

Survey of current issues and directions for Post Acute Care

The Post Acute Care (PAC) Program commenced in 1995 to provide short-term, community-based supports for people recuperating after a hospital episode. PAC was introduced in an environment where it was perceived that people were being discharged from hospital "quicker and sicker". It was considered that people were at risk of a compromised recovery including the risk of being readmitted to hospital.

The Victorian Department of Human Services has recently undertaken an internal review of the PAC Program to examine the current role of the program and to identify any potential areas for improvement. This review produced a discussion paper examining current issues for the PAC program, which can be accessed at <http://www.health.vic.gov.au/pac/>.

As a key component of the ongoing review, **the Department would like to seek feedback from a range of key stakeholders about the current state and future directions of PAC services**, including consumers, their carers, and a range of service providers involved in PAC.

The survey has been provided to seek your opinion about key issues raised in the discussion paper - you may or may not wish to read this paper before you respond to the survey. The survey also asks about key areas of PAC service delivery that may benefit from further improvement.

The survey will take approximately 15 minutes of your time to complete.

The survey is to be completed by any staff member who perform activities that deal with PAC services or their clients - these activities could be referral, assessment, managerial, care coordination, clinical managerial, clinical services (e.g., nursing, allied health), or other services (e.g., home help, meals on wheels, personal care, respite).

Please print the survey, complete it using a dark coloured pen, and FAX-BACK to (03) 9616 2191.

CLOSING DATE FOR COMPLETION OF THE SURVEY IS FRIDAY 16 DECEMBER 2005

If you have any questions about the PAC program survey or wish to return it by post, please address correspondence to:

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You and your organisation

1. What type of organisation do you work for? (tick one item to show)

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|------------------------|
| Acute health service | Sub-acute health service | Community health service | District nursing service | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Local council | Private business | Other HACC provider | Peak body | Other (Please Specify) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
-

2. What is your primary relationship with PAC services? (tick one item to show)

- | | | | | |
|--------------------------|--------------------------|---------------------------|---|------------------------|
| Referrer | PAC care coordinator | Brokered service provider | Other service provider who receives PAC referrals | Other (Please Specify) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
-

3. What is your main position within your organisation? (tick one item to show)

- | | | | |
|--------------------------|--------------------------|--------------------------|------------------------|
| Direct Care Provider | Management | Administration | Other (Please Specify) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
-

4. Where is your organisation based? (tick one item to show)

- | | | | |
|--------------------------|---------------------------|--------------------------|--------------------------|
| Metropolitan | Metropolitan/rural fringe | Regional centre | Rural area |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
-

5. Approximately how many people (full time EFT) work for your organisation? (tick one item to show)

- | | | |
|--------------------------|--------------------------|--------------------------|
| 1-20 | 20-200 | More than 200 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
-

Current issues in delivering PAC services

Thinking about your local PAC service, please indicate how much you agree or disagree with each of the following statements. Statements are based upon the discussion paper: *Post Acute Care Program Review: Discussion Paper*.

Key issues	(Tick one box only to show)				
	Strongly disagree	Disagree	Don't know	Agree	Strongly agree
The service system has become more complex over the past 5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services readily identify clients who require PAC services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clients requiring PAC services are identified within appropriate time frames	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to make referrals to PAC services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good working relationships exist between hospital and community organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Different funding arrangements are fragmenting client service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is service duplication between PAC and other programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of demand for PAC services may impact upon their financial viability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PAC should be directed at younger clients who are ineligible for other services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 50% of PAC funding should be spent on direct client service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of demand for different types of service (e.g., nursing, home help) is consistent across PAC services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The types of services provided by PAC are appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount spent by PAC services on care coordination is appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PAC funding model is accounting for the needs of different client groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PAC services should undertake discharge planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The needs of clients referred to the PAC service are clearly identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	(Tick one box only to show)				
Key issues	Strongly disagree	Disagree	Don't know	Agree	Strongly agree
PAC clients are able to receive all of the services they require	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PAC clients are able to receive services when they require them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clients leaving PAC can access other service providers when they need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The current catchments for all PAC services are appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Potential areas of further PAC program improvement

How much do you think the following areas could be simplified or improved for PAC services?

	(Tick one box only to show)			
Areas of PAC operation	Not at all	A little	Moderately	A lot
Referral relationships with health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Referral relationships with community sector organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The current model of service delivery (i.e., brokerage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The current range of activities undertaken in service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way administrative activities are undertaken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way data collection is undertaken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The current funding model	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service overlap with other programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current reporting requirements to the department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current governance arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please **list** the most significant improvements that could be made to enhance the operation of PAC services in the text box provided below.

Given the issues presented in the discussion paper, how do you see post acute services should be delivered in 5 years time?

What are the main changes that will have to occur in order for this to happen?

Additional comments (if desired).