

Service Coordination Protocols

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Acknowledgements

Bendigo Loddon Primary Care Partnership (PCP) *Service Coordination Protocols* document is the culmination of collaborative work undertaken between 2001 and 2004. The protocols have been refined over time. This document builds on the first protocol document, *Bendigo Loddon PCP Service Coordination Implementation Manual 2002* compiled by the Service Coordination Implementation Working Group and PCP staff.

The Bendigo Loddon Primary Care Partnership's *Service Coordination Protocols* have been developed to improve consumers' access to a range of health and community support services. The language in this document aims to be inclusive and where possible jargon and acronym free. The aim is to have an understanding of processes common to services, to make service coordination functional for all, and to facilitate inter-agency communication.

The current protocol review process has been intensive, but rewarding. Agencies have been committed and active participants in a series of Protocol Review Workshops within a tight timeframe. They also have been committed to advancing the work within their agency or having dialogue between agencies as part of the review process. Thanks must be given to all who were participants in and respondents to this process.

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Participants represented the following agencies:

Bendigo Community Health Service	Inglewood and Districts Health Service
Bendigo and District Division of General Practice	Loddon Mallee Women's Health
Bendigo Health Care Group	Loddon Shire
City of Greater Bendigo	Mallee Plains Division of General Practice
Department of Human Services	St Luke's Anglicare
Golden City Support Service	Vision Australia

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Foreword

Consultations with consumers and agencies in the Bendigo Loddon Primary Care Partnership (PCP) consistently highlight the need for better coordination of services and clearer ways to navigate complex systems. The Bendigo Loddon PCP Service Coordination working group has been addressing these concerns by focussing on five objectives:

1. Review agreed practices, processes, protocols and systems for service coordination.
2. Encourage e-referrals between agencies and GPs.
3. Deliver training to agencies implementing service coordination, including use of service coordination tools.
4. Increase opportunities for collaboration between GPs and other primary care providers focussing on planning and consultation.
5. Develop and maintain an electronic service directory.

The revised Bendigo Loddon PCP Service Coordination Protocols provide the framework for future service coordination activities which includes additional services implementing the PCP service coordination strategy. It is intended that the Protocols be a living document. The PCP service coordination working group will monitor the implementation of the protocols, evaluate their effectiveness and make required improvements.

The Department of Human Services (DHS) acknowledges the achievements of PCPs to date and has set three strategic directions for the PCP Strategy for 2004-2006. This includes the implementation of the PCP service coordination strategy across all DHS program areas. These protocols are one of the essential building blocks for us to achieve the vision for Primary Care Partnerships. Specific outcomes for service coordination are:

- Consumers' needs identified early and appropriate services delivered promptly. Improved service coordination practice enhanced and embedded in agency practice, streamlining assessment and access to services. The consumer's record built on and shared with other practitioners involved in their care, with consumer consent.
- Widespread, efficient and effective referral and care coordination between GPs and other health care providers.
- Reliable information and communication technology infrastructure and agreed standards in place enabling electronic communication, including e-referral.

Department of Human Services, 2004. Primary Care Partnerships Strategic Directions 2004-2006. Better Health – Stronger Communities. Primary and Community Health Branch, Melbourne, Victoria.

Member Agencies

The Bendigo Loddon PCP is a voluntary alliance of health and community support services. Members have signed a Memorandum Of Understanding which provides a common understanding and commitment between the signatories. This is defined in the vision which states that:

The Bendigo Loddon Primary Care Partnership is committed to developing a high quality, integrated and accessible primary care service system that is responsive to the needs of the Bendigo Loddon communities.

The following agencies are signatories to the current Memorandum of Understanding for the Bendigo Loddon PCP:

Member Agencies

Annie North Women's Refuge
Bendigo and District Aboriginal Cooperative
Bendigo & District Division of General Practice
Bendigo Community Health Services
Bendigo Health Care Group
Bendigo Regional Breastscreen Centre
Bendigo Regional Ethnic Community Council
Bendigo Regional YMCA
Bendigo Uniting Care Outreach
Boort District Hospital
Centre Against Sexual Assault
Country Aids Network Inc
City of Greater Bendigo
Dingee Bush Nursing Centre Inc
Future Connections
Golden City Support Services
Inglewood & Districts Health Service
Interchange – Loddon Mallee Region
Lifeline Central Victoria
Loddon Mallee Housing Services
Loddon Mallee Women's Health
Loddon Shire Council
Mclvor Health and Community Services
Murray Plains Division of General Practice
Northern District Community Health Service
Richmond Fellowship
Rochester & Elmore District Health Service
Sports Focus
St Luke's Anglicare
Vision Australia

Associate Members

LaTrobe University Bendigo
Monash University School of Rural Health
The Otis Foundation