



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



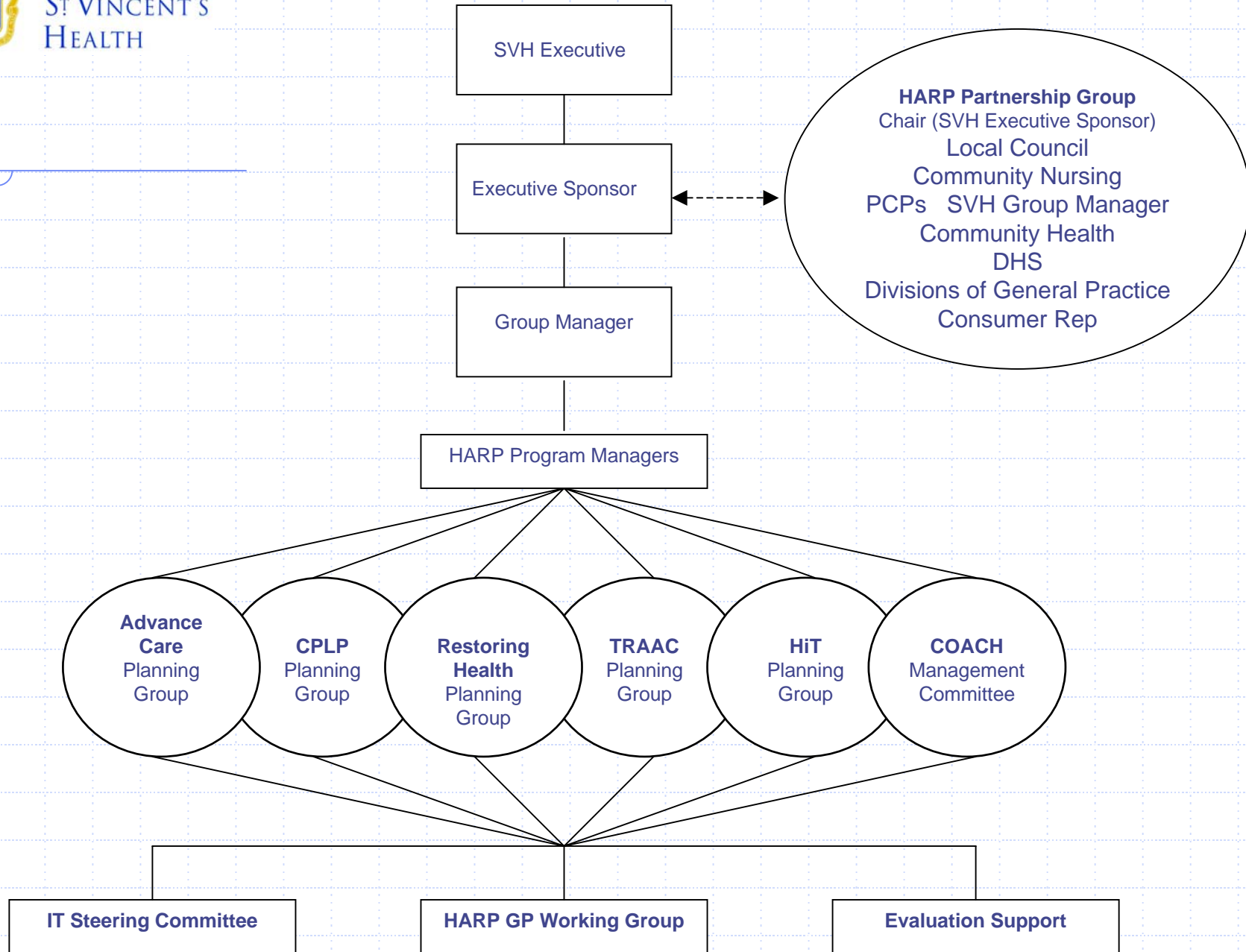
# *Points of agreement*

- 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...*