

Continuing Care and Clinical Service Development News

October/November 2005

September provider forum: best practice approaches to minimise functional decline

Over one hundred people representing a broad spectrum of the Victorian health care sector attended the forum launching the resource 'Best practice approaches to minimise functional decline in the older person across the acute, sub-acute and residential aged care settings'.

Shane Solomon, Under Secretary Health, provided an overview of the policy framework that led to the development of the 'Best practice approaches' resource that was commissioned by the Care of Older Australians Working Group. The collaboration also resulted in the proposed development of several other resources further assisting health services. These resources can be found at www.health.vic.au/acute-agedcare

Dr Caroline Brand, Director of the Clinical Epidemiology and Health Services Evaluation Unit (Royal Melbourne Hospital), delivered a fascinating presentation that broadened our understanding of the impact of functional decline in older people within hospitals. She also outlined preventative strategies for health services to adopt to improve health outcomes. Caroline highlighted the challenge of embedding these guidelines into work practice and suggested strategies for achieving work place change.

Sue Hendy, Executive Officer, Council of the Ageing, illustrated that while functional decline can have a significant impact on a person's length of hospital stay, it is quality of life that is most effected. She challenged health care providers to change work patterns and attitudes and provide a better experience for older people to reduce the risk of functional decline in hospital. She noted that in many cases, the focus is on the medical condition and not the person.

Amy Padgham (Eastern Health) and Petra Boverly-Spencer (Latrobe Regional Hospital) presented practical examples of implemented strategies that have had a demonstrable positive impact in reducing functional decline with their health services.

Group work conducted during the forum focussed on issues surrounding implementing the best practice guidelines. Some of the issues were:

- Patient-centred goal setting and planning
- Access to weekend services
- Up-skilling staff
- Bringing appropriate shoes and gait aids to hospital
- Getting up and dressed every day
- Providing one key contact person

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Introducing Paul Fennessy

Paul joined the Branch in April 2003 to work in the Senior Medical Adviser's Unit and now works in the Clinical Service Development Unit following the recent restructure in Programs Branch.

His current focus is on the development of a statewide stroke care strategy in acute and sub-acute settings, which included a series of stakeholder forums. Paul also manages the New Technology/ Clinical Practice Program, which supports the introduction of new and emerging technologies and clinical practices in public hospitals.

Paul has a PhD in cardiovascular research and moved into the information and health policy arena when he joined the Centre for Clinical Effectiveness at Southern Health in 1998. He established the Health Technology Assessment Unit that reviews drugs seeking PBS listing and devices, diagnostic tests and clinical practice seeking MBS listing. Paul has also worked on projects around radiotherapy services and neonatal hearing screening. He says he enjoys the team-based approach to problem solving and policy and program development.

Some suggestions for further Department help were:

- Education of health service staff
- Improve understanding of functional decline within the consumer and the broader community
- Create a centralised web site
- Focus functional decline strategies around people on waiting lists
- Create opportunities for sharing successful strategies

Copies of the presentations can be found at our provider forum website at www.health.vic.gov.au/subacute/forums

Forum feedback

Your feedback helps us shape your future forums. Some commented that small group work was less favourable although many rural professionals found they learn more and share information better in this setting.

November 2005 provider forum postponed

Please delete the November 11 2005 date for the next provider forum from your diary.

The forum will now be held in February 2006 and will be on the topic of 'person centred care'. We will provide more details closer to the date.

The forum organising team.

Sub-acute ambulatory care services framework policy update and workshop

Please put this date in your diary now!

Date: Friday 9 December 2005
Time: 10.00am for a 10.30am start until 4pm
Venue: To be advised

We will provide you with an update on the SACS Framework policy development and give you an opportunity to workshop some of the key issues of the SACS Guidelines, such as:

- Key contact role
- Single point of access
- Interdisciplinary approach

- Client assessment
- Information management – MDS
- Safety in home
- Client feedback

Colleagues from the field will also present how SACS Principles are being applied. The SACS Minimum Data Set hardcopy will be presented to you as well as an update on information management.

Key DHS project officers and managers will be available for a panel discussion.

Please join us after the workshop for a drink and some nibbles to celebrate a year of hard work and achievements.

The SACS framework update and workshop is suitable for SACS Managers, CRC Coordinators, Specialist Clinic Coordinators, Home-based Rehabilitation Service Coordinators, SACS Clinicians, SACS Data Entry Staff and Health Information Managers.

An invitation will be sent to you but as places are limited, please RSVP to Sue Traynor by **Friday 25 November**.

Sue can be contacted on (03) 9616 1336 or by email at sue.traynor@dhs.vic.gov.au

Improving our website

Thanks to everyone who replied to our brief questionnaire. During the coming months, we will work on improving our website so we can make it as relevant as possible to meet your needs.

Thanks for your feedback and suggestions to improve it.

Development of a stroke care strategy for Victoria - update

Stakeholder consultation with providers and consumers regarding questions and issues raised in a discussion paper about acute and sub-acute stroke services has been completed. Comment and feedback from interviews, public forums and an online survey has been analysed by PricewaterhouseCoopers (PwC), who was contracted to undertake the stakeholder consultation for the department.

The stakeholder consultation report is being prepared by PwC and will inform the development of the strategy.

For further information, go to www.health.vic.gov.au/strokecare or contact Paul Fennessy on (03) 9616 2142 or by email at paul.fennessy@dhs.vic.gov.au.

Review of the Victorian HIV Service at The Alfred Community consultations

7th 8th and 9th November 2005

Participants will include:

- Consumers
- Consumer organisations
- Service providers
- Government policy makers
- General practitioners

In 2004, the Department of Human Services and Bayside Health undertook a review of the Victorian HIV Service based at The Alfred. The first stage of the review comprised the development of a suite of recommendations on future service provision. These are detailed in a consultation report available on the website or by request to the contacts listed below.

We are now progressing to the second stage of the review which focuses on obtaining community views on issues and recommendations raised in the paper and on future directions for the service at The Alfred.

Ann Porcino and Lyn Stephens of RPR Consulting have been engaged to assist us with these consultations. **Your participation is vital to ensure that the new directions meet community needs and expectations.**

Further information is available on www.health.vic.gov.au/hivaids or by contacting either:

Francine Davis
RPR Consulting
Telephone: 02 6282 9811
Email: francine@rprconsulting.com.au

Gillian Smith
Department of Human Services.
Telephone: 03 9616 1333
Email: gillian.smith@dhs.vic.gov.au

Consultation dates

Venue: The Victoria Hotel
215 Little Collins Street
Melbourne 3000

Consumers*: Relevant for positive women, heterosexual men, intravenous drug users and others who are HIV positive.	Date: Monday 7 November Time: 10.00am – 1.30 pm Registration: From 9.30am Catering: A light meal will be provided at noon.
Consumers*: Relevant for men who have sex with men	Date: Monday 7 November Time: 4.00pm – 7.30pm Registration: From 3.30pm Catering: A light meal will be provided at 6.00pm.
Service providers: Relevant for community-based organisations and other health service providers who deliver direct care or clinical support to HIV positive people.	Date: Monday 7 November Time: 9.30am to 2.00pm Registration: From 9.00am Catering: A light meal will be provided at noon
Consumer organisations: Relevant for community-based organisations that provide information and support to HIV positive people or other community groups.	Date: Tuesday 8 November Time: 1.00pm to 5.00pm Registration: From 12.15pm Catering: A light meal will be provided at 12.30pm
General practitioners	Date: Wednesday 9 November Time: 7.30am to 9.00am Catering: Breakfast will be provided.

*Those who can't make the meeting most relevant to them are welcome to come to the other one as some issues will be common to both.

RSVP

To assist us to plan catering, please advise Francine Davis at RPR Consulting **by 1 November** if you wish to attend any of the face-to-face consultations. Francine's contact details are:

Phone: 02 6282 9811
Fax: 02 6285 1066
Email: francine@rprconsulting.com.au

Written and telephone submissions

Telephone and email submissions to:

Ann Porcino
Telephone: 02 9908 7299
Fax: 02 9953 8613
Email: ann@rprconsulting.com.au

Lyn Stephens
Telephone: 02 6282 9811
Fax: 02 6285 1066
Email: lyn@rprconsulting.com.au

Postal submissions to:

RPR Consulting
2/42 Thesiger Court
Deakin ACT 2600

HARP – Chronic Disease Management

HARP-CDM Workshop

Purpose

- Update the field on HARP-CDM.
- Facilitate implementation of HARP-CDM at a local level.
- Develop next steps.

Dates and venues

See next page

Who should come

Everyone who needs to be involved in HARP-CDM

For example

- Managers
- Clinicians
- GPs and doctors
- Consumer and carer representatives
- Community Health Services
- Divisions of General Practice
- Health Services
- RDNS
- Local government
- PCPs

RSVP

Paul Williamson

03 9616 1334

paul.williamson@dhs.vic.gov.au

Dates and venues

Hume Goulburn Valley and Wangaratta	Monday 7 November 10am – 4pm	Shepparton Campus, Uni of Melbourne Cnr Nixon & Welsford Streets
Southern Bayside, Royal Children's, Peninsula, Southern	Tuesday 8 November 10am – 4pm	Banquet Rooms, Building 10 Monash University Clayton Campus
Gippsland Latrobe and Bairnsdale	Friday 11 November 10am – 4pm	Century Inn Traralgon cnr Princes Highway & Airfield Road, Traralgon West
Loddon Mallee Bendigo and Mildura	Tuesday 15 November 11am – 4.30pm	Mildura Base Hospital
Barwon and Southwestern Geelong and Warrnambool	Friday 18 November 10am – 4pm	Geelong Conference Centre Eastern Gardens, Adams Court, East Geelong
Western Melbourne, Northern, Western and Werribee Mercy	Monday 21 November 10am – 4pm	Carousel Park Marquee Melbourne Zoo
Eastern Austin, Eastern and St Vincent's	Tuesday 22 November 10am – 4pm	Lower Hall Box Hill Town Hall 1022 Whitehorse Rd, Box Hill
Grampians Ballarat and Wimmera	Friday 25 November 10am – 4pm	Casper's World in Miniature Stawell

Demonstration workshop

Coordinated Healthcare

INTER-RAI

RAI-HC

Residential Assessment Index – Home Care

The RAI-HC is an internationally developed, comprehensive assessment that the Department of Human Services has identified as the preferred tool for assessment. Significant consideration is being given by DHS to developing this tool throughout the state. This workshop offers the opportunity to see a demonstration of this tool in an electronic format. The presentation will be by the Care Coordinators from Coordinated Healthcare, who have used the tool for the past five years.

More information: www.interrai.org
www.interrai-au.org

Cost: Free
Date: Thursday 1st December 2005
Time: 1pm to 4pm
Venue: Level 12, 555 Collins Street, Melbourne.

RSVP: Coralie Kennedy
coralie.kennedy@dhs.vic.gov.au
Ph: 9616 1337
By Tuesday 22 November – places limited.