



EMR Alliance e-Bulletin

Eastern Metropolitan Region (EMR) Alliance e-bulletin - a resource to help all EMR Commonwealth Home Support (CHSP) and HACC Program for younger people (HACC PYP) implement an ASM and diversity planning approach

Edition 24- November 2016

2016-17 ASM & Diversity Planning

Introduction

It was great to see representatives from over 90% of EMR organisations attend the recent local planning workshops. This was an opportunity for organisations to look at the 2016-17 ASM & Diversity reporting requirements. It also encouraged discussions around local planning actions and strategies, which in some cases may result in integrated local service plans.

This year the EMR will pilot a new approach to Diversity and ASM planning by having one fully integrated planning process. This approach recognises the unique elements of Diversity and ASM whilst highlighting where the two areas intersect.

Documentation to be submitted as part of the EMR ASM and Diversity planning cycle for 2016-17

All agencies must complete and submit the following documentation:

- **ASM & Diversity 2015-16 Review template** which requires a brief summary about—what is the stage of completion, was the action helpful and list the key achievements, barriers or challenges and comment on outcomes
- **Diversity and ASM Planning Sheet** (incorporates the Population Planning Sheet, which needs to be completed)

Agencies must submit the completed documents to the EMR Alliance sector development team at: emr.alliance@each.com.au by **Friday 2 December 2016**.

Agencies may submit a draft to the emr.alliance@each.com.au. Alternately you can contact the ASM Industry Consultants or the Diversity Adviser to organise an agency visit and support to complete the documentation.

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EMR Alliance meeting
9.00 am—11.30 am
Tuesday 13 December 2016

Featuring the launch of the
EMR video resource
'Connecting the Pieces'

&

A joint DHHS & DH
Information session on
up-to-date information about
the CHSP, HACC PY and
related elements such as My
Aged Care

For further information or support please contact:

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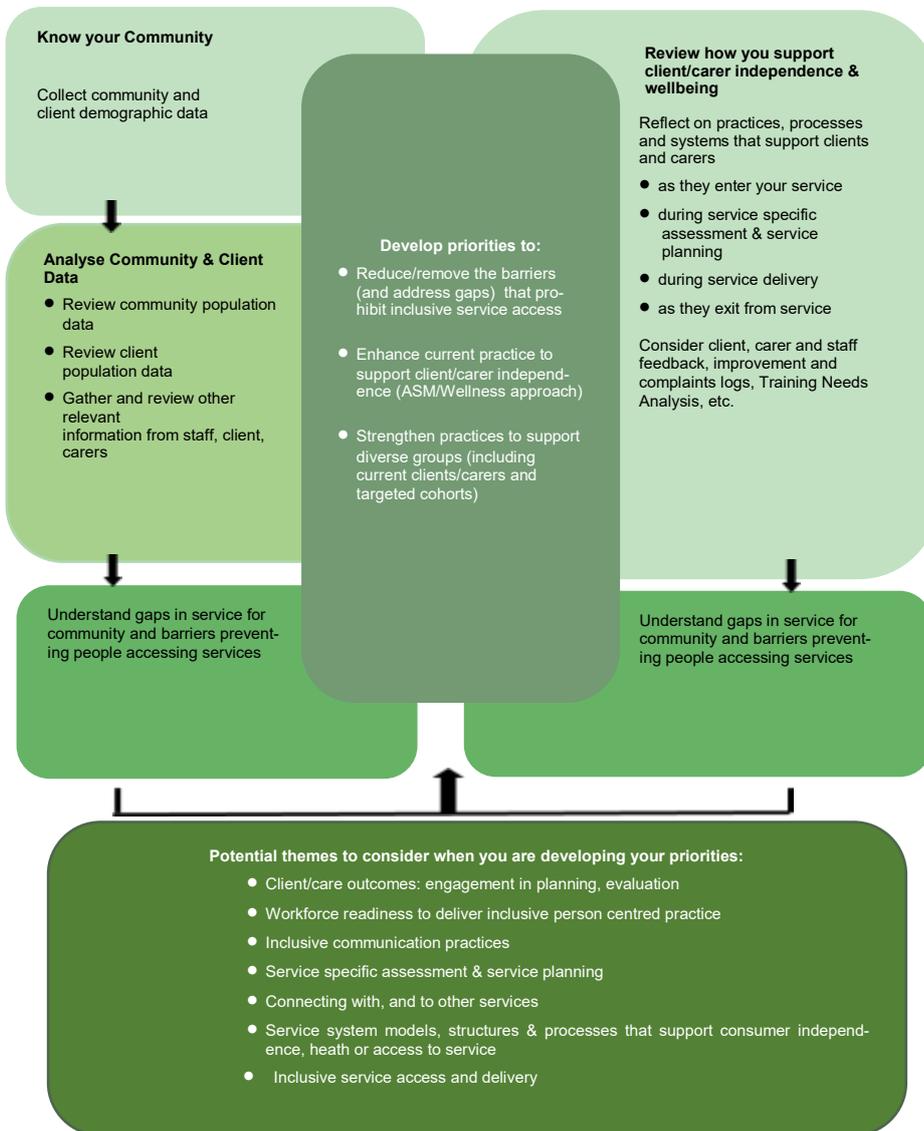
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Approach to Service Access and Service Delivery Quality Improvement Planning

As in previous years, the planning process requires an understanding of both your target population and your existing client population. The diagram below demonstrates the approach to service access (Diversity) and service delivery (ASM) quality improvement planning. It highlights the need to know and understand your community in order to identify gaps and barriers to services access. The importance of reviewing your practice across the whole continuum from service entry to service exit is critical to identify gaps and opportunities. Service Access (Diversity) and Service Delivery (ASM) priorities are then developed to respond to the needs of your community.



When reviewing your 2015 -16 plans and completing your new 2016 - 17 plans the following process should be followed:

- 1) Review your 2015 -16 ASM and Diversity plan and complete the template provided (most of this has already been populated for you)
- 2) Complete your Population Planning Template
- 3) Identify barriers to service access
- 4) Develop your diversity planning priorities based on the population planning information
- 5) Gather information to understand service model improvement opportunities
- 6) Review service delivery as it relates to supporting client independence and wellbeing
- 7) Develop your ASM priorities
- 8) Review your diversity priorities and identify any specific considerations for service delivery

ASM & Diversity Planning for CHSP only providers

Under the former jointly funded Victorian Home and Community Care (HACC) Program, all HACC organisations that provided direct services to the community were required to submit a Diversity and Active Service Model (ASM) plan to the Victorian Department of Health and Human Services (DHHS).

CHSP only organisations (which were former Victorian HACC Providers), recently received a letter providing information about the requirements for Diversity and ASM planning in 2016-17. These organisations are encouraged to operate under the ASM implementation planning model while the Department of Health develops its approach to implementing wellness promotion, reablement and restorative care. CHSP only providers are encouraged to submit an ASM Plan for 2016-17 and review for 2015-16.

ASM Resources & Links

Over the past few years, a significant number of resources have been developed to support the implementation of a person centred approach to service delivery. We encourage you to consider how you might use these resources as part of your planning approach. Additional resources to support Diversity & ASM plans is available on the EMR Alliance website at www.oehcsa.com.au



EMR Alliance Goal Directed Care Planning Toolkit: Practical strategies to support effective goal setting and care planning with HACC clients (2015, Kate Pascale and Associates)

<http://www.oehcsa.org.au/sites/default/files/Goal%20Directed%20Care%20Planning%20Toolkit.pdf>



Enabling the use of easy living equipment for everyday activities – guidelines and training package (MAV) <https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development/active-service-model/putting-asm-into-practice><http://www.mav.asn.au/search/Results.aspx?k=easy%20living>



Support Loop (Hume Whittlesea PCP) The Support Loop resource provides an approach for improving monitoring and feedback communication systems.

<http://www.hwpcp.org.au/wp-content/uploads/2016/06/The-Support-Loop-Resource-1.pdf>



Social Support: Dementia Friendly Checklist (Uniting AgeWell) - Checklist to for all social support programs with best practice approaches to support group participants living with dementia, their carers and staff.

<http://www.g21hwbpillar.com.au/resources/dementia-friendly-social-support-%E2%80%93-checklist-report>



Consumer Feedback Toolkit (EMR HACC Alliance) - Practical advice, tools and strategies to assist staff to design, plan and implement consumer feedback strategies that appropriate for a diverse range of clients

<http://kpassoc.com.au/resources/consumer-engagement/>



Planned Activity Groups Making it Meaningful: Assessment and care planning guidelines and tools (June 2015) <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/pag-service-specific-assessment-care-planning-guidelines-tools>



Partnership Analysis Tool (VicHealth) - This resource is for organisations working in a partnership to assess, monitor and maximize its ongoing effectiveness.

<https://www.vichealth.vic.gov.au/search/the-partnerships-analysis-tool>



Living at Home Assessment tool and guidelines (Department of Health and Human Services)

<https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-access-and-assessment>



Planned Activity Group Pathways: A guide to implementing an ASM approach to PAG (2nd edition)

<http://caladenia.com.au/pdfs/PAG2014PathwaysManual.pdf>



Plan, do, study act (PDSA) - a model for improvement - continuous improvement framework 2009; a resource of the Victorian service coordination practice manual <https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development/active-service-model/putting-asm-into-practice>

<https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development/active-service-model/putting-asm-into-practice>



Eating for Independence: A training program for the nutrition care of older people living in the community.

Hume Dietician's toolkit (2015) Train the Trainer Workshop for HACC Dietitians: Eating for Independence

contact: Chadia Bastin, Project Coordinator chadia.bastin@gatewayhealth.org.au or Beth Dawson, ASM IC

Hume Beth.Dawson@gatewayhealth.org.au



How much physical activity is appropriate for a PAG? This landmark study addresses this question and makes recommendations that focus on physical activity, wellness and engagement

<http://www.nari.net.au/elearning/story.html>



'The Step Forward Together' toolkit has been published by CommunityWest (W.A) for community aged care providers who want to implement or improve the Wellness and Enablement focus of services and programs.

<https://www.communitywest.com.au/cw-resources/co-production/step-forward-together-resources>



Supporting Volunteers to take an Active Service approach: A resource kit for managers and coordinators of HACC Volunteers (2013)

<http://www.oehcsa.org.au/sites/default/files/hacc%20toolkit.pdf>

Before you submit your 2016-17 Diversity & ASM Plan- Checklist

The content of 2016-17 Diversity & ASM plans will differ for all organisations, however a well considered plan will reflect a number of key elements that support the achievement of your priorities and successful implementation of your planned actions. Before submitting your plan, take a moment to check that you have included these elements.

Key elements	
The plan identifies priorities that are realistic and achievable to my agency and considers the size, staff capacity and number of activities we are funded for	
The plan identifies priorities that shows how we are implementing ASM/Wellness across all of our funded programs	
The plan identifies which communities/groups we want to improve access for and how this will be achieved	
The plan identifies ways that staff from all levels of our agency will be involved in implementing ASM/Wellness	
Priorities in the plan clearly relate to the Home Care Standards	
It's easy to see how the actions will help us to achieve the priority	
The plan is clear about who will be responsible for each activity listed	
The plan identifies useful partnerships and/or collaborations	
It's easy to measure if this action has been successful	
A reasonable timeline is assigned to each activity	
There are no acronyms or jargon in our plan so that someone who is not familiar with our agency would understand the plan	

EMR Alliance Meeting Dates 2017

The **EMR Alliance** meetings provide an opportunity for all EMR Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP) agencies to effectively share their knowledge and key learnings and access resources. The meetings feature updates, group discussion, and collaborative problem solving and education sessions. We hope you can join us in 2017 and welcome your feedback about the EMR Alliance and associated activities via email emr.alliance@each.com.au

Tuesday 28 February 2017	9.00-11.00 am	Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Thursday 20 April 2017	9.00-11.00 am	Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 20 June 2017	9.00-11.00 am	Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 29 August 2017	9.00-11.00 am	Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Wednesday 25 October 2017	9.00-11.00 am	Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 12 December 2017	9.00-11.00 am	Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading