

# Service Coordination: What? Why? How? Self Paced Training Module

## WEB VERSION INSTRUCTIONS



# Service Coordination: What? Why? How? Self Paced Training Module

## Instructions for use of the 'Web Version'

NB: This document is in the 'readme' folder on the CD

### Introduction

Service Coordination: What? Why? How? is a self paced learning package that agencies and Primary Care Partnerships can use as an introduction to Service Coordination. It is designed to include assessment questions and activities that are interactive and provide the user with a positive learning experience.

This CD-ROM contains the version of the Service Coordination Self Paced Training Package to be deployed within the <http://www.health.vic.gov.au/pcps/> domain.

### Specifications

This package is based on a customised version of the *pcps\_health\_v02* template.

### Scripting and Cookies

The Learning Assessment Questions require JavaScript to function in an interactive manner. Alternatives are offered to the user if scripting support is not enabled.

The javascript file concerned, 'question.js', is located within the scripts folder of the package.

This package uses cookies for some of the Learning Assessment Questions. This cookie function is used solely to transfer a user's answer, which they have entered on the question page, on to the next page which shows both the user's answer and the ideal answer. No personal information is involved and the cookie is set to expire after being used. Wherever this function is implemented users are given the choice of an alternative method of completing the Learning Assessment Questions which does not use cookies.

### Templates



The following Macromedia Dreamweaver templates are used in this package:

Template name	Applies to:
sc_sptm_default.dwt	All pages other than those listed below
sc_sptm_intro.dwt	Root folder: intro_index.htm Module1 folder: all pages Module2 folder: all pages
sc_sptm_practice.dwt	Root folder: practice_index.htm Module3-1 folder: all pages Module3-2 folder: all pages Module3-3 folder: all pages Module3-4 folder: all pages

## CSS

In addition to the standard rrhacshealth01.css style sheet this package also uses an extra style sheet entitled sc\_sptmhealth01.css.

The rules within this style sheet are as follows:

Rules	Example
<p>.quotes .quotesauthor</p>	<p>Screenshot from module1/module1_2.htm</p> <p>have been integrated into Service Coordination practice.</p> <ul style="list-style-type: none"> <li>○ Referrals are increasingly being sent via email and e-referral systems.</li> <li>○ Health and welfare professionals taking responsibility for providing accurate information and making referrals.</li> </ul> <div style="border: 1px dashed black; padding: 10px; margin: 10px 0;"> <p>“ I was able to help a homeless young person by using the electronic service directory (Infoxchange Service Seeker) to check the Emergency Accommodation Register and identify straight away where the vacancies were. This meant the young person could go straight to the right service and not be given the run-around.</p> </div> <p style="text-align: right; font-size: small;">Pauline Ashworth, Information and Intake Worker, MonashLink Community Health Service</p>
<p>.casestudy .casestudy h3 .casestudy blockquote .casestudy ul</p>	<p>Screenshot from module2/module2_5.htm</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;"><b>Mary and Stan</b></p> <p><b>Background</b></p> <p>Mary and Stan, a couple in their late 80s, live in Footscray. Mary is frail. Stan is a diabetic and suffers with angina. Their daughter Anne concerned for their health and well being searched the internet to find the contact details of the local community health service (Western Region Health Centre).</p> <p style="text-align: center; background-color: #f0f0f0; padding: 5px;"><b>The Service Directory was used to identify appropriate services and contact details.</b></p> <p>Mary contacted the Intake Worker at the Western Region Health Centre. Doris the Intake Worker explained the range of services available and discussed the need to collect a range of information to determine which services would be most appropriate. Stan and Mary agreed to participate in an Initial Needs Identification process.</p> </div>
<p>.additinfo</p>	<p>Screenshot from module3-1/module3-1_6.htm</p> <p>your agency's practice. Think about how the Initial Contact PPPS might impact on your work or change your practice.</p> <p><b>Hint!! Talk to your Team Leader or Manager if you cannot find your Initial Contact PPPS.</b></p> <div style="border: 1px dashed black; padding: 10px; margin: 10px 0;"> <p> Additional information about Initial Contact can be found at: <a href="http://www.health.vic.gov.au/pcps/coordination/index.htm">www.health.vic.gov.au/pcps/coordination/index.htm</a></p> </div>
<p>.box .box img</p>	<p><b>Initial Contact</b></p> <p><b>6. What is the role of your PCP in Initial Contact?</b></p> <p>The Service Coordination Model and Practices, Processes, Protocols &amp; Systems (PPPS) developed by your PCP will outline how Initial Contact will happen in your local area.</p> <div style="border: 1px dashed black; padding: 5px; text-align: right; font-size: small;"> <p>Page 6 of 9  <a href="#">Back to contents</a></p> </div>