

A Partnership Approach to e-referral

The Central West Gippsland Experience

Peter Green and Meredith Davey
June 2007



Better Health Care in Gippsland



Project Aim:

- ✦ To develop, identify and implement models of service provision to enhance the quality of healthcare and life outcomes for people at risk of or experiencing chronic disease

Project Components

- ✦ Development of a region wide approach to service coordination
- ✦ Implementation of a shared approach to the management of people with chronic illness



A Regional Approach to Service Coordination



Key Tasks

- ✦ Formal communication and engagement
- ✦ Identification of a region-wide service coordination model
- ✦ PPPS manual
- ✦ Information Management system

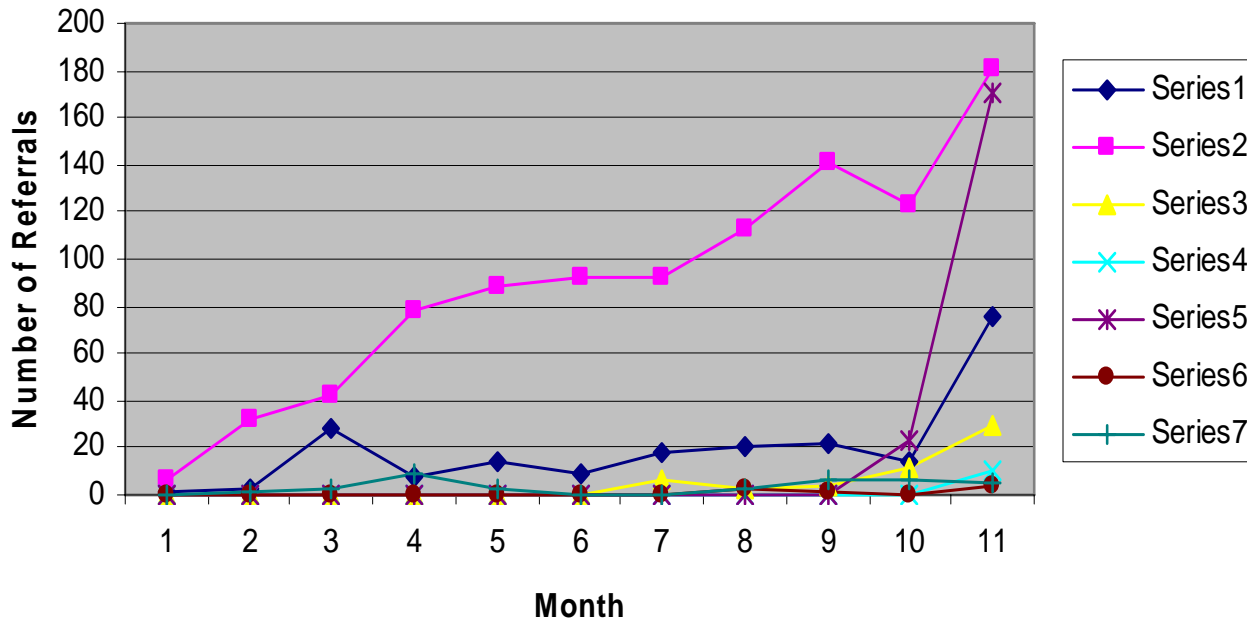
Key Drivers

- ◆ Gippsland Health Services Partnership
- ◆ Primary Care Partnerships and SC Working Groups
- ◆ Local Champions
- ◆ Committed workers

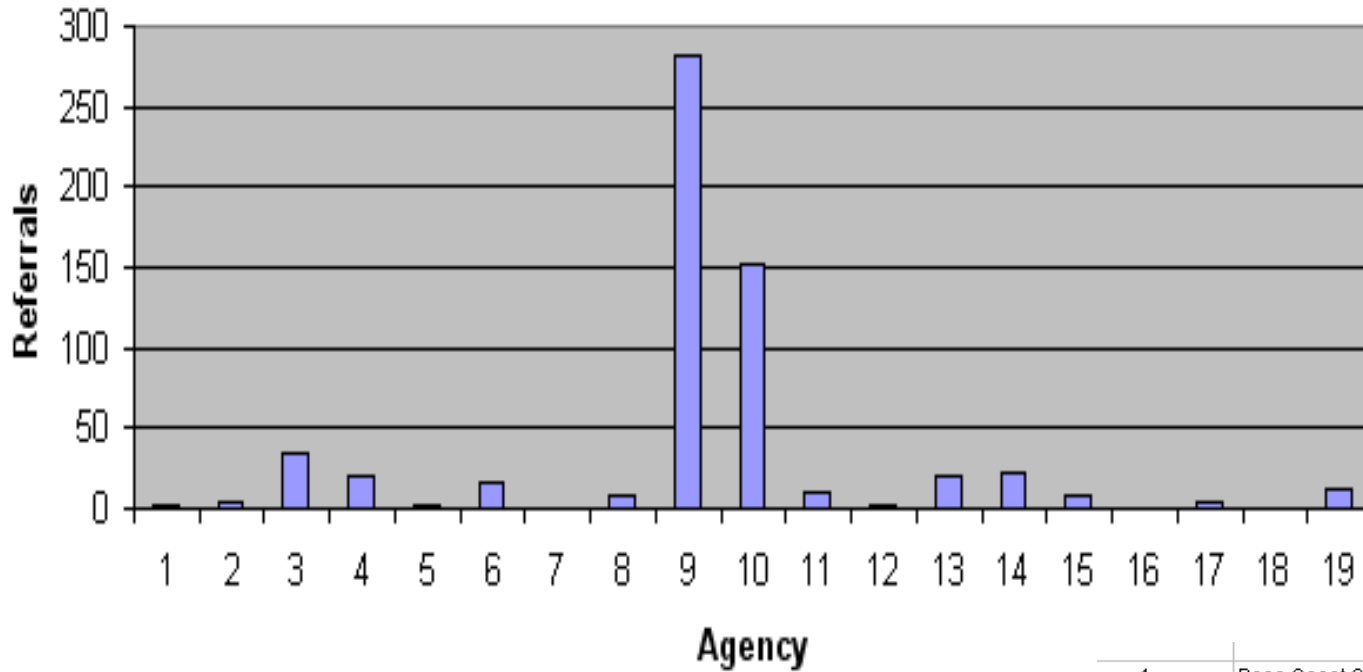




Gippsland Region eReferral Transactions



Sent Referrals



1	Bass Coast Community Health Service
2	Bass Coast Regional Health
3	Bass Coast Shire Council
4	Latrobe Community Health Service, South Gippsland
5	Wonthaggi Medical Group
6	Baw Baw Shire Council
7	Central Clinic
8	Latrobe Community Health Service, Baw Baw
9	South West Gippsland Post-Acute Care (PAC)
10	WGHG- West Gippsland Hospital
11	WGHG - Community Services - Drouin
12	Latrobe Community Health Service, East Gippsland
13	Orbost Regional Health
14	LCHS, Latrobe
15	Gippsland Southern Health Service, Korumburra
16	South Gippsland Shire Council
17	Latrobe Community Health Service, Wellington
18	Villa Maria, Gippsland
19	Yarram & District Health Service

Referral Partners

✦ Clusters

- Acute
- Community Health
- Shire Services
- GP's

✦ Regional Services

- ACAS
- PAC



Why PAC?

- ✦ Established working relationships with key people in both Acute and Community
- ✦ Referrals from and to both Community & Acute Services
- ✦ Figured 'why not have a go'



Future users of the system

- ◆ Advanced communication to CNM & Service providers re:
 - BHCiG SC Manual
 - E-referral
- ◆ Why they had been targeted.
- ◆ What were the benefits.
- ◆ Infoxchange Service Seeker.



Training

- ✦ With Managers, identified appropriate staff for training.
- ✦ Provided Infoxchange with details of key people.
- ✦ Coordinated training venue & dates.
- ✦ Central point for registering trainees.
- ✦ Central contact for Infoxchange.



Training

- ✦ Providing access to all relevant services.
 - Opportunity to net work.
- ✦ Identified type of intake to be used.
- ✦ Don't forget the biscuits



Post Training

- ✦ Provided basic support.
 - Username/passwords.
 - Process & terminology.
 - Content of referral.
 - Feed back on referrals.
- ✦ Encouragement to use the system.



Lessons Learnt

- ◆ Ongoing support essential.
- ◆ Follow up with user & passwords.
- ◆ Referral content needs to be stipulated.
- ◆ Treating referrals in a common way.



Post Implementation

- ✦ Staff uptake.
- ✦ Access to computers.
- ✦ Speed issues.
- ✦ Using S2S for Service Coordination.
 - Enhancements needed.
- ✦ Identified key group not included in first batch of training.



Benefits

- ✦ Easy to use.
- ✦ Secure system.
- ✦ Common referrals system.
- ✦ Ability to review referral history.
- ✦ Ability to track current referral.



A Work in Progress!



Gippsland S2S eReferral Transactions Jan-May 2007

