

Continuing Care and Clinical Service Development News

November 2006

Service providers get HIP again

Following the success of the first Health Independence Programs Forum (HIP) in June 2006, a second HIP forum was held on Friday 6 October with more than 120 representatives attending.

The theme for the forum was self-management aiming to explore the rationale behind self-management, its practical application and theoretical approaches for health professionals in all settings.

HIP Forums are organised for program managers, service coordinators and senior clinicians from Sub-acute Ambulatory Care Services (SACS), Post Acute Care (PAC) services and Hospital Admission Risk Program-Chronic Disease Management (HARP-CDM) programs.

This is the program that was presented:

Morning sessions

Introduction and overview of self-management
Susan Race, Acting Manager Continuing Care and Clinical Service Development

An overview of Health Coaching and why practitioners should embrace it
Janette Gale, Health Psychologist and Director of Health Coaching Australia

Emotional Intelligence and practical tools to inspire change in patients
Jennifer Anderson, Accredited Coach and Trainer JLA initiatives

An overview of the COACH program
Kristen O'Grady from St Vincent's Hospital and Sarah Ballis from the Alfred Hospital

Embedding self-management into programs and clinical practice
Greg Kotz and Paul Thornton, Barwon Health

Continued over



A moment with Juliet Coles

Juliet was seconded from her role as a physiotherapist within the Home Based Rehabilitation Service at Bayside Health in March 2006 for a 12-month period. Prior to commencing at Bayside she gained extensive clinical experience as a physiotherapist working in a variety of settings throughout England.

Currently, her work spans Sub-acute Ambulatory Care Services, Paediatric Rehabilitation Services and Young Adults with Complex Medical Needs.

Juliet is enjoying this opportunity to learn more about policy development with a greater understanding of the role of policy in service delivery and the relationship between policy and practice.

Away from work, Juliet enjoys her gym workouts with a spin class (stationary bike) or running on the treadmill. She is completing a Master of Business Administration to further her interest and knowledge in health service management.

Afternoon session – Break out groups

• PAC

Going home: the Carer's perspective

Anne Muldowney, Carer's Victoria, facilitated a session aiming to increase participant's awareness to risk screen people leaving hospital and to risk screen their carers as well. A number of case studies were used to highlight assumptions about a person's caring capacity and responsibility.

• SACS

Guest presenter Janette Gale facilitated a session looking at incorporating self-management into SACS. This session included useful tips for incorporating self-management into practice and included a practical session.

• HARP-CDM

Titled *Embedding self-management principles into everyday practice*, the session was facilitated by Brydie Quinn. Participants were captivated with a very personal presentation from a consumer who, through his experiences with self-management, is involved in the Better Health Self Management program.

This led into group work that identified enablers for self-management in terms of:

- client
- clinician
- tools
- program and health service
- inter-agency.

It is anticipated that a checklist for self-management will be developed from these terms.

[Next year's HIP Forum calendar will be available soon.](#)



HIP Forum participants lend a hand to each other and feel the benefits of massage as an effective self-management technique

Participate in Health Conference - Making it work

**22-23 February 2007,
RACV City Club
501 Bourke Street
Melbourne**

You are invited to a conference for consumers, health professionals and policy makers.

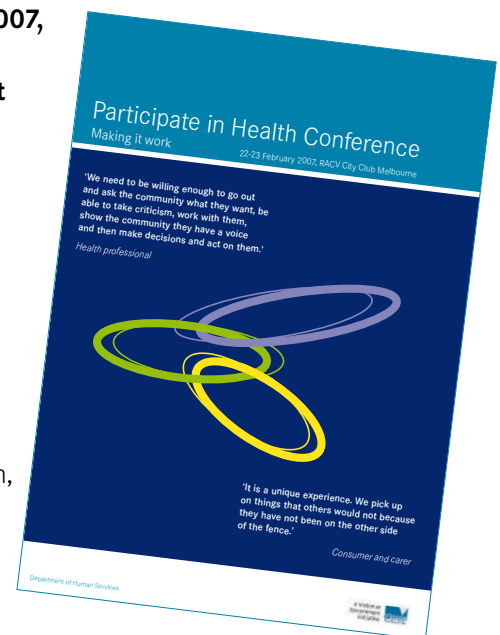
The aim of the conference is to stimulate discussion, share experiences and document the evidence on how participation 'with us, not for us' improves our health care system.

This is your opportunity to learn how consumer, carers and community participation at all levels of the health care system can improve outcomes. You will learn how people can participate in making decisions about health care, the standards they expect and how to improve services through partnerships.

At the conference, people who use health care services, their families and friends, will tell their stories about how they work with health care professionals and government to make the health care system work better for everyone.

Leading health care professionals, consumer and carer advocates will share their experiences on their partnerships and collaborations. This includes what they have learned from building health care services, improving quality and safety, sharing care decision making in primary health (GPs), mental health, community health, hospital care, aged care and ambulatory care.

To learn more about how you can be involved in the conference, registration process and to see a provisional program please go to www.health.vic.gov.au/consumer



Update on CC & CSD team moves

There have been some recent personnel movements within the team.

Lea Pope is Acting Director, Programs Branch and Sue Race is Acting Manager, Continuing Care & Clinical Service Development.

Nicole Doran has been appointed as Manager, Sub-acute & Transition Care while Michelle Kotis is Acting Manager, Health Independence Programs.

Here are the current contact details for the team.

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