

Care Coordination Planning Information

DRAFT Feb 2008

What is care planning?

Care planning is deciding what needs to be done for you to be **as healthy as possible**. You might do this together with others who are involved in your care, your '**care team**'.

Who is involved?

- you
- key worker or care plan coordinator - this could be you, your GP, a carer or a worker who will coordinate the plan and communicate with the care team.
- other people on your care team - people involved in assisting you to achieve your goals.

What is a care coordination plan?

This is the document which includes:

- who is involved in supporting you
- their contact information
- issues that effect your health
- important goals you want to achieve
- actions planned
- who is responsible for each action
- date for review

You can have a single care plan, which is developed between you and one other person. You might have more than one care plan. If you have many different issues and people involved, it helps to have a **care coordination plan**.

Why have a care coordination plan?

- It helps to remember what was planned and who is going to be involved.
- You can look back and see what has been achieved.

- If you choose, you can show it to other people involved in helping you.

What does a key worker do?

- work with you to develop a plan with realistic goals to support your health.
- assist you to monitor your progress.
- assist you to identify and address barriers that prevent you achieving your goals.
- communicate with the members of your care team and plan the review.

Who can I ask to start a plan?

You can ask a trusted family member or friend, your doctor, case manager, care coordinator, key worker, nurse, or another health worker who you trust to do this with you or help you find the best person.

What happens to the information?

You have a say in what happens to your information. Your information can only be seen by yourself and the people with whom you agree to share information, unless required by law such as in a medical emergency. This applies whether the information is written in paper files or entered into a secure electronic record on the computer (electronic care coordination plan). You can ask for a copy of your care coordination plan to be sent to others so that you don't have to repeat the information.

Electronic care coordination plan

This is where the plan is recorded on a computer system by your care providers, so that members of your care team can see it on their computer and it can be kept up to date as things change.