



EMR ASM Alliance e-Bulletin

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

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

Sharing the knowledge

EMR ASM Alliance information and resources are now available on local PCP websites

The EMR ASM Alliance has teamed up with the Inner and Outer East Primary Care Partnerships' (PCP's) to share information and resources to assist agencies understand and implement the ASM.

Visit www.iepcp.org.au or www.oehcsa.infoxchange.net.au and follow the links to the EMR ASM Alliance page.

Right now you'll find resources that have been developed as part of our local EMR ASM Alliance, including:

- ✓ Information about the structure and purpose of the EMR ASM Alliance
- ✓ Presentations delivered to ASM Alliance Working Groups, including:
 - ~ 2010 Allied Health interdisciplinary pilot projects - outcomes
 - ~ Evaluation - setting up an effective evaluation
 - ~ Project Planning - setting goals and objectives
- ✓ An evaluation toolkit to support agencies set up and conduct their own project evaluations
- ✓ An explanation of, and useful links to explore the PDSA (Plan, Do, Study, Act) model for continuous improvement
- ✓ Terms of Reference for the EMR ASM Alliance Executive Group and both Working Groups
- ✓ Past editions of the EMR ASM Alliance e-bulletin

New resources and information will be continually added to the websites, including progress of the Alliance Executive and Working Groups.

We look forward to your ideas and feedback about what you would like to see added – email: emr.asm.alliance@health.vic.gov.au

Communication Resources

The development of an ASM Communications Toolkit (the Toolkit) is well under-way.

Prepared by the Victorian Department of Health, the Toolkit will include materials agencies can use to communicate internally and with the community, clients and carers. Advice on effective media types for different demographic groups will also be included.

The Toolkit will be launched in the coming months.

Agencies will be notified when the Toolkit is available, including through future editions of the ASM Alliance e-bulletin.

Other Useful Resources

- ✓ Victorian Department of Health HACC Website - www.health.vic.gov.au/hacc/projects/asm_project
 - Includes an *Overview of the Active Service Model* presentation service providers can use, links to useful resources and to information on diversity planning, which shares a key aim with the ASM approach - *strengthening person-centred care*
- ✓ EMR HACC Training Calendar - www.dhs.vic.gov.au/operations/regional/eastern
- ✓ Best care for older people everywhere - The toolkit - www.health.vic.gov.au/older/toolkit
 - Includes tools and resources to help agencies minimise the functional decline of older people

The Assessment Practice Guide

In late 2010 the Victorian Department of Health launched *Strengthening assessment and care planning: A guide for HACC assessment services in Victoria* (the 'Practice Guide'). The Practice Guide aims to develop consistency in the understanding and practice of Living at Home Assessments (LAHA). It describes skills and techniques for assessment and care planning, and helps support organisations and individuals move towards an ASM approach.

The Practice Guide contains useful information to support diverse clients with differing needs. The broad health and well-being domains, such as dementia, psychological and emotional well-being and falls prevention, support individuals and organisations to establish a deep understanding of a client and their needs before developing a client-centred care plan.

While the primary audience for the Practice Guide is designated HACC Assessment Services, other organisations may like to utilise the resource to enhance their assessment and referral practices.

In the EMR, two workshops were held in February 2011 to explore the Practice Guide and how it can be utilised at an individual and organisational level. Approximately 100 people, representing more than 20 different organisations attended the workshops. The ASM Alliance Process and Implementation Working Group will further explore the Practice Guide to understand how the key information can be shared and implemented across the region.

The Practice Guide and a supporting Workbook can be downloaded from the Victorian Department of Health Website:

www.health.vic.gov.au/hacc/assessment

Organisations are encouraged to contact their PASA at the Department of Health with questions or with ideas about how the Practice Guide can be further utilised.

Reviewing Alliance Progress

Over the coming months we will be reviewing the first six-months of the EMR ASM Alliance.

Feedback received will be analysed and used to shape the Alliance's direction for the remainder of 2011 and beyond.

All Alliance members* are encouraged to complete a brief questionnaire that will be emailed in early April 2011.

Outcomes of the review will be shared with ASM Alliance members in future e-bulletin editions.

*All EMR HACC funded organisations are Alliance members

What is a Living at Home Assessment?

A Living at Home Assessment is a broad, holistic needs-based assessment that occurs in the client's home. A Living at Home Assessment includes service specific assessments for services provided by the assessing organisation, an occupational health and safety assessment (OHS), care planning and care coordination.

Living at Home Assessments are delivered by designated HACC Assessment Services; in the EMR this includes Councils and the RDNS.

Source: Strengthening assessment and care planning: A guide for HACC assessment services in Victoria (Victorian Department of Health)

What's coming up?

- The next EMR ASM Alliance meeting - 13th April 2011
- A review of organisational ASM implementation plans - details to follow

Contact Us

Update your details.

Tell us your ideas.

Give us some feedback.

Add your name to the ASM Alliance email list.

emr.asm.alliance@health.vic.gov

