

# SERVICE COORDINATION SURVEY 2013

## Report

December 2013

### BACKGROUND

Service Coordination is a key element of the Primary Care Partnerships Strategy. The Service Coordination 2013 survey is part of the HealthWest annual reporting requirements for the Department of Health. The survey provides quantitative evidence of coordinated care for people with multiple or complex needs. The survey is also an opportunity to get a picture of how Service Coordination is practiced by HealthWest member agencies, for example: feedback to referrals, multi-agency care planning and engagement with General Practice (GP).

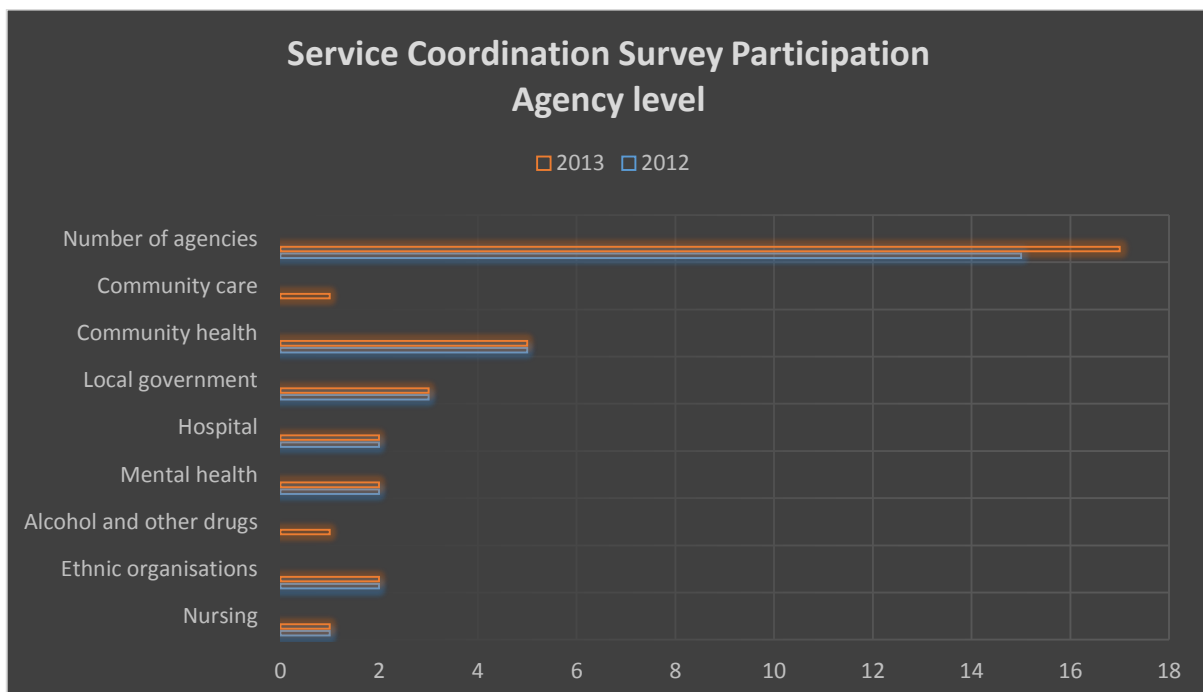
The survey assists identification of agencies and sectors that may need support and those that are performing well and can lead practice. The survey results also produce evidence for existing agency and program specific quality assurance systems and accreditation processes.

The aim of this report is to present an overview of the survey results in the HealthWest catchment.

### PARTICIPATION

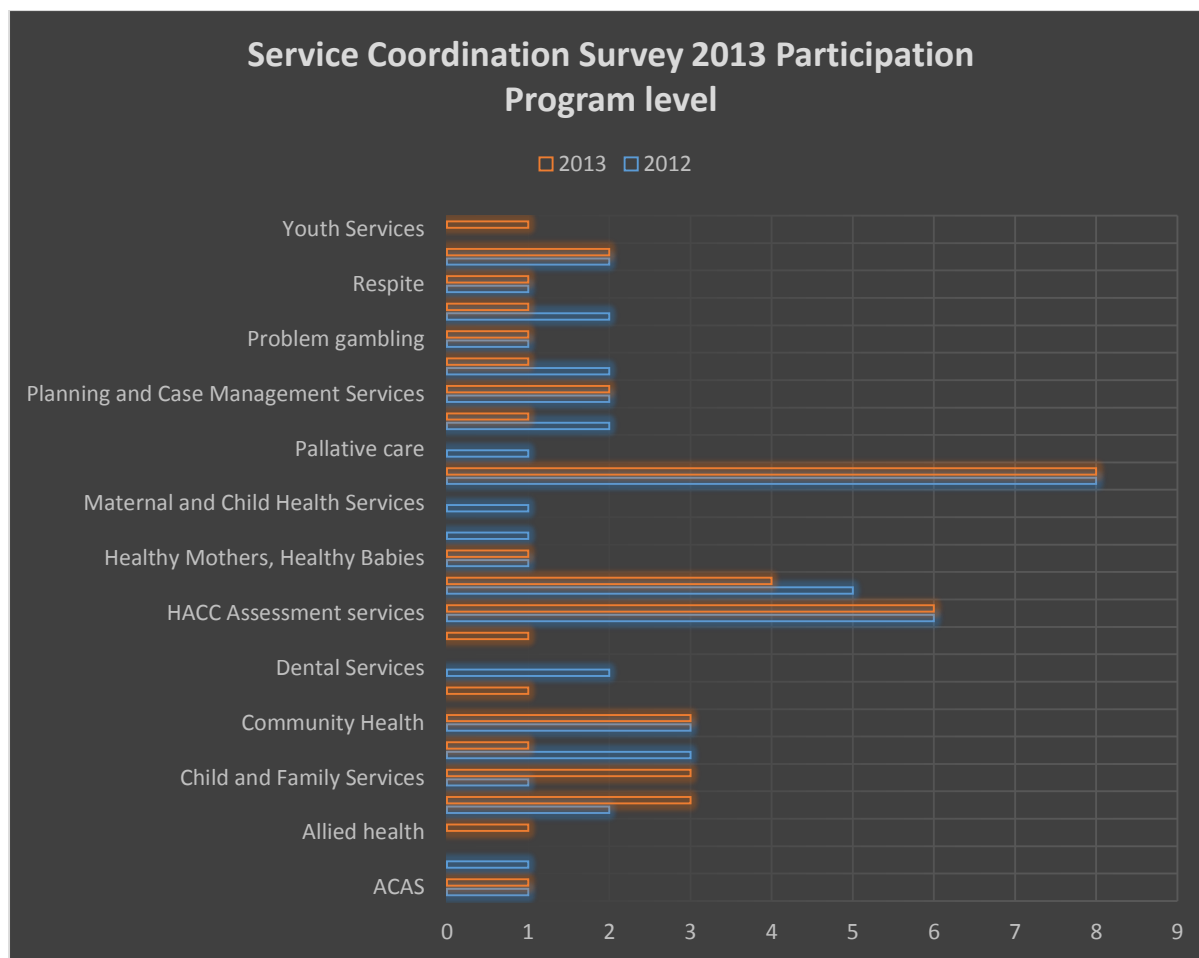
In 2013 90% (17) of HealthWest member agencies taking part in Service Coordination activities completed the survey. Table 1 outlines the survey participation by agency type.

**Table 1 Service Coordination Survey Participation - Agency level**



In addition 44 programs took part in the survey in comparison with 49 programs in 2012. The majority of programs included in the survey were HACC services. Table 2 outlines the survey participation by program type.

**Table 2 Service Coordination Survey 2013 Participation - Program level**



## RESULTS

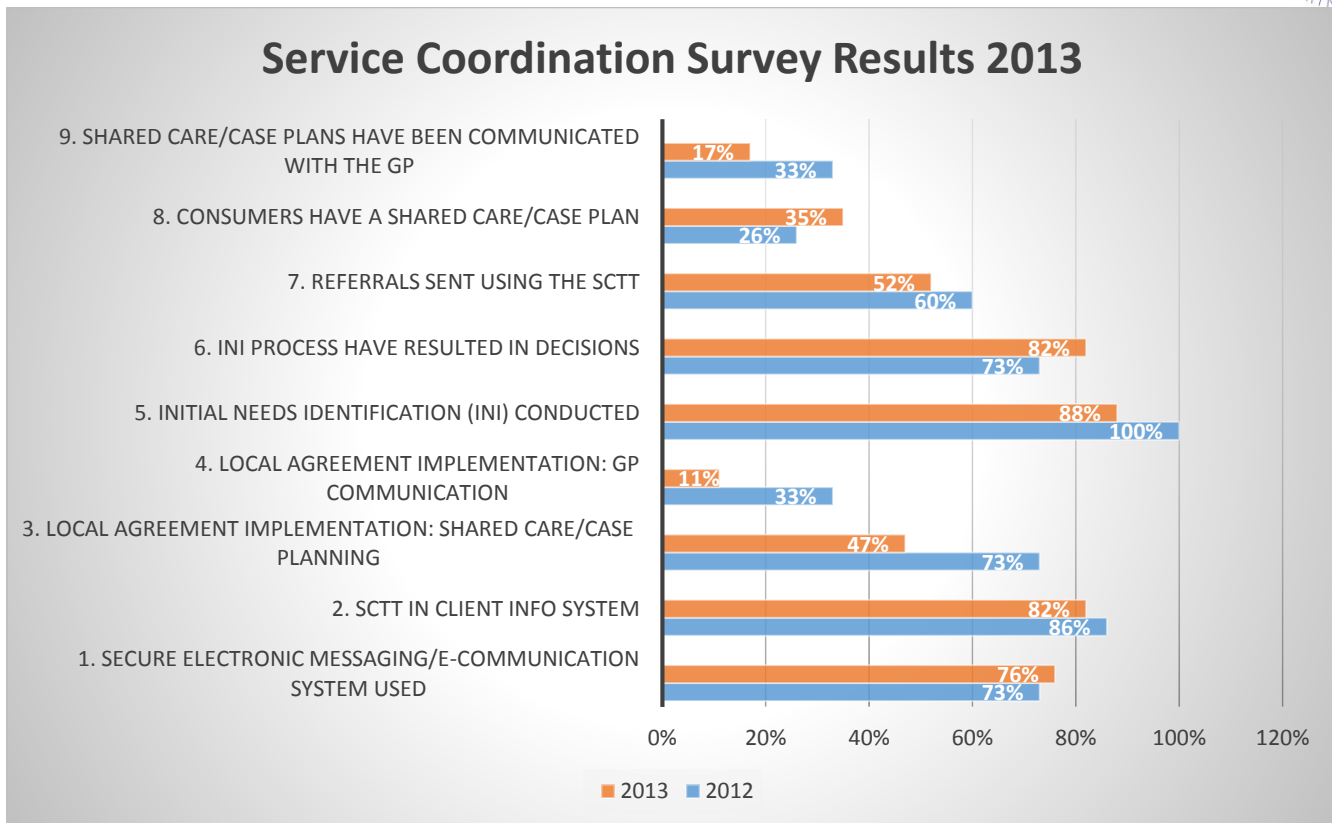
Previous service coordination surveys have identified that further improvement is required in the areas of care coordination and GP engagement; therefore, this year’s questions focused on these areas. Questions also included the use of the [Service Coordination Tool Templates](#) (SCTT) and e-Referral which are key priorities of the [Victorian Health Priorities Framework 2012–2022](#).

At first glance the survey results show a little improvement or decline in comparison with the last year results. This applies in particular to the questions regarding shared care planning and communication with GPs. The decline in those areas can be interpreted as an indication of the increased knowledge and maturity of participating agencies in regards to what is actually involved in shared care planning and communication with GPs. The increased knowledge and awareness can be contributed to a number of projects and initiatives that HealthWest has been involved in the past year such as:

- HACC Active Service Model Project
- HACC Service Development Project
- Child and Youth Pathways Project
- Youth Partnerships Project
- Western Intake Network Group
- Self-management Network
- Working with Medicare Locals
- Training in Service Coordination

Below is a summary of the survey results in comparison with the last year’s results.

**Table 3 Service Coordination Survey Results 2013**



**What do we do well?**

- Using secure electronic messaging platform such as Connectingcare for sending and receiving e-referrals and other information
- Conducting Initial Needs Identification (INI) process that is followed by a decision about referrals and assessments

**Where can we make improvements?**

- Developing and implementing local agreements regarding shared care planning and communication with GPs
- Using SCTT Tools to send referrals
- Developing shared care plans for consumers with multi agency involvement
- Sharing care plans and other documents with GPs

**RECOMMENDATIONS**

It is recommended that the areas needing improvement in the west will be addressed through the following:

- HealthWest Quality Improvement Working Groups focusing on data, e-health, pathways of care and workforce development
- HACC ASM Local Area Projects
- HACC Service Development Project
- Training in Service Coordination (Course in Service Coordination and HealthWest Service Coordination training)
- Other Service Coordination Project

Agencies that completed the survey will receive individualised reports from the Department of Health in February 2014. Agencies that would like to improve their Service Coordination practice are encouraged to contact Agnieszka Kleparska, Service Coordination and Integration Project Manager on 8379 9950 or email [agnieszka.kleparska@healthwest.org.au](mailto:agnieszka.kleparska@healthwest.org.au)