

HARP CDM
and
EliCD
The Interface

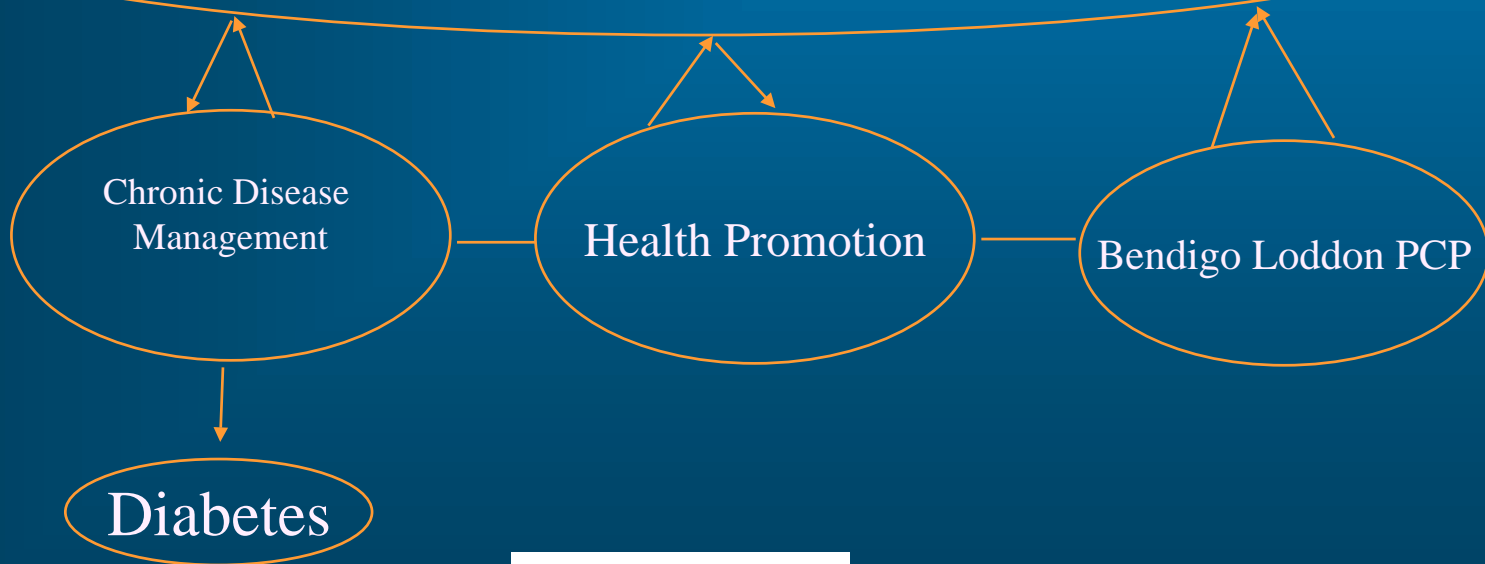
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Program Manager HARP CDM



Where are we now? 2007

Central Victorian Chronic Disease and Complex Care Alliance
Bendigo Health, Div of GP's, DHS, Community Health Service, Research and Education



HARP CDM



EliCD

Program Manager
CDM/Health Promotion

Integrated Care Coordinator

DNE, Practice Nurse, Podiatry, Physio, Psychologist, Dietician

Whose fault is it any way?

Table 1: Levels of chronic and complex care management

<p>Level 1 People with chronic diseases and complex needs who frequently use hospitals and are assessed as meeting the HARP CDM screen</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Intensity</p> <p>Intensive care coordination</p> <ul style="list-style-type: none"> • Care across the continuum • Tertiary and secondary prevention • Enrolled patient population • Comprehensive assessment and care planning • Specialist medical and GP management • 24 hour advice • Additional services where appropriate • Self-management approach • Comprehensive hospital discharge planning
<p>Level 2 People with chronic diseases and complex needs who use hospital or are at risk of hospitalisation and are assessed as meeting the HARP CDM screen</p>	
<p>Level 3 People with chronic diseases and/or complex needs</p>	<p>Usual Care</p> <ul style="list-style-type: none"> • GP care • Self-management programs • Access to mainstream community services • Generic telephone advice
<p>Level 4 Whole population</p>	<p>Primary Prevention For example; obesity reduction, smoking cessation</p>

HARP CDM

Community Health/EliCD

Where did it all begin – The story so far

Blah! Blah! Blah!

- HARP CDM – October 2002
- Respiratory Disease including paediatric asthma
- Community services – asthma program

What did we look like

Bendigo Health

HARP
Respiratory
1 EFT

Bendigo Community Health Service

Asthma Service – 0.4
Community development
Health Promotion



HARP CDM & ELiCD

- October 2002 – Working party
- Effective/ineffective
- Improved referrals to community health service
- Developed a shared care approach
- Hand over – client/health service



HARP CDM & ElicD

- December 2003- Governance
- Shared Planning Day
- Vision, strategic direction
- Not always pleasant
- Relationship – one party always seems to give more

HARP CDM & ElicD

- Identify gaps in services and address those gaps
- BHSM – demand management
- SEP – Community Health and Bendigo Health
- 2 to 6 programs

HARP CDM & ElicD

- 2005 – difficult to account for our brokerage dollars
- Tensions developed again
- Withdraw brokerage funds from community health service
- To improve accountability of funds
- June 2007



EiCD – 2006-2007

- Community Health – EiCD -Diabetes
- HARP CDM – handed over diabetes March 2007
- Looking at the issues surrounding diabetes at Bendigo Health
- Internal politics
- Define more clearly the pathways



HARP CDM & ElicD

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- Does not meet HARP criteria
- LGA – COGB
- GP within BCHS (inclusive of Elmore GP's – see list)
- Require Integrated Care (requires more than Diabetes Education)
- Recent diagnosis or change in management plan
- No functional decline
- Stable co-morbidities (e.g. NYHA I and II)

HARP CDM & ELiCD

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Podiatry

HARP CDM/DFC

Active Foot Pathology

DFC (same podiatrist_

HITH/HNSS/HARP CDM

Referral to ELiCD

ELiCD

Screens

No active foot pathology

Direct Referral to DFC

Handover

HARP CDM & ELiCD

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Shared Care

- Fits better with ELiCD
- Needs a service not provided by ELiCD
- Home exercise – HARP CDM PT
- Psychologist – Shared Care Approach access to a psychiatrist/mentoring
- Care Planning/case conferencing

Future Directions

- Shared approach – DAFNE
- Groups for Impaired Glucose Tolerance
- Better Health Self Management

Why?

- Why is it necessary to achieve a good relationship?
- Reduces and/or prevents duplication of services
- Ensures improved access to services
- Ensures the right service at the right time
- Sharing expertise
- Demand management

HARP CDM



A few words of wisdom

**‘They always say that times changes things,
but you actually have to change them
yourselves.’**

Andy Warhol

‘Action is eloquence’

William Shakespeare

