



EMR ASM Alliance e-Bulletin

Eastern Metropolitan Region (EMR) Active Service Model (ASM) e-bulletin - a resource to help all EMR HACC funded services implement an ASM approach.

The HACC program is supported by funding from the Commonwealth and Victorian Governments.

Issue 6 October 2011

EMR ASM Implementation Plans

Thank you to all agencies that have completed a review of their 2010-11 Initial Agency ASM Implementation Plan, and prepared an ASM Implementation Plan for 2011-12.

The HACC Team have been busy reading the plans and providing feedback to agencies, with a particular focus on clarifying outcomes (to share with the ASM Alliance) and understanding how we can support agencies achieve their 2011-12 priorities.

It is pleasing to read that many agencies are progressing the implementation of activities and system improvements that support person centered care, as well as enhancing partnerships to provide integrated holistic services to clients.

An initial analysis of the 2011-12 plans indicates that many agencies will focus on **communicating key messages around ASM to clients, carers and current (and potential) partner agencies** over the next 12 months. This is an important piece of work, as it is important that all stakeholders have a clear and consistent understanding about the services you provide. The release of the Department of Health (DH) Communication Tool kit later in the year will support this work, and a presentation about the new Toolkit is flagged for the broad Alliance Meeting scheduled for November 2011.

Additionally, work around **care planning** is a key priority identified by many agencies. While some agencies have progressed this work, it is clear that embedding this practice is not just a matter of developing and introducing new tools, rather it relies on the workers ability to involve the client (and carer) in a strength based discussion around **goal setting**. The DH is funding a Goal Directed Care Planning project as part of the round 2 seeding grants and we hope to be able to support agencies through this project.

Many agencies have commenced or are about to commence work to update policies and procedure. **Embedding the principles of ASM into practice documents** is one component of this work, however we encourage agencies to think about how they will use quality improvement processes to monitor practice in an ongoing way.

A summary of the key themes identified in the plans is currently being prepared to assist us to determine how we can better support agencies and we will share this via the ASM Alliance shortly. We welcome your input about how we can best support your efforts.



(Initial) Priority Action Areas 2011-12 Implementation Plans

Inside this issue:

EMR ASM Implementation	1
ASM Alliance Update	2
ASM In practice	3
Short term case management in HACC—Pilot project	3
Department of Health update	4
Useful website links to information about :	4
<ul style="list-style-type: none"> National health reform Heatwave response Medicare Local National Carers Strategy 	
EMR HACC Contacts	4

Common Community Care Standards (CCCS)

On 1 March 2011 the CCCS replaced the HACC National Service Standards as part of an ongoing process to streamline quality processes.

The CCCS contain 3 standards: Effective Management, Appropriate Access & Service Delivery, and Service user Rights & Responsibilities. In turn, these 3 standards support 18 expected outcomes.

All HACC agencies are encouraged to access the *Community Care Common Standards Guide* which contains information about the standards and outcomes and related information.

Download the Guide at:
www.comcarestandards.com.au



ASM Alliance

Executive Group By Chair, Martin Wisler

The ASM Executive Group met in August for a planning workshop with three goals in mind:

- Clarify the function & priorities of the EMR ASM Executive Group
- Understand the factors that impact on the ASM implementation
- Identify and prioritise key practice issues that the executive group will focus on, to develop an action plan for 2011-12

A map describing three key action areas the Executive Group will champion was developed. The 3 areas are EMR ASM projects, ASM implementation & practice across the region and HACC policy and planning. This plan was ratified at the October meeting of the Executive and will be disseminated in the near future. The Department of Health in EMR is currently developing its 'HACC Diversity Plan'. All HACC agencies need to have their diversity Plan completed by June 2012. This is a very important strategic development that will be aligned with the ASM plans in the EMR, and will be used to help develop future projects, programs, and service model reviews to guide funding.

Another important area of work discussed recently was workforce development. A draft project brief has been prepared for discussion at our December meeting. It has been a challenging year for us all in our respective organisations so far, and I do not see that easing up. With that consideration, I would like to thank all agency representatives across the ASM project groups and Executive for the time and dedication you have given to driving the ASM concept and projects.

Process & Implementation Working Group By Co-Chairs Linda Fiddes & Despina Kavnoudias

The ASM Process & Implementation Working Groups' success is evident as new members are welcomed at meetings.

Some highlights of our recent meetings have been Kate Pascale's training and checklists for managing staff resistance, an insightful case study presented by UCCO on their changes to case management, a care plan audit tool shared by Care Connect and the sharing of all members ASM focus area and contact details.

Future meetings will be just as informative and include discussions about evaluating the real cost of care planning i.e. how can we do this jointly and get support for this? There will also be presentations from agencies funded for case management to discuss eligibility, availability and bridging the gap between case coordination and case management.

Project & Research Working Group By Co-Chairs Danusha Ogrodnik & Genevieve Moloney

The highlight of participating in the ASM Project and Research working group is the opportunity to learn from experienced professionals during the practice-themed presentations and facilitated discussions.

Kate Pascale (EMR ASM Consultant) has provided a number of fabulous presentations including *Program Evaluation*. Whilst the presentations and discussions have an ASM flavour, the information is useful in daily practice. Feedback indicates that regardless of prior individual competence in conducting program evaluation, there are learnings for participants at all levels and it is valuable to discuss activities in our 'own backyard' in a friendly supportive environment. More recently, a joint alliance meeting focussed on *Managing Staff Resistance* and the challenges that come with encouraging staff to accept new ideas and practices.

The group has welcomed many new members mainly due to the shift in agencies involved in seeding grant projects. It has been interesting as co-chairs, to see similar themes arising. These include information sharing, working through common issues and meeting others 'who are doing the same thing as us.' These commonalities are enablers for fostering ongoing relationships around shared practice.

Discussions planned for the next 6 months will build on previous presentations and from themes emerging from ASM implementation plans submitted for 2011-12. *Goal Directed Care Planning*, including an opportunity to participate in a pilot with the department, and tackling the challenge of *Embedding Training into Practice* are hot on the agenda!

Working Group presentation are available at :

<http://www.iepcp.org.au/active-service-model-emr-asm-alliance>
<http://www.oehcsa.infolink.net.au/library/public/>

For further information about how to participate as a member of the ASM Alliance or to provide feedback please contact:

Lisa Dean
ASM Industry Consultant
E. Lisa.Dean@health.vic.gov.au
P. 9843 1738



Mad Hatters Tea Party for Colours of Country Beanie Exhibition By Ross Farnell, Dandenong Ranges Community Cultural Centre Inc. (Burrinja)

The *Burrinja Arties* Planned Activity Group (PAG) hosted a special event in the Burrinja Gallery, to which we invited another Planned Activity Group and a local aged care hostel. The benefits of this partnership included strengthening social supports, a holistic community centered approach involving clients, community, volunteers and staff of the Gallery.



Client's Story

This younger client wanted to make a beanie to be an active part of their visit to the gallery. She is unable to create detailed art, so the strategies involved were using one to one volunteer help to make a simple and effective hat with the client input. It was titled 'The baby elephant walk' from a song that was played during the lead up to this special event while the clients were working on their creations. She proudly wore the hat the entire morning of the event, showing it off and describing it to all she met. Her feedback was that she loved being part of the Colours of the Country exhibition and Mad Hatters Tea Party, enjoyed all the people she met and had a wonderful time dancing to the bush band.

The event involved clients creating their own hats during lead up PAG sessions, inspired by earlier visits to the *Colours of Country* exhibition, a national touring exhibition of the best of the annual Beanie Festival held for past fifteen years in Alice Springs, and including mostly indigenous works from across the country. We then coordinated a celebratory 'Mad Hatter's Tea Party' where the clients came to a big morning tea provided in the Burrinja Café and then joined a well-known bush band for dancing and celebrations, wearing their own creations in the main gallery, surrounded by the many hundreds of other fabulous beanie creations from across the country.

Feedback from partners and participants has been overwhelmingly positive. They all felt accepted, welcomed and received into a non-judgmental community environment regardless of their abilities, and were able to take part in an event that would otherwise not have been available to them, especially in the utilization of the cultural centre's resources and the touring exhibition, and the interaction with other PAG clients.

The participants from the *Burrinja Arties* enjoyed being hosts to others at their very own Art Gallery and special event.

For further information about the Arts program please contact:

Ross Farnell
E. manager@burrinja.org.au
P. 03 9754 8723

Short term case management in HACC— pilot project

The City of Boroondara will be one of six local councils across the state piloting short term case management in HACC.

Funded by the Department of Health, the pilot will test the proposition that short term, intensive case management in HACC will assist clients to remain at home with reduced ongoing HACC services and prevent the need for higher levels of care i.e. escalation to package

care or higher levels of support from the HACC program.

In an ASM environment it can be argued that, in some circumstances, significant more time can be required assisting a person to get the right supports to meet their needs and goals than care coordination currently offers. For the purpose of this project, short-term case management will be defined as supplying an average of 15-20 hours of

'active' case management to an individual over a 6 week period with the maximum for this project being 30 hours of case management to an individual over a 12 week period.

The project will run for a period of 12 months and further information will be provided via the ASM Alliance and e-bulletin as the pilot progresses.



Department of Health Update

2011-12 Annual Planning

The draft EMR HACC Annual Plan for 2011 was distributed via email on 23 September and reflects the 3 priorities for HACC identified in the 2008-11 Triennial Plan. These are:

- **Access and equity** to deliver client access to services and address inequity in funding
- **Refocus service delivery models** to improve the capacity of the service system to better maintain and improve client independence through client centred approaches and responsiveness to particular needs
- **Capacity building** to strengthen and support the sector to understand and respond to client needs

Feedback on the Plan was requested by 7 October 2011 to Annette Worthing.

Triennial Plan 2012-15

A new Triennial Plan will be developed for 2012-15. DH will release a discussion paper about the Plan later this year and consultation is tentatively scheduled for Monday 14 November 2011 (am).

Diversity Planning

The Department of Health (DH) regional office is in the process of developing its Diversity Plan. The Draft Plan will be presented to HACC agencies at the Triennial Plan consultation. All HACC agencies will be supported to complete their own Diversity Plans by June 2012.

Service Agreement Management System (SAMS)

The Department of Health and Department of Human Services have moved to a new online service agreement module. SAMS is available via the Funded Agency Channel and allows user great access to service agreement information and updates.

Fact sheets and audio-visual guides explaining how to use SAMS are available at <http://www.dhs.vic.gov.au/funded-agency-channel/spotlight/new-service-agreement-module-in-my-agency/how-to-use-the-module>

Useful website links to publication and programs



The path for implementing National Health Reform is explained in detail in a new publication, National Health Reform Progress and Delivery (September 2011) available at <http://www.yourhealth.gov.au/internet/yourhealth>



As we move closer to summer now is the time to revisit your heat wave processes. This useful website contains information about heatwave responses, including heatwave planning and the Department of Health's heat health alerts. The site provides information for health professionals who have a key role in preventing and managing heat related illnesses and provides a range of heatwave publications available for download at <http://www.health.vic.gov.au/environment/heatwave/>



The Inner East Melbourne Medicare Local was officially endorsed at an Extraordinary General Meeting on Tuesday 13 September 2011. The Medicare Local has published its inaugural newsletter which contains an article (pg 8) about the great work being undertaken by Balwyn Welfare Association as part of the ASM first round seeding grants. Visit <http://www.megpn.com.au/> to view the article and other information about the Inner Eastern Melbourne Medicare Local.



The recently released National Carer Strategy is structured around a vision, an aim and six priority areas for action – recognition and respect, information and access, economic security, services for carers, education and training and health and wellbeing. Collectively, these priority areas outline how the contribution of Australia's carers will be better valued, supported and shared. Read more about these priority areas by downloading the strategy at <http://www.fahcsia.gov.au/sa/carers/overview/Pages/default.aspx>

Department of Health EMR HACC Contacts

Annette Worthing
annette.worthing@health.vic.gov.au
9843 1710

Helena Allen
helena.allen@health.vic.gov.au
9843 1723

Wayne Molesworth
wayne.molesworth@health.vic.gov.au
9843 1725

Rebecca Voake
Rebecca.voake@health.vic.gov.au
9843 1743

Trudy Parker
trudy.parker@health.vic.gov.au
9843 1727

Lisa Dean
lisa.dean@health.vic.gov.au
9843 1738