

Continuing Care newsletter

June/July 2005

Centres Promoting Health Independence

As a key lever in delivering the policy *Improving care for older people – a policy for Health Services*, Centres Promoting Health Independence (CPHI) will dynamically work toward realigning healthcare approaches for people (with a focus on older people) by promoting a philosophy of person-centred care as the fundamental ethos underpinning the delivery of a comprehensive suite of sub-acute services.

In order to improve care for older people and people who have multiple and complex needs, CPHI will work with Health Services to review, modify and develop six key strategic platforms. These platforms include:

- Delivering person-centred care by ensuring the older person is an informed and valued participant in their health care;
- Refocussing culture by viewing the older person as the main client group; Building best practice in the care of older people by the use of an evidence based approach to understand the complexity of their specific health care needs;
- Modifying environments ensuring they are “older person friendly”;
- Providing training and development as a catalyst to culture change and a platform for staff training and up skilling;
- Developing partnerships and networks with and between health services, with providers and with other CPHI to build strong relationships so that older people have a continuum of care.



Welcome to Nicole Doran

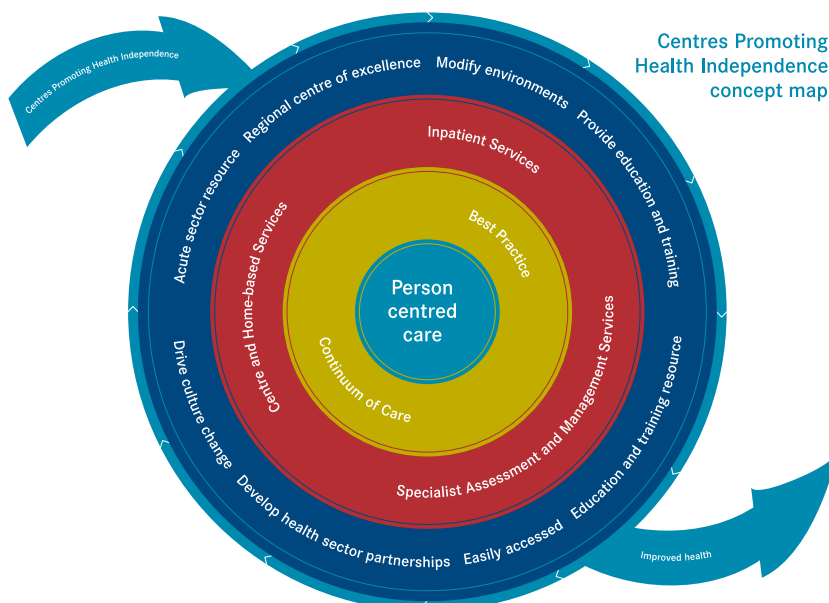
Nicki joined the Department in March of this year taking up responsibility for the Centres Promoting Health Independence (CPHI). The role of CPHIs are featured in this newsletter.

Trained as an occupational therapist, Nicki's career has included clinical and management roles at Dandenong Hospital and Monash Medical Centre with experience in the acute and rehabilitation sectors and across the health-care spectrum from paediatrics to aged care.

Prior to joining the Department, Nicki was a state manager with a national organisation delivering health, training and employment services, with a strong focus on assisting long term unemployed people to return to the workforce.

Currently, Nicki's role is to work closely with the CPHI Community of Practice to implement *Improving care for older people – a policy for Health Services*, and facilitate cultural and clinical improvement in the delivery of health services. She is overseeing the Sub-acute Ambulatory Care Services Equipment Review and several projects that support the implementation of CPHI.

Nicki says she enjoys having the opportunity to facilitate innovative improvements in the delivery of health services through the CPHI project.



Each Health Service is currently developing work plans with measurable outcomes, based on these key implementation areas. These will form the basis for the statewide work plan which will soon be available.

CPHI will assist in strengthening people's health independence from two perspectives. Firstly, they will reduce the need for hospital admission by providing people with community-based therapeutic interventions that may improve function and/or prevent the deterioration of existing conditions. Secondly, people who have experienced an inpatient episode will be supported to achieve the maximum level of reintegration into the community.

Each major metropolitan Health Service and rural region will have a major sub-acute site: A Centre Promoting Health Independence, which will provide a core suite of services such as:

- Inpatient services, including rehabilitation and Geriatric Evaluation and Management services
- Sub-acute ambulatory services that are delivered in either community based or home based locations including specialist assessment and management services such as Cognitive Dementia and Memory Service (CDAMS), Pain, Continence, Falls and Balance, Movement Disorders and Wound Management.

Such arrangements already exist at most extended care centres and at some major sub-acute facilities. The refocusing and further development of these sites will promote the integration of appropriate services.

Further information regarding CPHI and the statewide work plan can be found at www.health.vic.gov.au/older/indepen.htm

Victorian Chronic and Complex Care Program Guidelines

The Victorian Chronic and Complex Care Program Guidelines have been developed by the Department of Human Services, in consultation with the Hospital Admission Risk Program (HARP) Planning Group. The guidelines aim to provide health and community services with direction for transitioning HARP projects, to a Victorian Chronic and Complex Care Program over the next few years.

The guidelines will provide health services that have previously not had access to HARP with a base for establishing a chronic and complex care program for their client group.

The Victorian Chronic and Complex Care Program Guidelines have been developed for:

- Management of people with chronic heart and respiratory disease; and
- Integrated care for people with complex needs.

This document is a final draft for consultation. In recognition of the expertise of clinicians and managers in the field, the Department of Human Services now seeks feedback on this document.

To download the DRAFT Guidelines and Feedback Form, go to: www.health.vic.gov.au/vcccp

For further information contact Paul Williamson on 9616 6941 or paul.williamson@dhs.vic.gov.au

Closing date for feedback: 18 July 2005

PEPA Update

Greg Dalton recently took over the role of the Victorian Program of Experience in the Palliative Approach (PEPA) Program Manager. Greg says 'I am really looking forward to working with all the PEPA participants and plans to visit host sites to meet with PEPA mentors over the coming months'. Greg is a physiotherapist and, having worked in both private practice and the public sector, brings a wealth of experience to the role.

More PEPA placements commenced during May with others confirmed for June. These placements were for high priority applicants who did not receive a place in Round 1. Participant and host site evaluations are currently being collated for Victoria

and the national evaluation report. Anecdotal feedback to date has been extremely positive from participants, their employers and the host sites.

Round 2 applications are currently being prioritised. When this process is complete, successful applicants will be informed. Liaison will commence for scheduling of their placements in July 2005. All applicants should have received a letter advising them of the process.

We take this opportunity to welcome Greg. He can be contacted on email: gregory.dalton@dhs.vic.gov.au or phone 9616 1459.

Hospital Care for People with Dementia: Joint Sub-acute/Aged Care Providers Forum, 22 July

Four metropolitan and rural Victorian hospitals have piloted multi-strategy education and training programs for dementia care and management. Their learnings will be presented at the 22nd July joint Sub-acute/Aged Care Providers Forum. The Minister for Aged Care the Hon Gavin Jennings MP will launch the findings of an evaluation of the programs. The four projects will also share the lessons learned, how they overcame challenges, the sustainable practices they have been able to introduce, and what practices are transferable to other acute settings.

The programs targeted clinical and non clinical staff, and aimed to promote an acute care service environment that is more responsive to the individual needs of people with dementia, and their families and carers. An important component of dementia friendly care was continuity of care during and after hospital admission.

Evaluation of the projects identifies key areas of focus for hospitals, including:

- Initial screening of all patients and identification of dementia status
- Employing a person with expertise in understanding and managing patients with dementia
- Developing links with external sources of expertise in dementia
- Developing best practice guidelines
- Implementing ongoing organisational audit processes on dementia care.

Bookings by Friday 15th July are essential

Venue: 12th Floor Conference Room, 555 Collins Street

Time: 10.15am to 3.00pm

RSVP: Carol Pyke

Phone: 9616 1335

Email: carol.pyke@dhs.vic.gov.au



Farewell to Vivien Adler

It is with regret that we announce that Vivien is leaving the Department. As Manager, Palliative Care and Specialist Programs (previously Continuity), Vivien has had overall responsibility for many significant initiatives including:

- Effective Discharge Strategy
- Post Acute Care
- Hospital in the Home
- Organ Donation
- Palliative Care
- Program of Experience in the Palliative Approach (PEPA)
- Renal Dialysis
- In-patient HIV/AIDS
- Grief and Bereavement

After a well-deserved holiday overseas, Vivien will be returning to Australia to pursue other work opportunities including private consulting and the importing and retailing of Moroccan tables. Vivien has achieved an enormous amount since joining the department in 1998 and has spent much of her time developing an environment of collaboration and cooperation between agencies and between the field and the department.

We all wish Vivien well in her new ventures and thank her for her contributions to the unit and the Branch over the past seven years.

For further information, or to subscribe or unsubscribe to this newsletter, contact Coralie Kennedy on coralie.kennedy@dhs.vic.gov.au

SACS MDS Orientation Sessions

Data collection for the Sub-acute Ambulatory Care Services Minimum Dataset (SACS MDS) begins on 1 July 2005. The SACS MDS provides an integrated reporting system for all funded SACS programs, and replaces several other data collections. To assist Health Services with its implementation, the Department is running Orientation Sessions aimed for any Health Service staff who wish to increase their understanding of how current clinical practice needs to be reported through the SACS MDS.

These sessions have a focus on explaining the new language of the SACS MDS in terms of the familiar processes of client care. They provide the opportunity to work through case studies, as well as to ask questions of key Departmental staff. The first session on 23 June was very popular. Places are still available for the next session, to be held next Tuesday at DHS from 9.45am (for 10.00am) to 12.00 on Tuesday 5 July 2005.

To register, or for more information, contact Sue Traynor at sue.traynor@dhs.vic.gov.au or phone 9616 1336.

SACS MDS Manual Update

The SACS MDS Manual website has now been updated to address minor issues and gaps identified by feedback from the field; core specifications for the MDS remain unchanged. Section 5 of the Manual, which provides specifications for the generation and transmission of MDS extracts will be available on the website in the first week of July 2005. Data does not need to be submitted to the Department until December 2005.