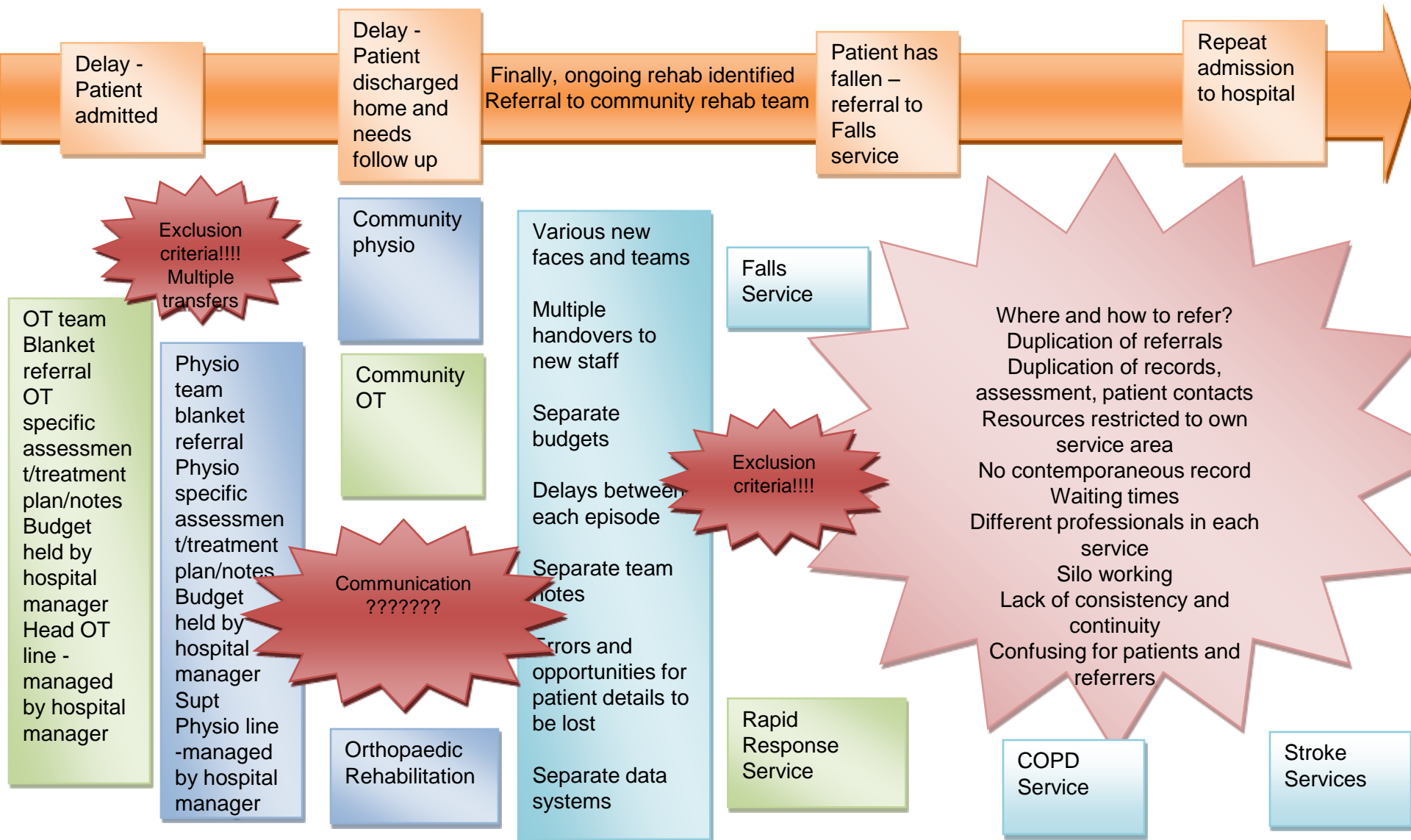


Developing a Service Model for Older People and Rehabilitation Services in CHSA

November 2010

Change Champions

Non integrated Model Patient Journey



Service Vision and Principles

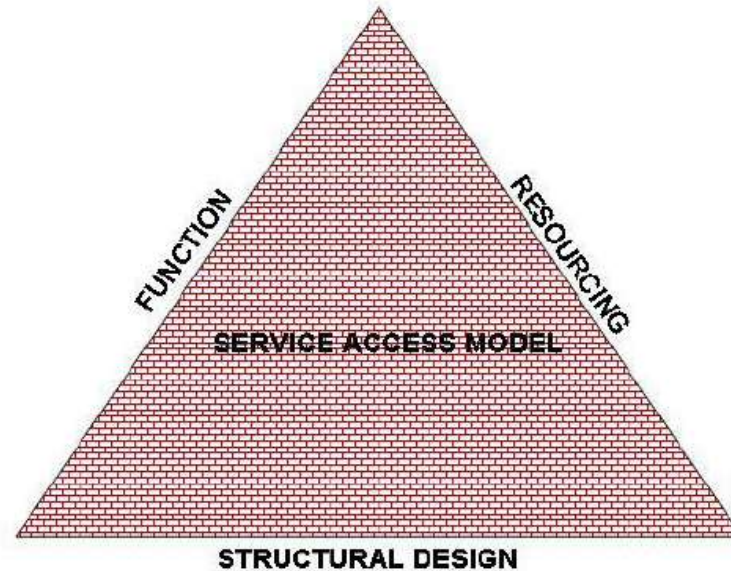
- Planning and service delivery is based on assessment of need
- Clinical care is patient and family focused
- Right care, right place, right time
- Services are comprehensive and evidence based
- Integrated across the continuum of care with appropriate linkages with other services

Aimed for an Integrated Service

- To create a model of service provision that is evidence based, meets the needs of the patient in the most resource effective way and is fit for purpose along the whole journey

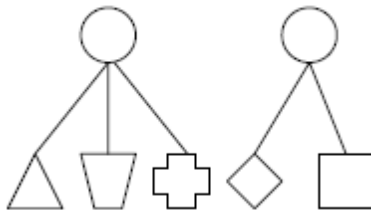
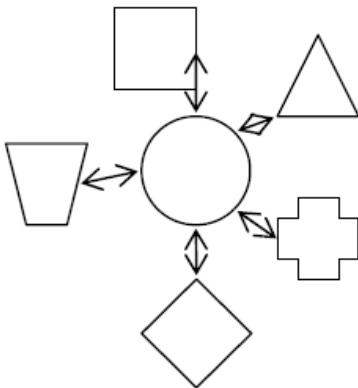
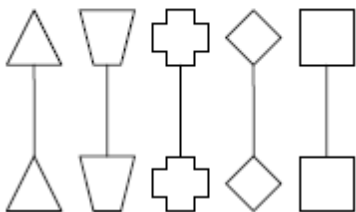
Core components of a service model

- Structure
- Function
- Resources



Structure

- Options



Functions

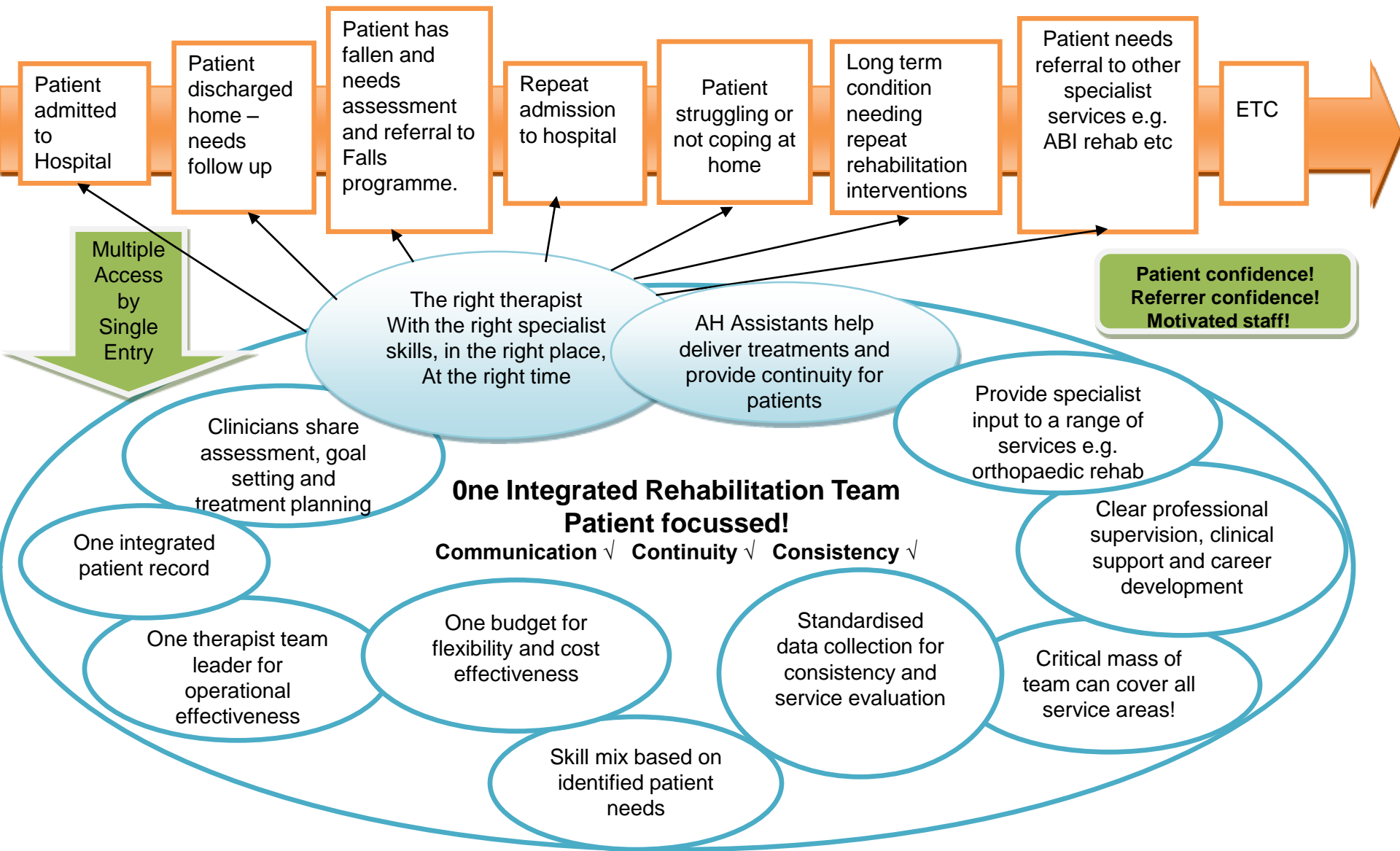
Core Functions	Additional Functions
<p>Identifying presenting need</p> <p>Eligibility screening</p> <p>Determining priority</p> <p>Facilitating patient navigate the system</p> <p>Providing patient with service information</p> <p>Facilitate access to assessment</p> <p>Care Planning</p> <p>Determining options for treatment etc</p>	<p>Scheduling of appointments</p> <p>Undertaking demand and waiting list management</p> <p>Audit and evaluation of the service</p>

Resourcing

- Workforce:
 - Type, numbers, skill mix
 - Discipline specific or interdisciplinary?
 - Deployment
 - Clinical Leads, advanced / extended practice
 - Co-ordinators
- Infrastructure

Outcomes -The Integrated Model....





Learning

- Top level commitment
- Strong local relationships, governance and leadership
- Commitment to fund a range of services
- Engagement of key stakeholders

Change Equation

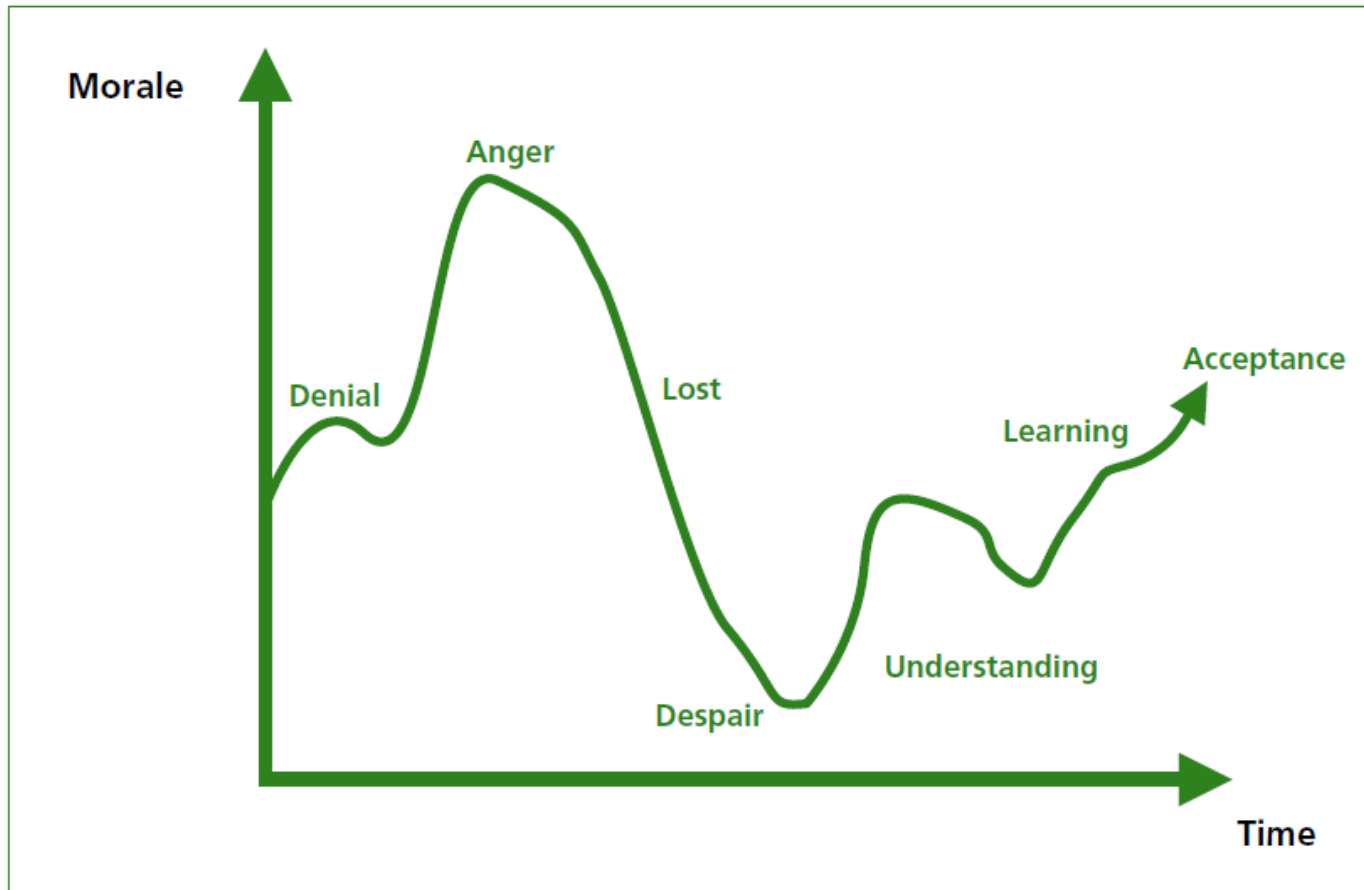


- dissatisfaction:** with the present situation
- vision:** with the present situation
- capacity:** sufficient resources
- first steps:** an appreciation of how the change is to be implemented

If any of the elements on the left-hand side of the equation are zero, there will be insufficient impetus to overcome the resistance to change.

Adapted from Beckhard Change Model

Change and its effect on people



Adapted from Kubler-Ross

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