

Service Coordination Survey

Information Sheet

February 2008

Background

Since 2001, Primary Care Partnerships have been working toward improving the way health and human services are coordinated. Service Coordination is a key element of the Primary Care Partnership Strategy, which ensures that people have access to the services they need, opportunities for health promotion, early intervention, coordinated care and improved outcomes. The practice of Service Coordination particularly supports more effective ways of working with people with chronic conditions and complex needs. For example, it provides a good foundation for the practice of integrated chronic disease management.

Today, the practice of Service Coordination is well accepted by most agencies; however, it has been difficult to measure the depth and spread of use and the full impact of Service Coordination. In order to gauge these, a Service Coordination Survey has been developed. Once the surveys have been submitted and the data analysed, agencies and their Primary Care Partnerships will be provided with a picture of how their agency and partnership are practising Service Coordination, including where they are doing well and where they may need assistance.

What is the survey?

The survey is a component of the Continuous Improvement Framework that supports the Victorian Service Coordination Practice Manual. The Continuous Improvement Framework is a tool developed by Primary Care Partnership member agencies to monitor Service Coordination implementation for quality improvement, planning and reporting purposes. The benefit of using the Continuous Improvement Framework as a basis for the survey is that it uses a system of quality improvement that is already in place.

The survey consists of thirteen questions that are based on parts of the Continuous Improvement Framework. The areas covered include:

- Initial contact
- Initial needs identification
- Assessment
- Care planning
- Referral
- Privacy and consent

Who should complete the survey?

All agencies are encouraged to complete the survey in order to assist them to continuously monitor and improve their Service Coordination implementation and practice. Some Department of Human Services areas may require their funded agencies to complete the survey. For example, Community and Women's Health and Home and Community Care services must complete the survey.

What is involved in completing the survey?

Agencies will have the choice to do complete the Continuous Improvement Framework or just complete the thirteen questions in the Service Coordination survey.

Agencies are asked to provide information about their practice of Service Coordination at a program level. However it is not necessary to complete a survey for each program:

- if programs are practising Service Coordination at the same level, the answers should be combined on the one survey. For example, if your Community Health funded services & Home and Community Care funded services are performing the same (may even be the same team) then report them together.
- if programs are practising Service Coordination at different levels (for example, one program might be well-advanced, another might be new to practising Service Coordination), provide separate surveys so that a clear picture is given for your agency.

Agencies have some flexibility in how they gather the information to complete the survey. For example, they might choose to take a snapshot of practices in real time over a week or audit files retrospectively. Agencies are encouraged to use methods that will give the most accurate picture of practice. More detail about the preferred methods will be available after the survey pilot.

How do we access & return the survey?

The survey will be emailed to Primary Care Partnerships and will be available to download from the DHS website in an electronic form. When agencies have completed the survey it can be emailed back to a central email for analysis and reports. The electronic form of the survey will give agencies the option to complete the whole Continuous Improvement Framework or just the Service Coordination Survey.

What are the timelines for this survey?

- March 2008 – surveys will be distributed to agencies by their local Primary Care Partnership
- May 2008 – surveys are due to be returned to the Department of Human Services for analysis
- June 2008 – reports will be provided to Primary Care Partnerships for distribution to agencies.

A more detailed time line can be found on the Department of Human Services website listed below.

Where can I get more information and support?

There are a number of places you can find out more detailed information and support about the survey:

- Your local Primary Care Partnership – contact details can be found at www.health.vic.gov.au/pcps/contact
- Website about the survey - <http://www.health.vic.gov.au/pcps/coordination/ppps.htm#survey>
- Helpdesk on (03) 9096 8994