



ST VINCENT'S
HEALTH

HARP at St Vincent's Health

A Coordinated Approach

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The initial conversations

- Convened a series of meetings across 23 agencies
- Open talks with:
 - Divisions of GP
 - PCPs
 - District Nursing
 - CHCs
 - Local Councils
 - other specialist agencies
- Presentation of data/problems



What did we have to talk about?

- ED crisis – data, trends
- Demographics
- Models of Care
- Efficiency gains
- Funding opportunities
- Shared problem solving



Initial Solutions

More solutions than there
were agencies ...

BUT



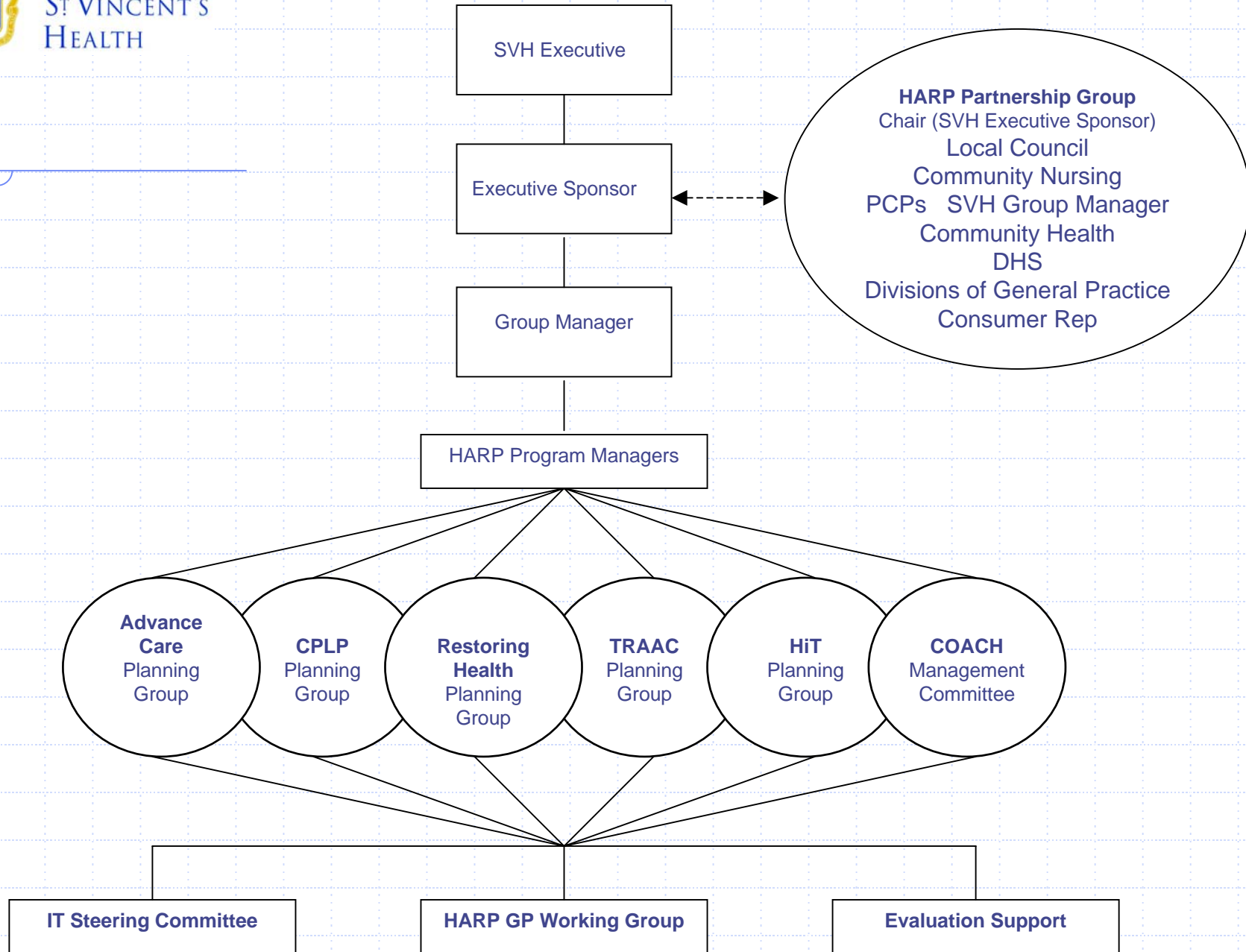
Points of agreement

- Shared funding
- Single Governance structure
- Specialist teams across health sectors
- Case Management Model with key contact staff in the acute and the community
- Need to provide flexible and responsive service
- Need to build in review processes
- Importance of GP interface



Points of agreement ... cont'd

- Single Aged Care Program (TRAAC)
- Single Chronic Disease Program for 3 main disease groups (Restoring Health)
- Single Complex Care Program across acute and community (ALERT/HiT)





Points of Difference

- Division of funds
- Perception of capacity across sectors
- Target Group/s
- Sharing risk
- "Hospital focused"



Internal Conversations

- SVH auspices 6 HARP programs
- Single line management structure
- Managers are co-located
- Managers supported by:
 - On site evaluation manager
 - On site IT Project Manager
 - On site GP Liaison Unit
 - On site cafe



Internal Conversations ...cont'd

- Evaluation Manager involved in all planning group meetings
- Single Database across programs
- IT Steering Committee
- GP Working Group representing Divisions and individual GPs



External Conversations

Ongoing consultation through:

- Participation in PCPs
- Program Planning Groups
- HARP Partnership Group
- Biannual Forum
- Biannual Staff Forum
- Evaluation surveys (staff, consumer)
- (Off site cafes)



A progressive conversation

Key success factors include:

- Focus on team building
- Regular case conferences/team meetings – shared goal setting
- The excitement of working with new models of care
- Staff who are convinced and committed



Staff across 13 agencies say...

- Improved collaboration and capacity
- Considerable improvement in coordinated client care
- Increased capacity to provide client support
- Improved opportunities for professional development



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And patients say...