

Improving the Journey

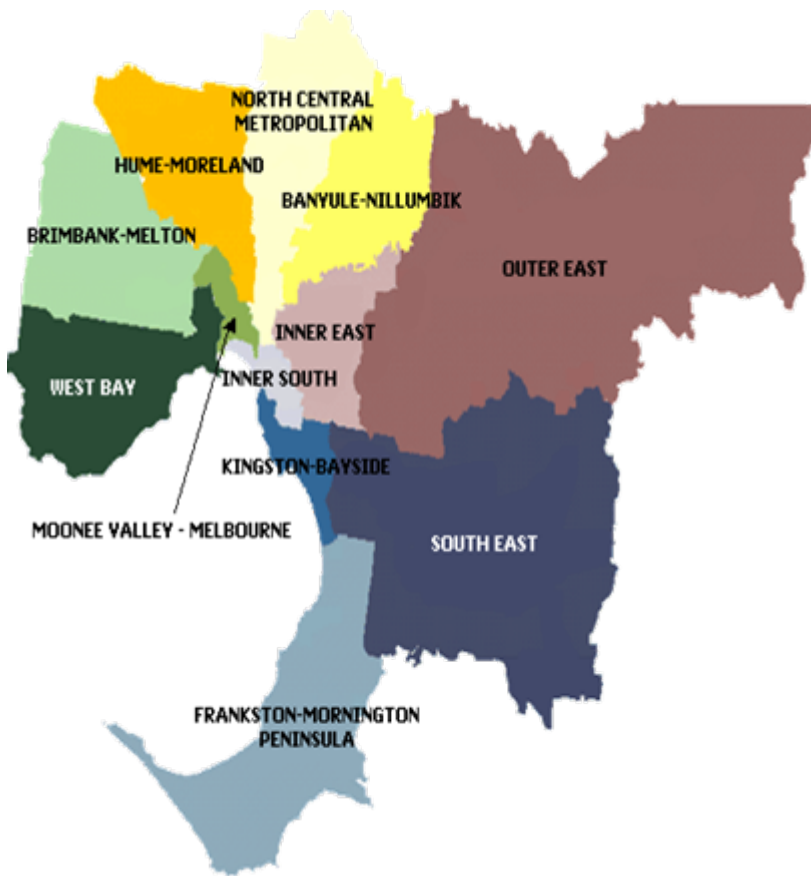


Partnerships for integrated chronic disease management and prevention

Hannah Halloran, Program Manager Integrated Chronic Disease Management
Cheryl Wood, Executive Officer
Jim Killeen, Chair
Inner East Primary Care Partnership



EMR: Inner and Outer East PCPs



- Population of 998, 908
- 100 participating agencies
- 7 local government areas (one a rural shire)
- 7 community health services
- 3 metropolitan health networks
- 5 general practice divisions
- IHP, ICDM, Partnership and Service Coordination

Improving the Journey: Partnerships



“I like it, but ‘Thou Shall Not Fail To Cooperate When Resources Are Scarce’ makes eleven.”

Improving the Journey

To improve the health and wellbeing of people with, or at risk of, type 2 diabetes through a regional systems approach.

- Improved consumer experience of coordinated care
- Improved processes to support prevention, early identification and intervention
- Improved awareness of services available
- Development of processes to support coordinated care across services and disease stages
- Increase integrated processes across prevention and management

Improving the Journey: Key Partners

Australian Podiatry Council - Vic	Knox City Council
Diabetes Australia - Vic	Knox DGP
Eastern Access Community Health	Manningham CHS
Eastern Health	MonashLink CHS
Eastern Ranges GP Association	Quit - Victoria
EMR AHPACC	Ranges CHS
Greater Monash GP Network	Royal District Nursing Service
Inner East CHS	St Vincents Health
Inner Eastern Melbourne DGP	Whitehorse CHS
Knox CHS	Whitehorse DGP



Improving the Journey: Principles



- Equity of access
- Focus on populations at risk
- Evidence based
- Consumer-centred
- Whole of system approach

Improving the Journey: Consumers at the Centre

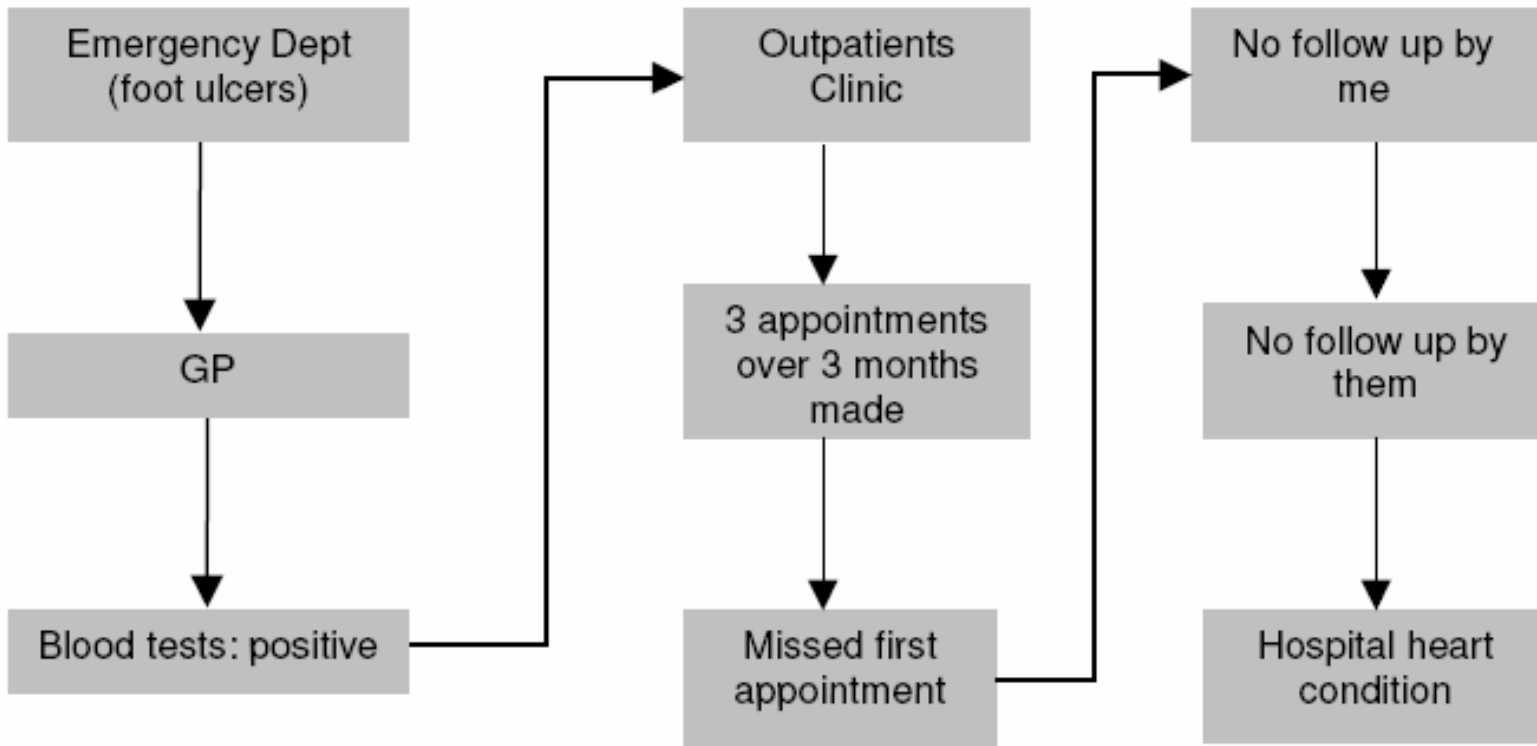
- Type 2 diabetes as the tip of the iceberg
- The key role of partners, friends and family
- Importance of communication between providers
- A greater focus on prevention
- Timely access to services
- Workforce development
- Proactive, individual follow up
- Support for positive dietary management
- Clear and consistent information, and access to services

Improving the Journey: Challenges

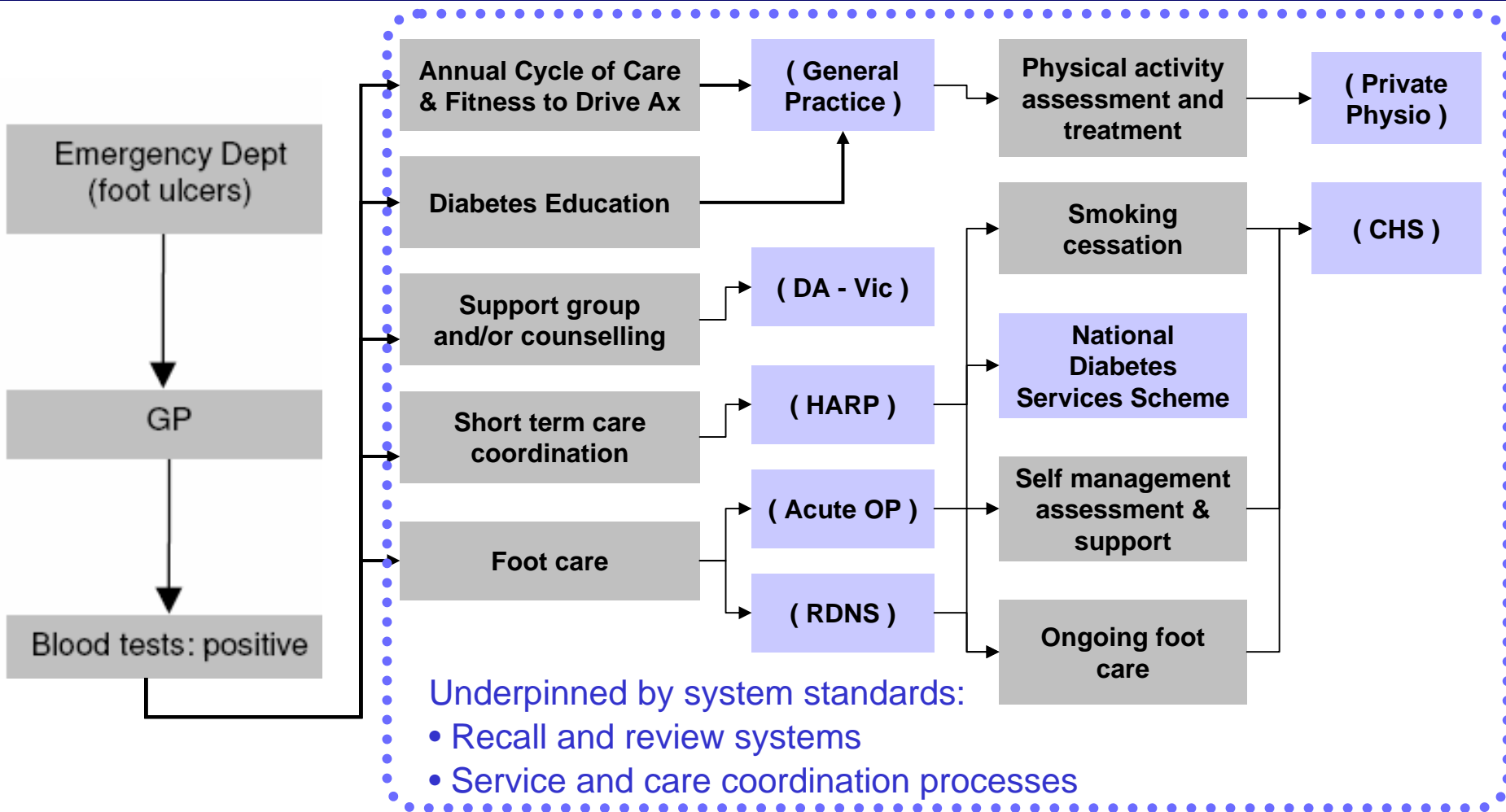


- Varying interests, priorities, philosophies
- Speaking different languages
- Varying capacities
- Knowledge and expertise
- Policy and funding frameworks
- Time and resources

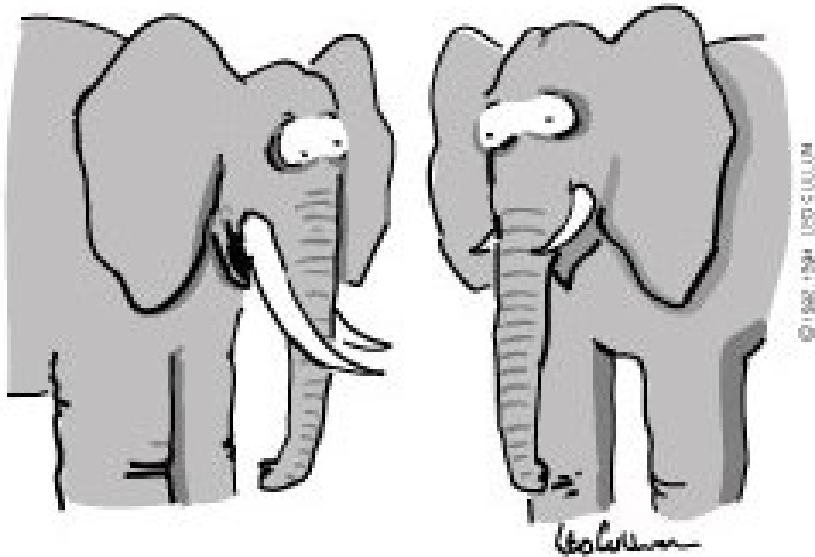
Improving the Journey: A Consumer Perspective June 07



Improving the Journey: Outcomes Agreed Packages of Care



Improving the Journey: What PCPs deliver



"It seems like we could at least stampede in the same direction."

- Established and proven partnership structure
- Systems perspective and process
- Shared expertise, knowledge and capacity building
- A platform for building relationships, trust, recognising and managing differences
- A vehicle for developing shared systems and processes (eg. ICDM, ABHI)

Finally...

- A consumer centred approach is supported by partnerships
- Partnerships facilitate “bridging the silos” by taking a systems approach, and build on the collective strengths across a region to improve outcomes

Thankyou.

Please contact Hannah Halloran at icdm@iepcp.org.au for any queries or discussion following this presentation.