section of the report identifies the E-health facilities the organisations are using.

Secure electronic messaging/e-communication system used

This may include e-referral, e-care planning, information exchange

Type:	% PCP organisations that use	% Region organisations that use	% Victorian organisations that use
Connecting Care	43.5	74.5	42.5
Other	8.7	8.5	26.0
S2S/infexchange	0.0	0.0	19.7
Argus	39.1	12.8	3.0
BETTI	0.0	0.0	1.9

Client information management software application used

Also referred to as patient information management system

Type:	% PCP organisations that use	% Region organisations that use	% Victorian organisations that use
IPM	33.3	18.9	8.4
PJB	9.5	13.2	8.0
SWITCH	9.5	6.6	6.8
UNITI	0.0	8.5	5.8
TCM	0.0	3.8	5.5
TrackCare	0.0	0.9	4.4
Unity	0.0	2.8	4.4
HMS	4.8	2.8	4.2
Carelink +	9.5	6.6	4.0
Xpedite	4.8	3.8	2.9

Version of SCTT in your client information management system

Type:	% PCP organisations that use	% Region organisations that use	% Victorian organisations that use
SCTT2009	25.0	48.8	54.0
N/A	50.0	28.6	24.4
SCTT2012	25.0	16.7	13.8
SCTT2006	0.0	6.0	7.6
SCTT2011	0.0	0.0	0.2

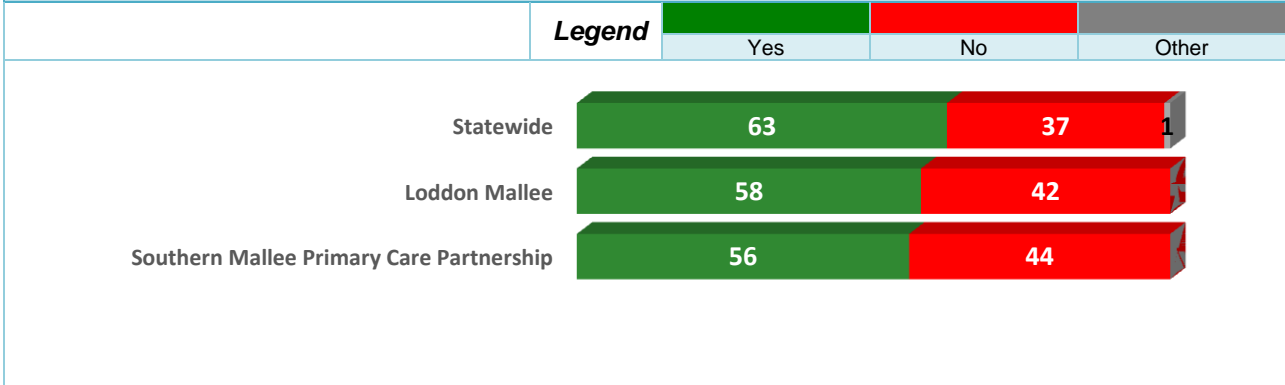
Shared care planning

This section of the report identifies system development to support shared care/case planning across organisations.

3a. A local agreement has been developed to support shared care/case planning between services

The local agreement includes:

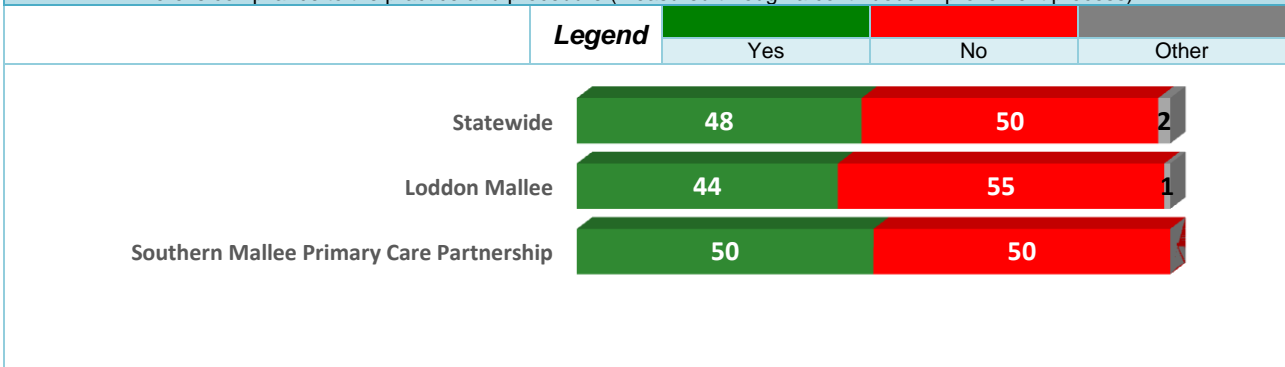
- 3 or more key partner organisations across the catchment
- a criteria to identify complex consumers who require a shared care plan
- a shared protocol which will inform, organisation guidelines and expectations for shared care/case planning including roles and responsibilities (process for identification of a care/case coordinator) and processes for communication between participating services.



3b. Local agreement to support shared care/case planning between services has been implemented by the organisation.

This includes:

- The local agreement/protocol is integrated into the organisation's practice and procedures guidelines, work plans and job descriptions
- There is compliance to the practice and procedure (measured through a continuous improvement process)



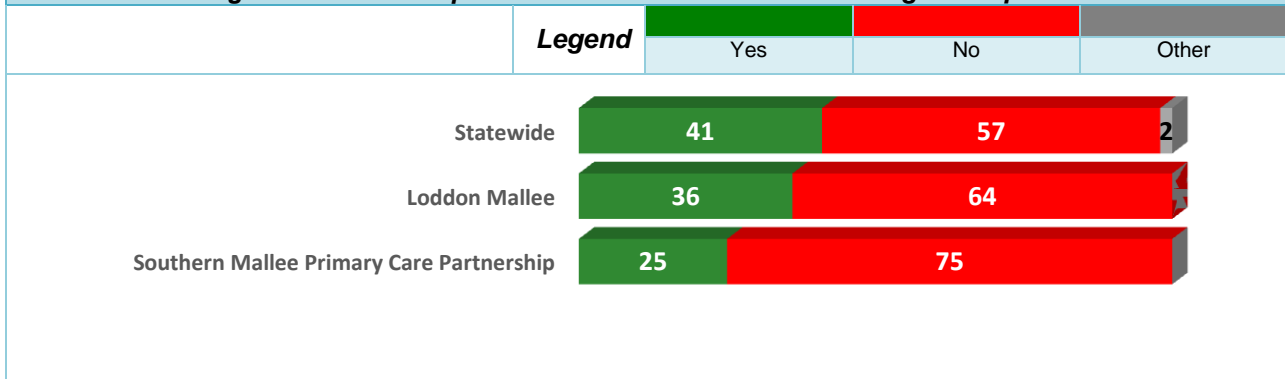
GP Communication

This section of the report identifies systems approach to improve communication with GPs.

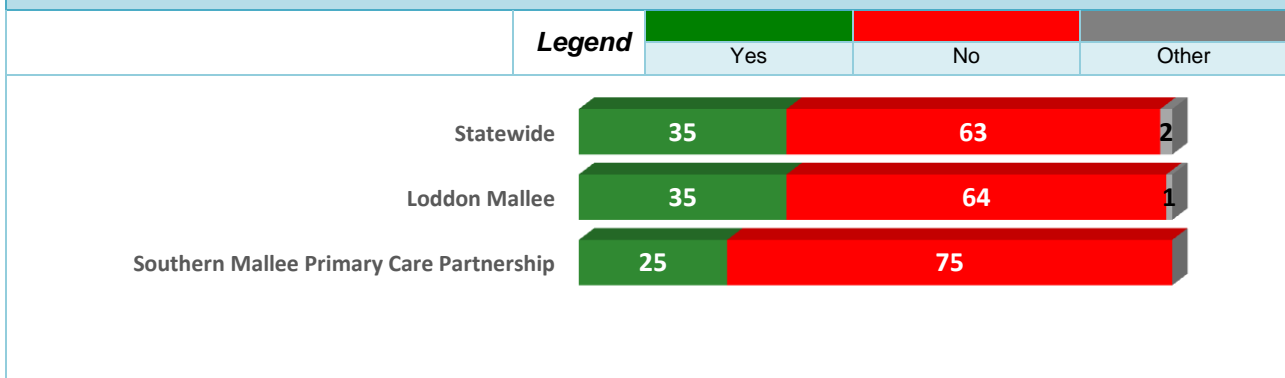
4a. Documented and agreed communication processes with general practice have been developed

The agreed communication processes:

- *are developed with input from general practice*
- *must include guidelines and expectations for communication with general practice*



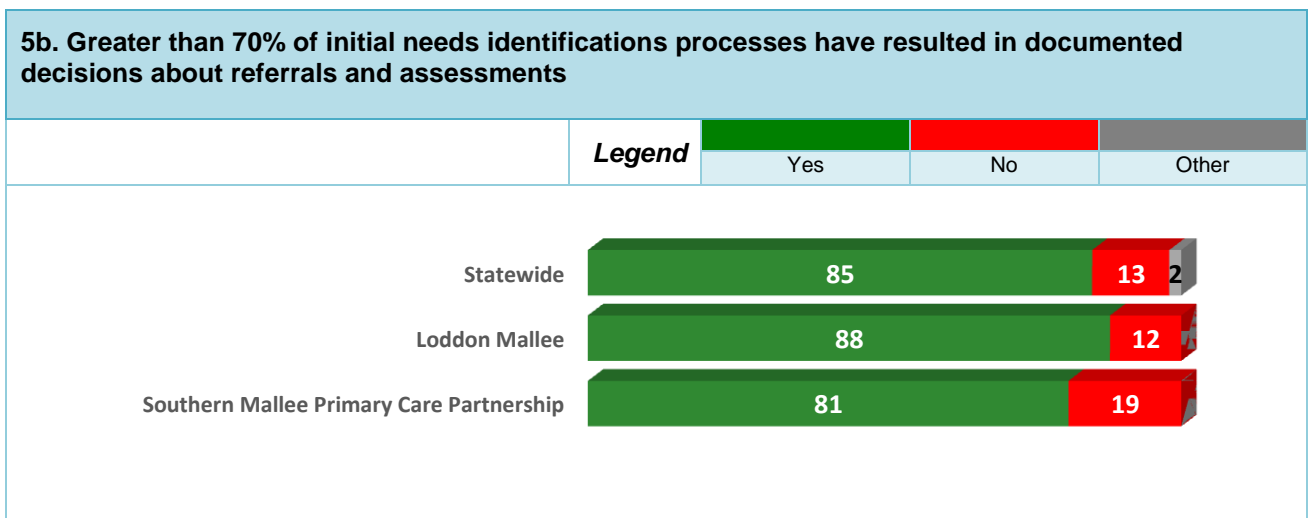
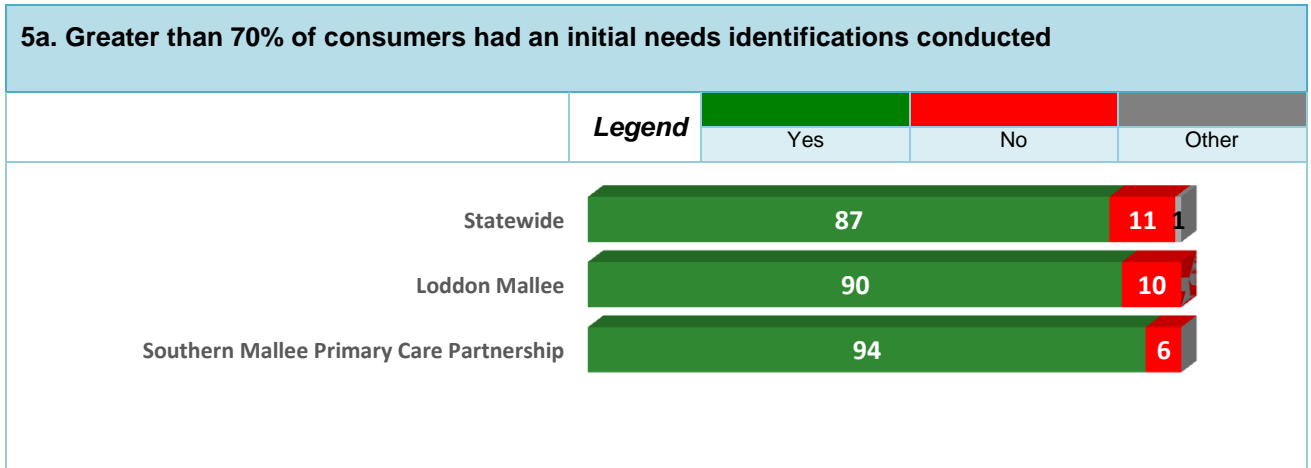
4b. Documented agreed communication processes with general practice have been implemented by the organisation



4 Practice measures

Initial needs identification

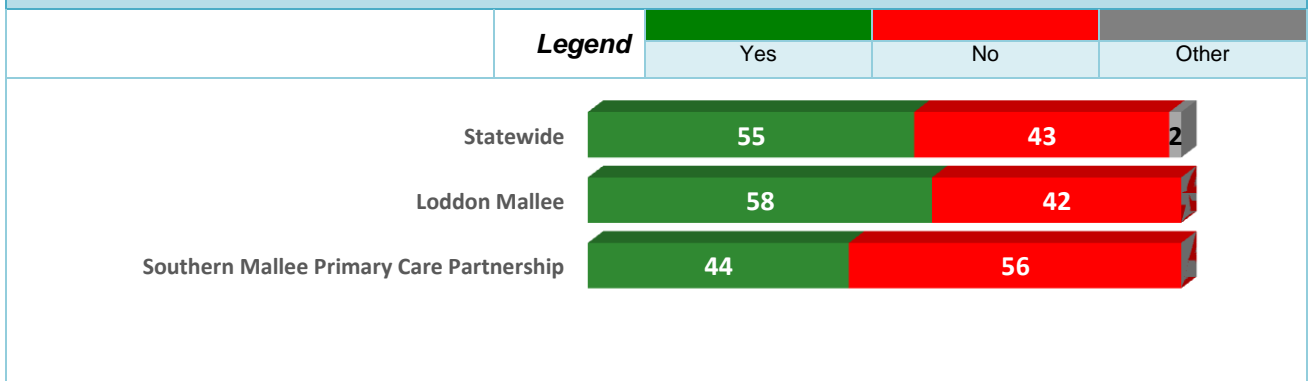
This section of the report identifies the broad screening practice within the organisation using a consumer centred approach.



Service Coordination Tool Templates (SCTT)

This section of the report identifies who is using SCTT.

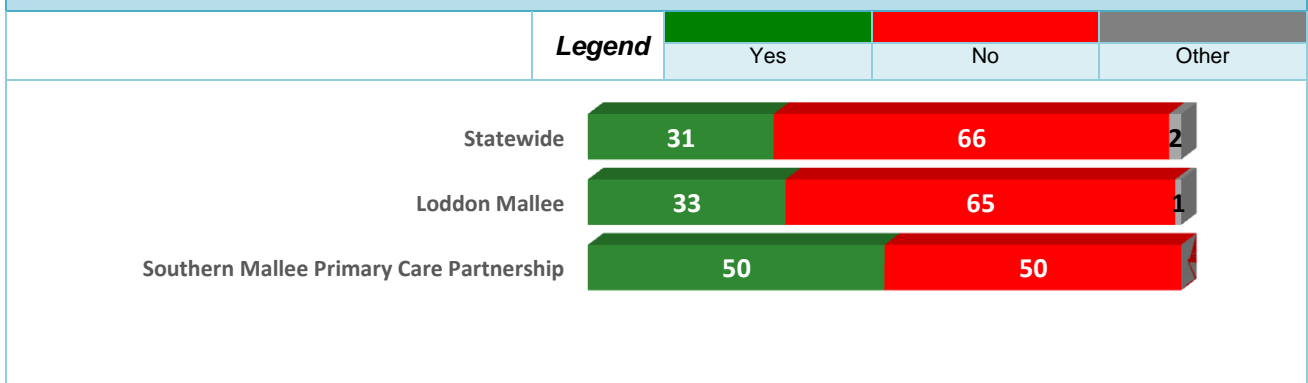
6. Greater than 70% of referrals were sent (internal and external to the organisation) using the SCTT



Shared care planning

This section of the report identifies the level of shared care planning practice within the organisation.

7. Greater than 70% of consumers with multiple or complex needs who are receiving services from more than one service provider have a shared care/case plan



8. Greater than 70% of shared care/case plans have been communicated with the GP, if the consumer has a GP

This includes any care plan that is shared between services e.g. General Practice Team Care Arrangements, SCTT Shared support plan.

