

Ambulatory and Continuing Care News

September 2008



Right care, right time, right place workshop

The Ambulatory and Continuing Care team are coming to a centre near you to present the *Right care, right time, right place* workshop. The workshop will present information on the *Sub-acute planning framework* and the *Health independence programs guidelines*, with a focus on networking, integration and relationships. The workshop will address how health services will implement these policies to improve the patient journey.

The workshop will be delivered in Melbourne and the department's five rural regions from October to November 2008. It is targeted at chief executive officers; executive directors of sub-acute services; directors of nursing; middle management in geriatrics and rehabilitation; and senior clinical staff. The workshop will be a full day from 10.00am to 3.00pm. Venues for the rural regions are still to be confirmed. The dates for the workshops are as follows:

31 October 2008:	Loddon Mallee region (Bendigo)
5 November 2008:	Hume region (Shepparton)
7 November 2008:	Barwon-South Western region (Geelong)
12 November 2008:	Gippsland region (Traralgon)
14 November 2008:	Grampians region (Ballarat)
26 November 2008:	Metropolitan regions: Head office, 50 Lonsdale Street, Level 1, Room 1.10.

Please email [Coralie Kennedy](mailto:coralie.kennedy@dhs.vic.gov.au) to register at coralie.kennedy@dhs.vic.gov.au at least two weeks before the event date for your region.

Further information, including the venues and agenda, will be sent via email in the next fortnight.



Welcome Joanne Mapes

Jo joined the Ambulatory and Continuing Care section as a senior project officer within the Post Acute Services team in May 2008.

Her area of responsibility is the *Hospital in the Home review project* and health cover with private health funds.

Jo is on secondment from Knox Private Hospital where she was a nurse educator for the Graduate Nurse Program.

Jo migrated to Australia from Norwich, England in April 2007 with her husband and daughter. In the UK she held a variety of nursing roles, most recently as a 'community matron' (nurse practitioner) in an integrated community health and social care team, serving a rural population in North Norfolk.

Jo is enjoying the Australian lifestyle, entertaining friends and family from the UK and exploring Melbourne. She hopes to see more of the country soon.

Leading the way in Continuing Care conference

Registrations are now open for the *Leading the Way in Continuing Care* conference, which will be held at the Melbourne Cricket Ground on Friday 21 November.

The conference program offers a wide variety of presentations and will showcase models of care and service initiatives from a range of health services. There has been a great deal of interest in the conference and a large number of high-quality abstracts submitted. We look forward to an interesting and exciting day.

The keynote speaker will be Associate Professor Gideon Caplan, who is the director of Post-acute Services at the Prince of Wales Hospital in NSW. He is highly esteemed in the area of aged care and innovations in service delivery. Titled *Is Hospital in the Home a life saving intervention?*, Professor Caplan's key note address will focus on New South Wales' initiatives around patient journeys from hospital to home.

We encourage health professionals and managers working within sub-acute, post-acute and community-based services to attend. The conference program has been sent to all health services and is available on the web at <www.dhs.vic.gov.au/ahs.concare>.

Registration is free, but numbers are limited, so you must register to attend.

Register online at <www.dhs.vic.gov.au/ahs/concare> by Friday 14 November.



Release of the *Health independence programs guidelines*

We are pleased to announce that the Health independence programs guidelines were launched at the health independence programs forum on Friday 19 September 2008.

Hard copies of the guidelines are being sent to all PAC, SACS and HARP services statewide. The guidelines are also available on the web at: <www.health.vic.gov.au/subacute>.

For further information please contact Charlotte Dart on 9096 1412 or at <charlotte.dart@dhs.vic.gov.au>.

Improving access to hepatitis C treatment workshop

A workshop, followed by roundtable discussion, was held on the 6 August 2008. Approximately 20 stakeholders, including hepatitis C service providers, academics, HARP services and the department, attended the workshop.

The aim of the workshop was to provide expert information about increasing prevalence and demand, current treatments and to explore current models of shared care. It also provided an opportunity to explore what other states are doing in relation to hepatitis C treatments and models of care.

The workshop was a success providing an opportunity for shared discussion regarding future opportunities for development of hepatitis C services in Victoria.

Hospital Admission Risk Program demand, cost and health outcome projects information forum

An information forum was held for HARP managers, directors and key staff from health services on Friday 8 August 2008. The forum was well attended with all 22 HARP programs represented and a total of 70 people in attendance.

The purpose of the information session was to give an overview of three HARP projects to commence. The projects will:

- assess the demand for HARP services
- assess the cost of providing a HARP service
- report on health outcomes for HARP clients.

Health services will provide data to the department for analysis. The outcomes of these projects will inform the planning and development of HARP services.

Chronic pain management review

As advised in our June newsletter, the department is undertaking a review of chronic pain management services. The objective of this review is to identify an appropriate model for providing chronic pain management that will consider:

- eligible/target population
- goals and objectives of pain management services
- model of care
- relationships with other service providers
- role delineation in the context of the sub-acute services planning framework
- future funding and service system sustainability.

Dr Peter Nagel and Alice Miller of Aspex Consulting have been engaged to undertake this review on behalf of the department, and are currently consulting with existing providers of chronic pain management services to map current service provision with a view to identifying gaps in the service system. It is anticipated that the review will be finalised in February 2009.

A chronic pain review website has been developed and can be accessed at <www.health.vic.gov.au/chronicpain>. As the review progresses, the website will be updated. There is also capacity on the website to seek further information and provide input to the review.

If you require any additional information about this review, please contact Carol Pyke on 9096 1335 or via email at <carol.pyke@dhs.vic.gov.au>.



Hospital in the Home review project

The preliminary work for the proposed review of Hospital in the Home (HITH) programs is well underway.

HITH managers responded positively to a survey to understand their current programs, including strengths and issues in delivering HITH services, with 93 per cent of surveys returned.

The first managers' forum was held at the department's head office on 15 August. This is the first time that HITH managers from across the state have met since 2000. Andrew Crow and Joanne Mapes provided an update on the department's plans for the HITH review and an overview of the survey results. Managers were encouraged to network and explore the issues in more detail.

Since the forum, several questions on reporting have been received and clarified. The HITH information has been circulated to managers, which aims to offer guidance to HITH programs relating to patient selection and reporting HITH activity.

Andrew and Jo have also made several site visits to HITH programs, including a trip to Hamilton to meet with several rural managers unable to attend the first forum.

The development of an advisory group to inform and lead the review is now underway.

The next HITH managers' forum will be held at the department on Monday 27 October from 10.30am to 3.30pm.

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