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

Partnerships

Partnerships of all shapes and sizes are commonly used across the Health Sector to assist organisations to come together and work towards shared goals. The EMR ASM Alliance is an example of a partnership in practice, whereby EMR HACC funded agencies, service delivery partners and other key stakeholders collaboratively work together to implement an ASM approach.

To enhance the effectiveness of partnerships formed in the EMR to deliver ASM related activities, the ASM Alliance Working Groups recently participated in a presentation on *Building Effective Partnerships* (www.iepcp.org.au or www.oehcsa.infoxchange.net.au/library).

Practical strategies for establishing strong partnerships discussed as part of the presentation include:

✓ **Document a partnership agreement** - The agreement should include the partnership's vision, purpose, objectives, roles and responsibilities, resource commitments and decision making processes. It is important for all members to be involved in developing the agreement to ensure joint ownership and support.

✓ **Define a structure for decision-making** - No matter the size or structure of a partnership, a process for decision making, conflict resolution and accountabilities for resources and reporting needs to be clearly articulated.

✓ **Commit to the partnership** - Effective communication, trust and respect are needed for a partnership to flourish. Each party needs to commit to the partnership and be respected for their involvement.

✓ **Celebrate achievements** - Open and genuine recognition of each member's contribution, and of the partnership's overall achievements, helps to build motivation and strengthen commitment. Simple informal recognition - saying thank you and recognising the input from your partner/s - could be all that is needed.

Partnership development takes time and energy but investing in the partnership process is critical to successful outcomes.

To help you build, sustain and evaluate your own partnerships a series of links to useful resources can be found on the Alliance page on the PCP websites www.iepcp.org.au/ or www.oehcsa.infoxchange.net.au/library

---

Big Picture Aged Care

There is currently a great deal of activity in the Health and Aged Care environment at both a State and Commonwealth level.

Some significant events to be mindful of include:

- The Productivity Commission's (PC's) final report on *Caring for Older Australians* is due for release in June 2011. Victoria's initial submission is currently on the PC website. www.pc.gov.au/projects/inquiry/aged-care/submissions

- The first *Medicare Locals* are due to start in Australia on 1 July 2011.

- A date has not been set, but it is expected the next *COAG* meeting canvassing aged care issues will be held in mid 2011.

As more information comes to hand, the EMR Department of Health team will continue to communicate key messages to EMR organisations through the Alliance.

EMR HACC team

An update from the Alliance

Executive Group - *a message from the Chair*

The Executive Group has brought together senior representatives from across the EMR's HACC organisations, the Acute Sector, GP Networks and the Victorian Department of Health. By bringing together this group of key stakeholders, we have created the opportunity for a partnership model to be used in our move towards an ASM approach. Partnerships and working relationships have been created and strengthened through the Executive Group, the working groups and broader Alliance. This will ensure expertise, knowledge and resources can be shared, not only for this current ASM initiative, but into the future when providing client-centred services.

At its meetings, the group has already started discussing the importance of consumer engagement and ASM implementation in light of the broader health reform happening at a National level.

The group is looking forward to working together into the future to identify strategies to support all Alliance member organisations implement an ASM approach and to ensure client-centred care continues to be the focus of all that we do.

Martin Wischer, Executive Group Chair

Process and Implementation Working Group - *a message from the Chairs*

The purpose of our group is to identify and work through common issues affecting the implementation of ASM in the EMR, to share and collaborate, review and support each other and to network across the agencies.

There have been some challenges as we get started, mainly due to the groups diversity, representatives from Local Government, Community Health, nursing services, and smaller organisations. While our focus to support ASM implementation is shared, the issues and needs of our members varies greatly. Being part of the group has however assisted us to understand what an ASM approach means to different organisations. Through '*ASM for Us*' updates, agencies have also had an opportunity to present a case study or to share a process or experience about their ASM implementation to date. This has been valuable to promote discussion, share ideas and to understand all the different projects and initiatives taking place.

So far there have also been presentations on *Enhancing Partnerships* and *Change Management* (slides are available on the PCP websites). We have also identified key issues that will be discussed at future meetings, including reflective practice and goal setting.

Networking is an important component to our meetings and it is in the "chatting" with others, helpful tit-bits can be gleaned and adapted.

Chris Bush and Foula Moraitis, Co - Chairs

Project and Research Working Group - *a message from the Chairs*

The ASM Alliance was created to support the implementation of the ASM, and this working group was formed to identify and work through common issues that project partners may have experienced. So far the benefits of being a member of this group have been the collaboration between partners, the sharing of information on individual projects, as well as general information and peer support. But we feel the most worthwhile gain has been from the information provided by the facilitator Kate Pascale. Kate has led the group to discuss ideas, and formulate our own approaches to clear goal setting, strong evaluation processes, and partnership strengthening exercises. Working together as a group can only strengthen the value and learning from our individual projects.

Toni Clancy and Sarah Yeates, Co-Chairs

Resources that have been produced as part of the Working Group include:
- Evaluation methodologies for common EMR project themes
- Designing an effective evaluation - evaluation methodologies
- Sample staff questionnaire - to test staff knowledge, confidence and readiness to apply an ASM approach

Visit www.iepcp.org.au or www.oehcsa.infoxchange.net.au for copies of the resources.

The Regions ASM Projects

Round 1 ASM Seeding Grant Projects

Thirteen projects are currently underway in the EMR as part of Round 1 Seeding Grant funding provided by the Department of Health.   While some projects are building on existing ASM work, the focus is primarily on strengthening partnerships as a strategy to further an ASM approach. As projects are completed (in June—December 2011), outcomes and learnings will be shared with all Alliance members through future editions of the e-bulletin, the PCP websites and at Alliance meetings.

Below is a brief overview of each project. If organisations are currently considering similar work, we encourage you to contact the project leader to explore if project approaches and experiences can be applied.

Project and Key Contact
Sustainability for Life: Professional training for exercise instructors Provide opportunities for people aged over 60 years, not currently involved in group exercise, to join a new exercise program. Includes simultaneous training of staff to deliver fitness instruction to older people. Lead agency: Balwyn Welfare Association Email: mcs@balwynwelfare.org.au
Helping clients through our health associates network Development of a referral pathway and client monitoring system to support complex clients participate in individually tailored exercise programs. Lead agency: Balwyn Welfare Association Email: mcs@balwynwelfare.org.au
Integrated Care Framework (Stage 2) *(two projects)* Collaboration between the City of Boroondara and Inner East Community Health Service to establish a framework for delivering HACC services in a team approach and incorporating the ASM principles. Co location of project officer.   Email: genevieve.moloney@boroondara.vic.gov.au or danusha.ogrodnik@iechs.org.au
Person centred pathway resource - "A guide to an active PAG service" Development of a transferable resource to assist partnering PAG organisations to implement a culture of Active Service. Lead agency: Caladenia Dementia Care Email: caladenia@caldenia.com.au
Improving access to OT services in the City of Knox Improve HACC client access to Occupational Therapists through aligned demand management processes . Includes the trial of an OT screen questionnaire. Lead agency: Knox Community Health Service Email:kim.johnson@kchs.org.au
Strengthening Partnerships - Knox Community Health Service, City of Knox, RDNS Establish a greater understanding of each organisations roles and services; development of agreed common protocols; and an inter-agency orientation resource. Lead agency: Knox Community Health Service Email:kim.johnson@kchs.org.au
Developing collaborative joint assessment protocols Further develop collaborative arrangements for client care, including assessments, care planning and protocols. Includes conducting trial joint-assessments. Co location of project officer. Lead agency: City of Manningham Email: robyn.spoor@manningham.vic.gov.au
Strengthening Partnerships - Manningham City Council and RDNS Reviewing and revising a protocol agreement. Building capacity of Council staff to provide hygiene assessments. Lead agency: City of Manningham Email: robyn.spoor@manningham.vic.gov.au
Monash Falls prevention in the home program Trialling joint physiotherapist and Council assessments. Building capacity of Direct Care Workers to help clients complete physiotherapy prescribed home exercise programs. Lead agency: Monash Link Email: kbaeppler@monashlink.org.au
Strengthening Partnerships - focus on OT waitlist management Develop a service coordination system with clear referral pathways, including electronic tools and systems and joint assessment approaches. Lead agency: Ranges Community Health Service Email: mailto:tracey.higgins@rangeschs.org.au
Strengthening Partnerships in Care - *Whitehorse Community Health and RDNS* Strengthen the partnership and understanding of the role and services provided . Includes improving referral pathways and systems and exploring joint care planning. Email: acooke@wchs.org.au or mkerr@rdns.com.au
Strengthening Partnerships - *Ranges and Upper Yarra Community Health.* Develop relationships between assessment and allied health that support collaborate client care. Email: mailto:tracey.higgins@rangeschs.org.au
Remodelling the HACC journey Using an EliCD multidisciplinary model, implement service coordination and system improvements for HACC clients and services. Lead agency: Yarra Valley Community Health. Email: joanne.mapes@easternhealth.org.au

Department of Health Update

Much ASM related work is being done right across the EMR HACC sector and organisations continue to display a real commitment to our move towards the ASM approach. Part of this work has been the introduction of the EMR ASM Alliance in September 2010.

When reflecting on what the Alliance have achieved in its first six-months we've seen:

✓ **Organisations submit their ASM implementation plans** - a lot of hard work was put into each of these plans. The EMR Department of Health HACC team have identified a number of key themes that emerged from these plans. These themes have been used to inform our forward planning, the EMR HACC training calendar and Round 2 Seeding Grant projects.

✓ **Round 1 ASM Seeding Grant** projects commenced. Each project is now in full swing (refer to page 3 of this e-bulletin for more information about the projects).

✓ The **introduction of this e-bulletin** as a way of communicating across the whole sector. Past editions of the e-bulletin can be found on the EMR's PCP websites (refer link below).

✓ The launch of the '**Strengthening Assessment and Care Planning Guide'** - a valuable tool for not only HAS agencies, but for all organisations to use to enhance the assessment and referral practices. Visit www.health.vic.gov.au/hacc/assessment for a copy of the Guide.

✓ The creation of a **website** presence (in partnership with the Inner and Outer East PCP's) for all HACC agencies to access information and resources that are created as part of the Alliance. We encourage you to regularly visit the websites, with new information constantly being added. Visit www.iepcp.org.au or www.oehcsa.infoxchange.net.au and follow the links to the Alliance pages.

As we move forward, there is yet more work planned to build on the sector's achievements and continue the momentum being created through the ASM Alliance. Key pieces of work for 2011 to watch out for include:

· <u>Targeted</u> call for **Round 2 Seeding Grant projects**. The focus areas for the second round of ASM projects have been identified from the emerging themes from ASM implementation plans and through ongoing consultation with the sector. Themes will include:
  · Support for small agencies
  · Working with volunteers
  · Working with complex clients
  · Goal-directed care planning
	May 2011

· Launch of the Department of Health's Central Office **ASM Communications toolkit**. The toolkit will includes resources that all organisations can tailor and use to communicate with clients, carers, partners and staff.	May 2011
· **ASM Alliance Review**. Findings from an evaluation of the ASM Alliance (currently underway) will be shared with Alliance members. The findings will help us to continually grow and improve the Alliance.	June 2011
· **Organisational review of ASM implementation plans**. Tools and resources will be provided to organisations to guide their review.	Post June
· **Diversity Planning.** As an Alliance, we will look at ways of supporting organisations with their diversity planning and how it can be streamlined with other planning requirements.	Coming soon….

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.au

hacc
home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED