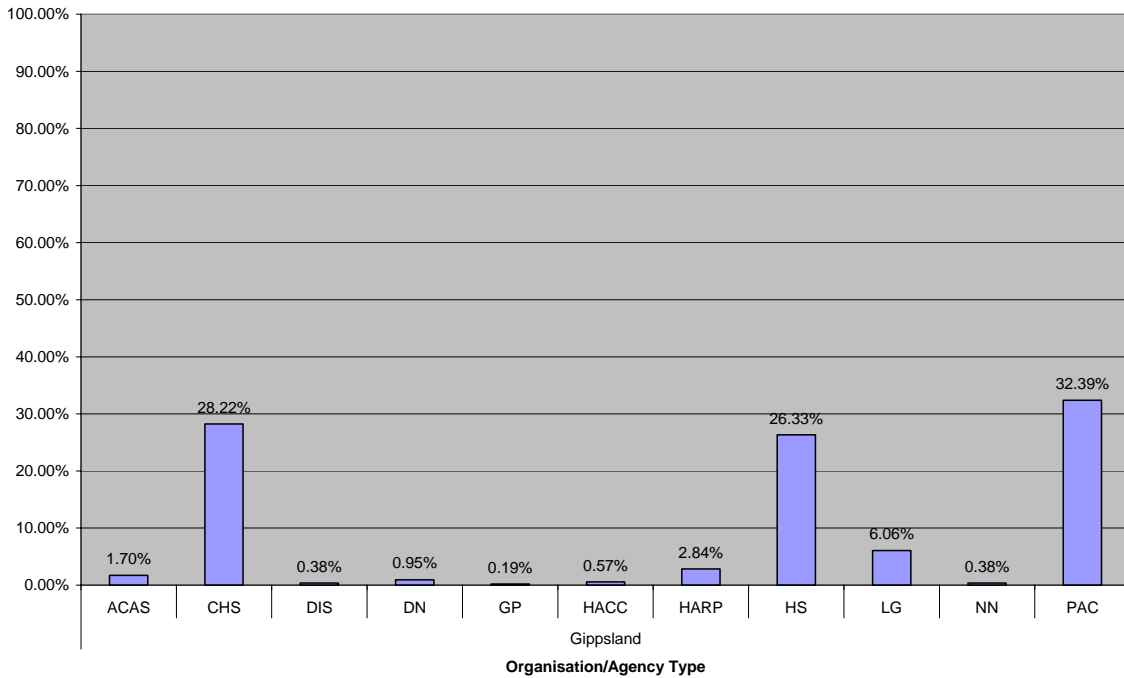

**2006-07 E-REFERRAL CAPACITY BUILDING THROUGH
PRIMARY CARE PARTNERSHIPS
SUMMARY REPORT – REGIONAL ADDENDUM**

PREPARED BY: ADRIAN WATSON

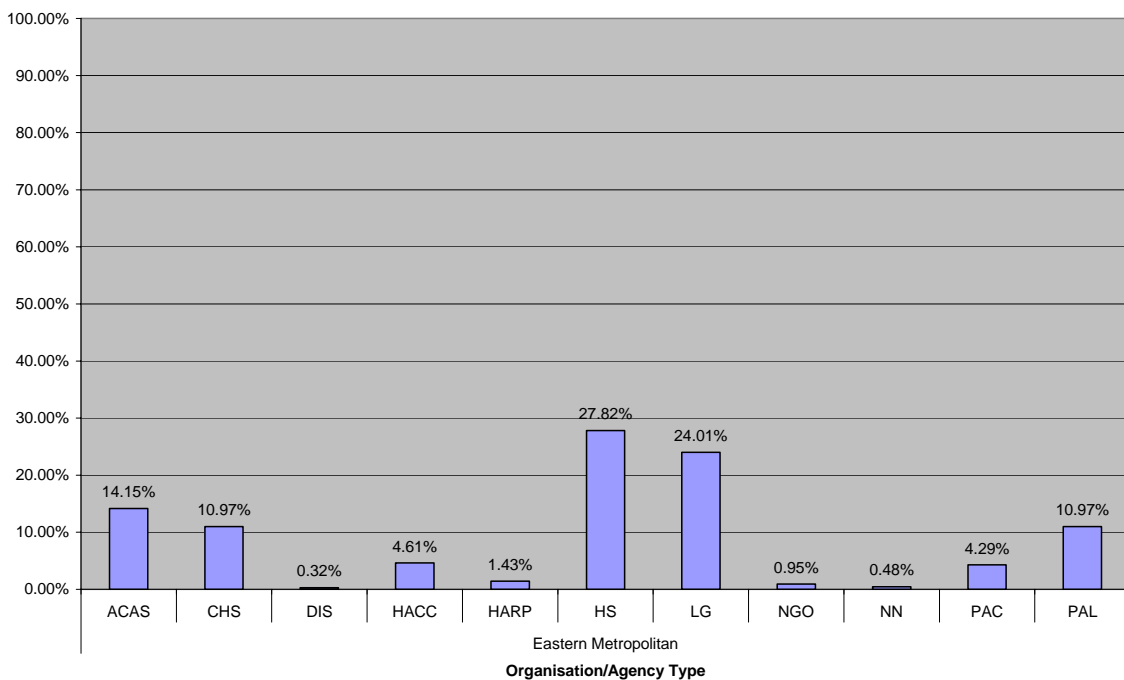
RELEASE VERSION: 1.0

RELEASE DATE: 4 FEBRUARY 2008



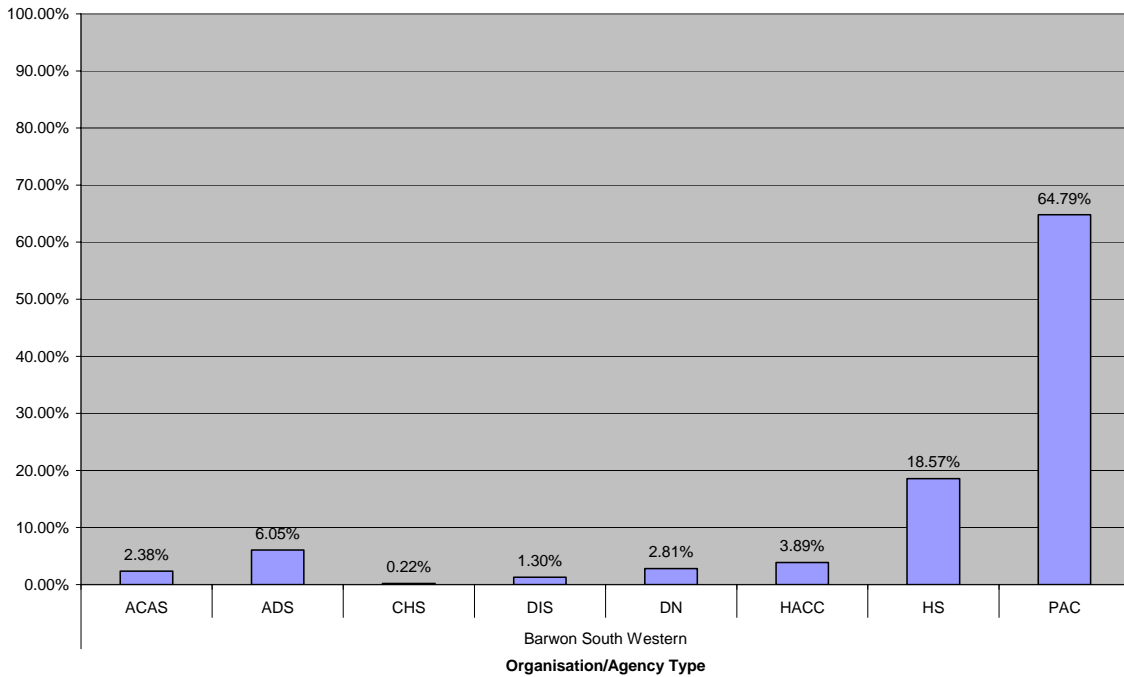
"E-referral helped us to successfully implement common intake across our 10 sites ... e-feedback has been a great support and has resulted in more effective outcomes for consumers and ultimately, better health care in Gippsland." Leonie Coleman, Director Corporate Services, Latrobe Community Health Service Inc.

Figure 1 Percentage of total sent and received e-referrals in the Gippsland Region by service type for June of the 2006-07 financial year



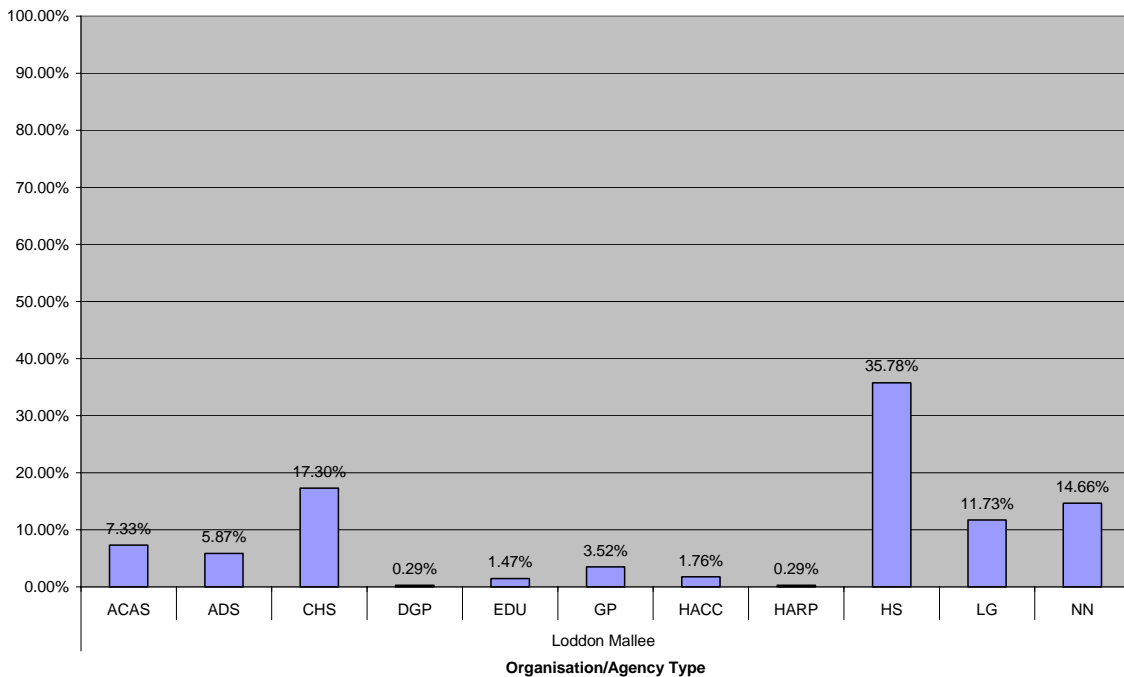
"E-referral, and the agreed common practices that underlie it, has supported us to link in more strongly with other services. When we e-refer we know that we will get good quality and quick referral feedback and as a result we feel confident to refer more broadly than before. We love it!" Ann-Marie Decker, Emergency Care Co-ordinator, Eastern Health

Figure 2 Percentage of total sent and received e-referrals in the Eastern Metropolitan Region by service type for June of the 2006-07 financial year



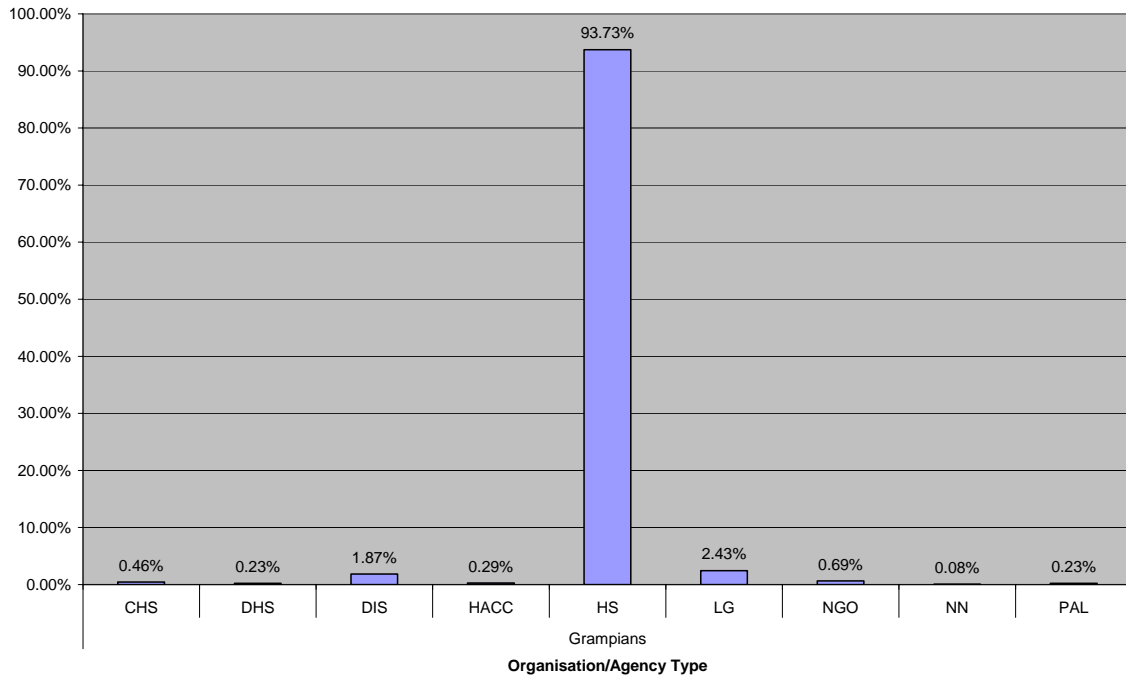
"Recently I referred one client for District Nursing, Personal Care, OT, Rehabilitation in the Home, Linkages, and ACAS and DHS Disabilities. The client is now managing, with the support of a Case Manager and appropriately funded services, adequately in her own home. E-referral allowed me to share detailed information with the other services without compromising confidentiality. It was timely, expedient, and my referrals were acknowledged almost immediately." Fiona Torpy, Manager, Wannon Post Acute Care

Figure 3 Percentage of total sent and received e-referrals in the Barwon South West Region by service type for June of the 2006-07 financial year



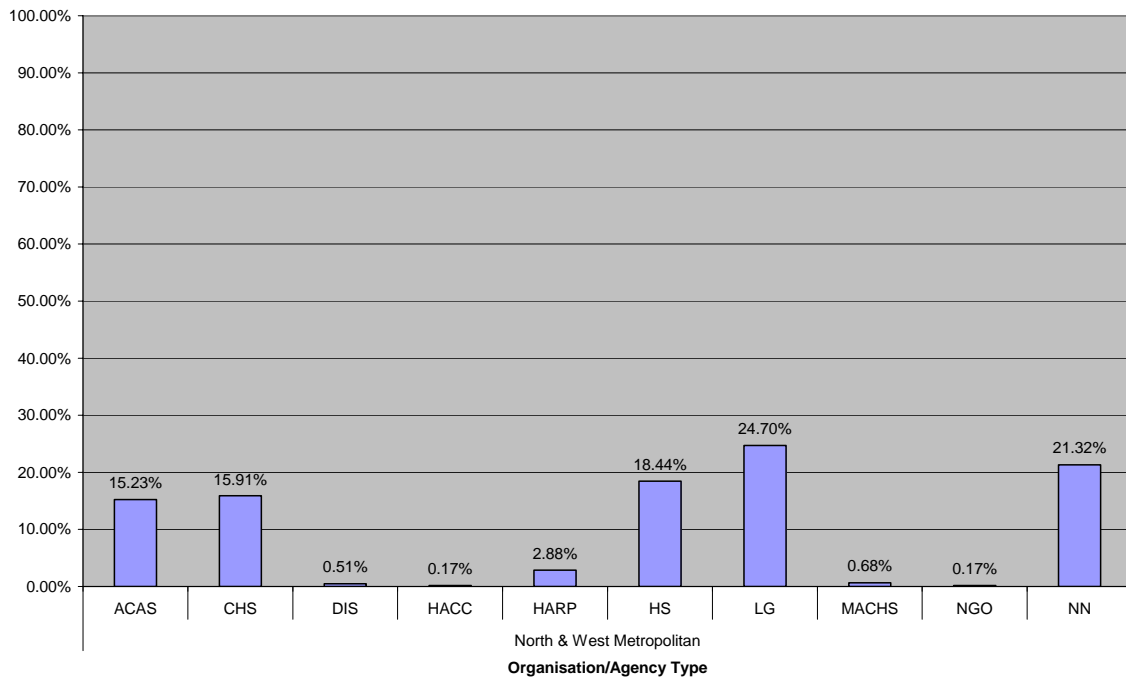
"Echuca Regional Health services are now fully available on e-referral, to the benefit of clients connected to shared services in the community." Margaret Gow, Primary Care Coordinator, Echuca Regional Health

Figure 4 Percentage of total sent and received e-referrals in the Loddon Mallee Region by service type for June of the 2006-07 financial year



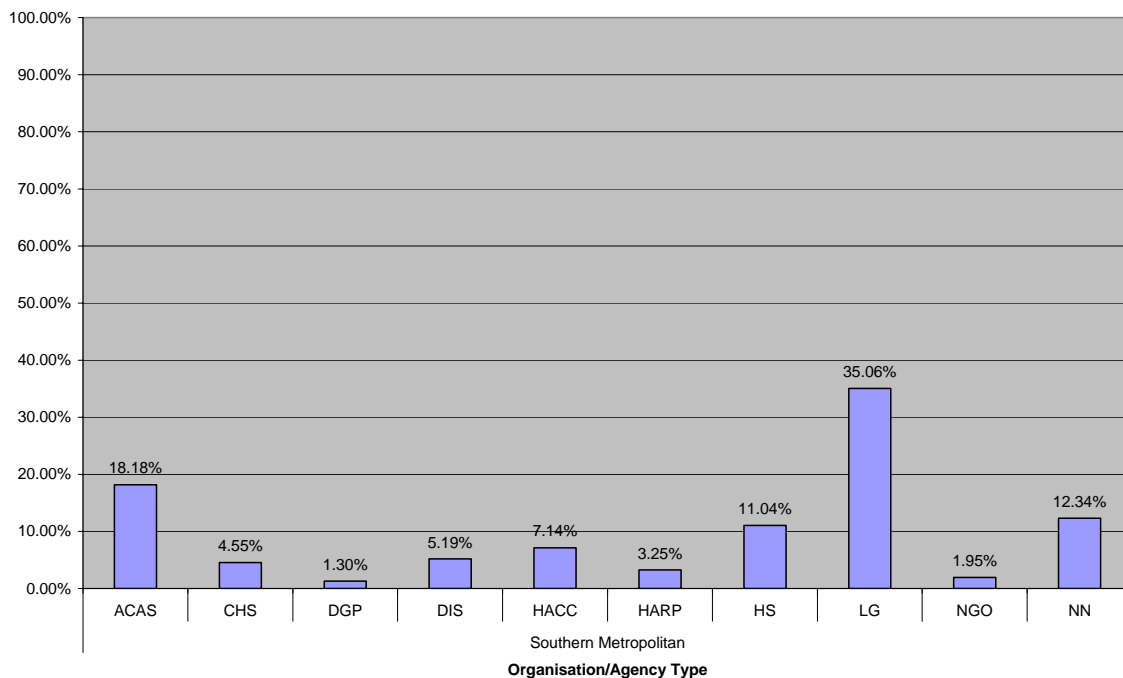
The introduction of e-referral to the acute health services in the Grampians region is leading to broad uptake of service coordination practice and an increased acceptance and use of the SCTT tools. As a result, services are reporting significant improvements in the timeliness, accuracy, completeness, and legibility of referral information.

Figure 5 Percentage of total sent and received e-referrals in the Grampians Region by service type for June of the 2006-07 financial year



“E-referral gives us confidence that client information will be securely and reliably transmitted ... it has helped reduce duplication and increased our awareness of other agencies involved in client care ... from a management perspective, e-referral has enhanced staff confidence and inter-agency relationships.”
 Lana Harris, Service Coordination Officer, Banyule City Council

Figure 6 Percentage of total sent and received e-referrals in the North and West Metropolitan Region by service type for June of the 2006-07 financial year



Member agencies of the Kingston Bayside Primary Care Partnership have established a number of training programs, including a mentoring and “buddying” program, to support the further uptake of e-referral.

Figure 7 Percentage of total sent and received e-referrals in the Southern Metropolitan Region by service type for June of the 2006-07 financial year[†]

Note: A graph has not been included for the Hume Region as the region and its PCPs are currently implementing their region-wide e-referral system. While e-referral in the region is still in its infancy considerable work has been undertaken in the region to develop and implement good service coordination practice and protocols. E-referral data from the region will be included in the 2007-08 e-Referral Capacity Building Through Primary Care Partnerships report.

An electronic copy of this addendum is available for download from the Primary Care Partnerships publications page.

<http://www.health.vic.gov.au/pcps/publications/>
