



Melbourne Health site based pilot of Guardianship and Administration hearings; Benefits to the consumer and organisation

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MELBOURNE HEALTH

Melbourne Health

- **First Melbourne Hospital (161 years of service)**
- **Public Health**
- **1000 beds (acute/subacute/community)**
- **Regional and state-wide services**

Transition Care Program

55 TCP packages

- 26 bed based (Melbourne Health Residential Care Facility - Royal Park Campus)
- 29 community based packages

Victorian Civil and Administrative Tribunal (VCAT) – Guardianship List

- Service to Victorian residents under Human Rights division of VCAT
- ‘Protect persons aged 18 and over who, as a result of a disability, are unable to make reasonable decisions about their personal circumstances or their financial and legal affairs’.*
- Melbourne CBD and regional hearings

* www.vcat.gov.vic.au

Establishing a need

2006 Review

Data mining/ process mapping of 14 patients

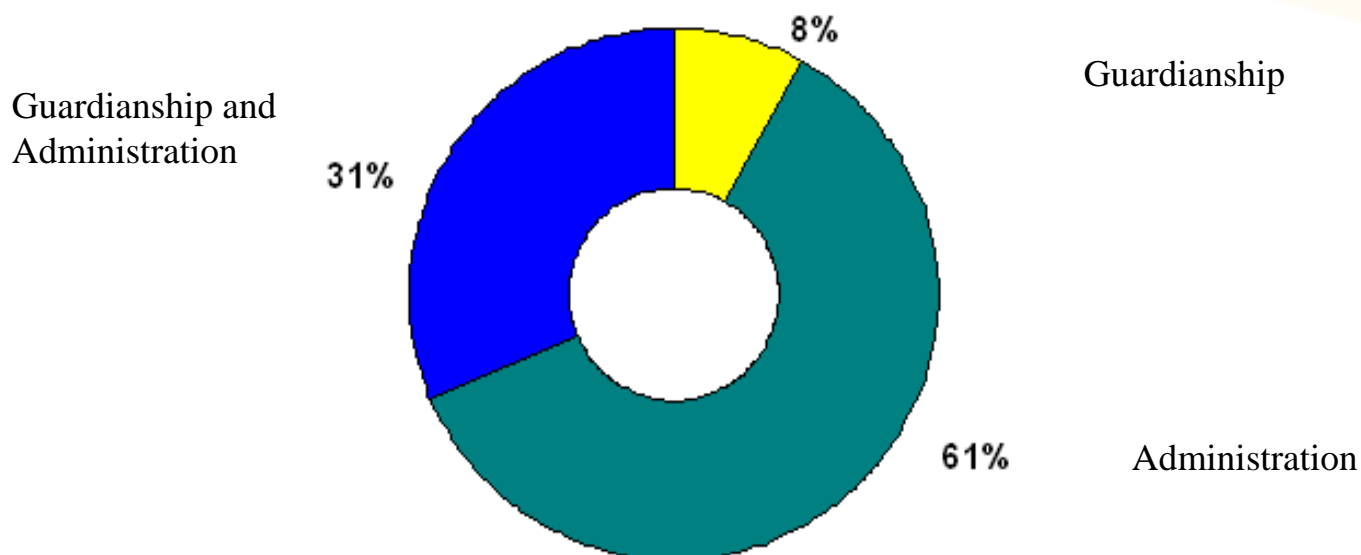
Outcome:
Length of stay issues for those needing VCAT applications

Recommendations:
Improve internal processes at Melbourne Health

Findings presented to management

2007 Review – 13 Patients

Applications (%)



Time taken to hearing: 14 – 59 days (Average 27 days)

Pilot Aims

- **Enhance patient/family attendance at VCAT**
- **Enhance broader staff attendance at VCAT**
- **Decrease length of stay**
- **Increase access to health care services**

Process

Scheduled hearings held fortnightly at the Royal Park Campus Board Room

Social Workers to fax all application paperwork to central person at Melbourne Health 10 days prior to hearing schedual

Melbourne Health central person to fax VCAT all completed applications together

VCAT to schedual hearings and send hearing notice to key people

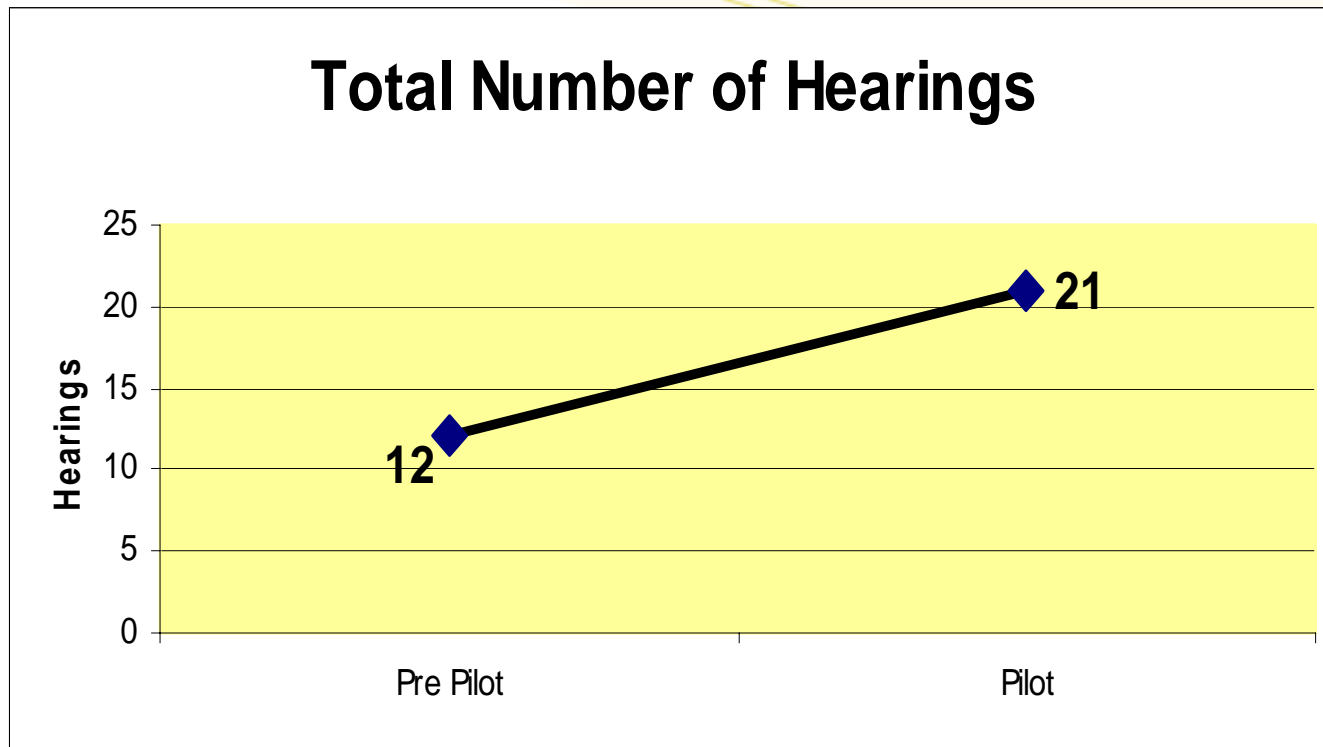
Staff, family and patient encouraged to attend on the day

VCAT to issue hearing outcomes to key people

Outcome Measures

- Number of hearings held at Melbourne Health
- Time taken between application and hearing
- Total length of stay of patients with VCAT hearings
- Incidents
- Qualitative data on the model

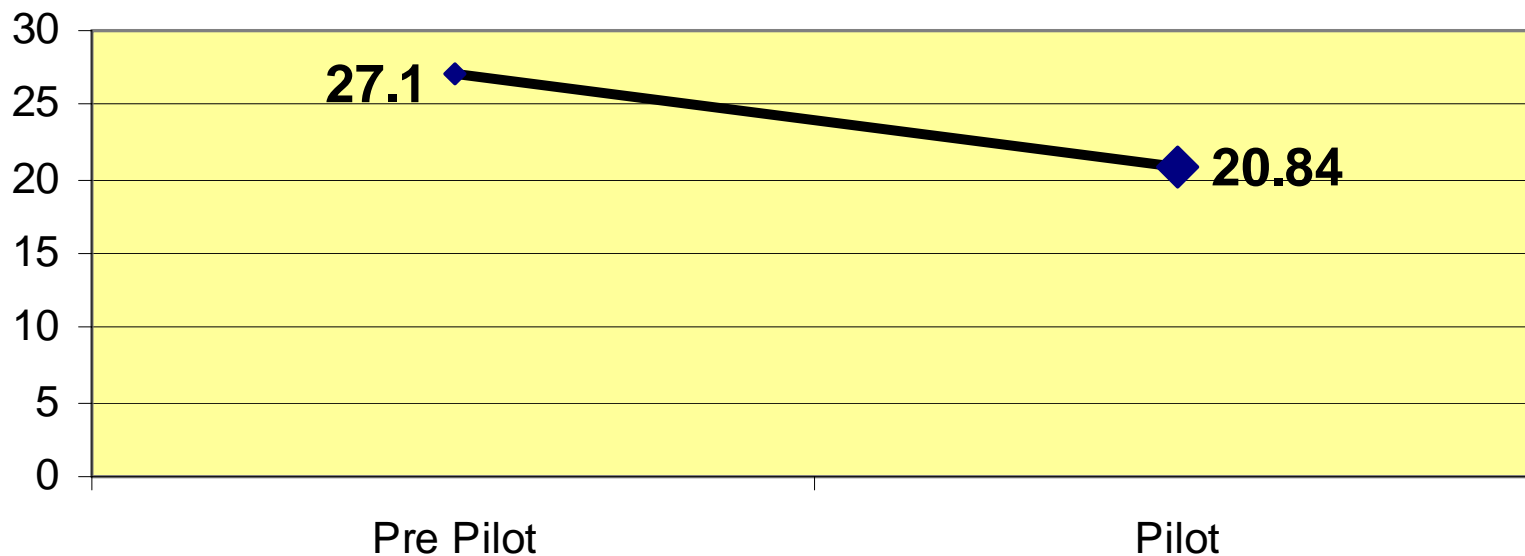
Findings



- Total Number of hearing days = 5
- Average number of hearings per day = 4.2

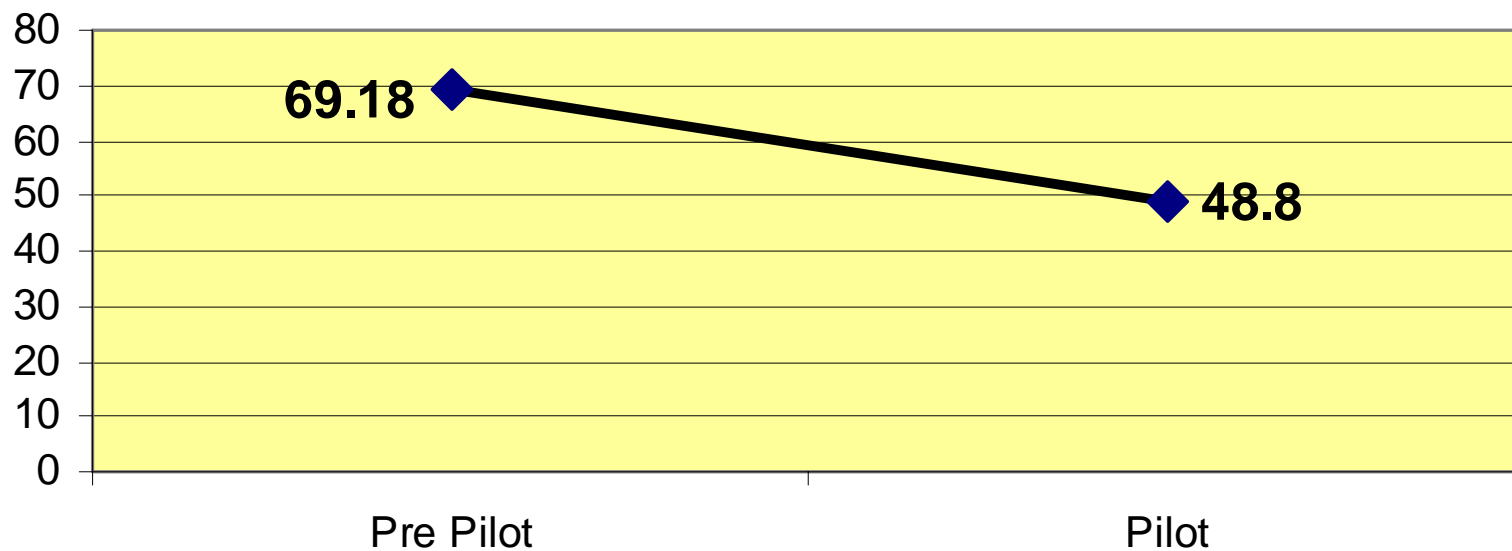
Findings

Time from application to hearing (Av.days)



Findings

Average Hospital Length of Stay (days)



Benefits

- Decreased length of stay
- Access
- Patient/ family centred
- Improved processes
- Innovative

'We prefer to be where people are'

Maureen Caruthers

Tribunal Member VCAT



RPC BOARD ROOM

Considerations

- Engage key stakeholders
- Change management
- Education requirements
- Teething problems
- Time requirements to establish a program

Directions

- On site VCAT hearings integrated
- Further review
- Further meetings with key stakeholders

Recommendations

- Raise issues
- Provide the facts (eg. cost/care)
- Keep good documentation
- Continue to engage stakeholders

Acknowledgements

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**Social Work and Administration Staff
at Melbourne Health**

VCAT

DHS