



# Service Coordination Survey



## Introduction

The Service Coordination Survey was last undertaken in 2013. The survey is completed by agencies that provide services to clients. While the 2015 survey period has completed, this survey may be used at any time as an improvement tool for your team or organisation.

The Service Coordination Survey:

- Allows agencies to track their own progress in service coordination practice.
- Provides information to PCPs to enable them to focus their efforts to support agencies in their area.
- Provides information to the Department of Health and Human Services about the results of the PCP's strategies to support system change in service coordination across Victoria.

## Instructions

1. Complete questions 1 - 4 of the survey.
2. Use the data collection template to audit client files against questions 5 – 8.
3. Enter data from the audit into the corresponding questions (5 - 8) of the survey.
4. Complete questions 9 -12 of the survey.

If you have any questions regarding the questions or data collection, please contact the EGPCP on 03 5153 0149.



# Service Coordination Survey

<b>Organisation/Agency Name:</b>	
<b>Name of Service:</b>	
<b>Person Completing Template:</b>	
<b>Contact Phone &amp; Email:</b>	

	Questions for agencies	Response format	Guidelines
<b>1</b>	Which secure electronic messaging/e-communication system do you use?		Secure electronic messaging can be used for e-referral, e-care planning and information exchange
<b>2a</b>	Which client information management software application do you use?		Note: Client information management system may also be known as patient information management system.
<b>2b</b>	Does the client information management software application support Service Coordination Tool Templates (SCTT) or the SCTT General Practice referral? If yes, refer to question 2c. If no, refer to question 3a.	(yes/no)	
<b>2c</b>	Which version of SCTT is used in your client information management software? (2006, 2009, 2012)?		
<b>3a</b>	Has a local agreement been <b>developed</b> to support shared care/case planning between services?	(yes/no)	The local agreement must include: <ul style="list-style-type: none"> <li>• 3 or more key partner organisations across the catchment.</li> <li>• A criteria to identify complex consumers who require a shared care plan.</li> <li>• A shared protocol which will inform, agency</li> </ul>

			guidelines and expectations for shared care/case planning. The protocol will include roles and responsibilities (process for identification of a care/case coordinator) and processes for communication between participating services.
<b>3b</b>	Has a local agreement/protocol to support shared care/case planning (formerly care coordination plan) between services been <b>implemented</b> in your organisation?	(yes/no)	This local agreement/protocol (as defined above) must meet the following criteria: <ul style="list-style-type: none"> <li>• The local agreement/protocol is integrated into the organisation's practice and procedure guidelines, work plans and job descriptions.</li> <li>• There is compliance to the practice and procedure guidelines (measured through a continuous improvement process).</li> </ul>
<b>4a</b>	Have documented and agreed communication processes been <b>developed</b> to support communication with General Practice?	(yes/no)	The agreed communication processes must meet the following criteria. The documented, agreed processes: <ul style="list-style-type: none"> <li>• are developed with input from general practice</li> <li>• must include guidelines and expectations for communication with general practice.</li> </ul>
<b>4b</b>	Have documented, agreed communication processes with general practice, been <b>implemented</b> by the organisation?	(yes/no)	The documented, agreed processes are integrated into the organisation's practice guidelines and procedures, job descriptions and work plans.
<b>5a</b>	Did more than 70% of consumers have an Initial Needs Identification conducted?	Use data collection template (yes/no)	<u>Numerator</u> = number of INI conducted <u>Denominator</u> = number of consumers audited  Please use the attached audit tools to complete questions 5 – 8.

		percentage	
<b>5b</b>	Did more than 70 % of INI processes result in documented decisions about appropriate actions? (E.g. assessment, referral, information, consumer refuses further action).	Use data collection template (yes/no)  percentage	<u>Numerator</u> = All identified needs had documented actions <u>Denominator</u> = number of INI conducted (numerator in question 6a)
<b>6a</b>	Were more than 70% of referrals (internal and external to your service) sent using SCTT?	(yes/no)  percentage	<u>Numerator</u> = number of referrals using SCTT <u>Denominator</u> = number of referrals (internal and external)
<b>6b</b>	What tools, other than the SCTT, does your agency use to make referrals?		Identify tools used.
<b>7a</b>	Do more than 70% of consumers with multiple or complex needs, who are receiving services from more than one service provider, have a shared care/case plan?	Use data collection template (yes/no)  percentage	<u>Numerator</u> = number of shared care/case plans <u>Denominator</u> = number of consumers with multiple or complex needs who are receiving services from more than one service  Note: This includes any care plan that is shared between services e.g. General Practice Team Care Arrangements, SCTT Shared support plan.
<b>7b</b>	Have more than 70% of consumers who have a shared care/case plan, been provided with a copy of their shared care plan?	Use data collection template (yes/no)	<u>Numerator</u> = number of consumers who have been provided with a copy of their shared care/case plans <u>Denominator</u> = number of consumers with shared care/case plans (numerator in question 20)  Note: This includes any care plan that is shared between services e.g. General Practice Team Care Arrangements, SCTT Shared support plan.

8	Have more than 70% of shared care/case plans been communicated with the GP, if the consumer has a GP?	Use data collection template <i>(yes/no)</i>  <i>percentage</i>	<u>Numerator</u> = shared care/case plans have been communicated with the consumer's GP <u>Denominator</u> = number of shared care/case plans and consumer has identified a GP  Note: This includes any care plan that is shared between services e.g. General Practice Team Care Arrangements, SCTT Shared support plan.
9	In your agency's quality improvement work, what main area(s) related to service coordination is your agency currently focusing on, if any?	<i>Tick all that relevant boxes in the next column</i>	<input type="checkbox"/> Initial needs identification <input type="checkbox"/> Shared care planning <input type="checkbox"/> Implementing single page screener <input type="checkbox"/> Electronic referral <input type="checkbox"/> Shared care planning <input type="checkbox"/> Communication with general practice <input type="checkbox"/> Other (please describe)
10	Which aspects of the SCTT does your agency use?	<i>Tick all that relevant boxes in the next column</i>	<input type="checkbox"/> Referral cover sheet and acknowledgement <input type="checkbox"/> Consumer information <input type="checkbox"/> Summary and referral information <input type="checkbox"/> Consent to share information <input type="checkbox"/> Single page screener of health and social needs <input type="checkbox"/> Service provider administered <input type="checkbox"/> Single page screener of health and social needs <input type="checkbox"/> Consumer administered <input type="checkbox"/> Accommodation and safety arrangements <input type="checkbox"/> Need for assistance with activities of daily living <input type="checkbox"/> Health and chronic conditions <input type="checkbox"/> Social and emotional wellbeing <input type="checkbox"/> Care relationship, family and social network <input type="checkbox"/> Alcohol, smoking and substance involvement screening (ASSIST)

			<input type="checkbox"/> Functional Assessment Summary <input type="checkbox"/> Palliative care supplementary information <input type="checkbox"/> Shared support plan <input type="checkbox"/> Information exchange summary <input type="checkbox"/> General practice referral <input type="checkbox"/> Ambulance Victoria referral
<b>11</b>	Which aspects of the SCTT do you value and why?	<i>List of service coordination tool templates can be seen above or accessed via this link</i> <a href="http://www.health.vic.gov.au/pcps/sctt.htm">http://www.health.vic.gov.au/pcps/sctt.htm</a>	
<b>12</b>	Tell us about the support your PCP provides to your agency to help your service coordination practice.		