

Continuing Care and Clinical Service Development News

February 2007

Service providers get HIP again

Following the success of the Health Independence Programs (HIP) Forums held in 2006 a third HIP Forum was held on Friday 9 February with more than 100 representatives attending. The theme for the forum was *Using information to support person-centred care*.

The program included:

Sue Huckson, Program Manager, National Institute of Clinical Studies:

Sue gave an overview of the role of NICS, and talked about practical approaches for bridging the gap between evidence and practice.

Fiona Collis, Ipsos Mckay Public Affairs: Fiona explored the reasons why it is important to consult consumers when designing person-centred services, and outlined some key themes from past consultations.

Associate Professor Keith Hill, National Ageing Research Institute:

Keith reported on the way Falls Clinics have collected data to enable them to better understand the services they provide to their clients. He also demonstrated how this enabled clinics to change their practice where the evidence suggests this would improve care.

Darren Harris, Evaluation Support Unit DHS and Michelle Kotis, Continuing Care and Clinical Service Development Section DHS: Darren and Michelle provided the departmental perspective on how information and evidence from a variety of sources is brought together to inform policy development.

Three parallel sessions after lunch provided participants with a chance to work through the practicalities of using evidence to support person-centred care. Fiona Collis facilitated a session working through case studies in consumer consultation. Dr Briony Dow (Continuing Care and Clinical Service Development DHS) led a session on using key performance indicators and benchmarking to support quality processes, and in particular person-centred care. Natasha Toohey (Director of Physiotherapy and Sub-acute Ambulatory Care, Peninsula Health) presented Peninsula Health's experience of implementing a single reporting system to kick off a session looking at the opportunities the VINAH implementation offers, and strategies for taking advantage of them.

[Continued over for photos of the Forum >](#)



Introducing John Masci

John was seconded from his role as clinical assessment and intake coordinator within Ambulatory Care Services at Austin Health in October 2006. John has previously had extensive clinical experience in a variety of roles including care coordination, management and critical care.

John has joined the HIP team for a 12 month period to work on the interRAI implementation, specifically looking at change management. John is also involved in working with HARP-CDM Services and Post Acute Care.

By joining the HIP team John hopes to gain experience in policy and program development. He also hopes to gain an insight into how policy direction translates into clinical practice. Away from work John spends most of his time with his three children and wife, exploring life to the fullest. He has recently embarked on a home renovation and is building a racing car. John loves savouring a variety of culinary delights and enjoys producing mouth-watering creations.



Participants at HIP forum morning session



At the afternoon program

National Institute of Clinical Studies: a public lecture with Professor Richard Grol

On Wednesday 14 March in Melbourne, Professor Richard Grol will deliver a public lecture entitled *'Hopes, hypes and myths: how to implement sustainable improvements in patient care'*. Director of the Centre for Quality for Care Research in The Netherlands, Professor Grol will share his expertise and experience on how to implement changes in health care and how to ensure that these changes become part of routine practice.

To secure your place or for more information visit the NICS website at: www.nicssl.com.au/asp/index.asp

Provider forums

We are reviewing the structure and timing of the provider forums and will give an update in the March Newsletter. The forum planned for Friday 23 March will not go ahead in the usual format however we may hold an information session for people working at health services participating in the Council of Australian Governments Long Stay Older Patient's Initiative.

Update on CC & CSD team moves

There have been some recent personnel movement within the section.

We welcome Lea Pope back to the section following her role as Acting Director, Programs Branch.

We also **welcome** two new starters to CC&CSD:

- Sylvia Chen has joined the Sub-acute and Transition Care Services team from the Transport Accident Commission.
- Charlotte Dart has joined the Health Independence Programs team from Bayside Health.

New initiative for 2007-2010

The Council of Australian Governments (COAG) Long Stay Older Patient's initiative will provide an additional \$31 million over the next four years. Our plan for this initiative focuses on improving the capacity of Health Services to provide more appropriate care for long-stay older patients in public hospitals and reducing avoidable or premature admission of older people to hospitals particularly in rural areas.

By building on existing initiatives we aim to prevent avoidable hospital admissions for older people. In the event that people do require a hospital stay the focus will be on improving the care older people receive and to minimise their risk of functional decline. Together these initiatives ultimately aim to prevent people staying in hospital longer than necessary and avoid the potential requirement for residential aged care placement.

This initiative will build on two key initiatives that are currently being implemented:

- Improving care for older people.
- Hospital Admission Risk Program-Chronic Disease Management Service (HARP-CDM).

We will be working with the Improving Care Community of Practice and with our regional partners to plan, deliver and evaluate this work over the next four years.

We have also sadly said **good-bye** to team members:

- Sue Traynor has left the department and moved to Sydney with her family.
- Catherine Lavars has taken up a role with the Mental Health Branch of the department.
- Caroline Frankland has taken up a role with the Primary Health Branch of the department.
- Gillian Smith is currently on secondment to Eastern Health.

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