

Interpretation of Service Coordination Survey Questions

	Interpretation
Q 1	This may include S2S e-referral, e-care planning, information exchange, InfoXchange.
Q 2a	Also referred to as patient information management systems (ie: SWITCH, TCM, ACE, UNITI, Medical Director).
Q 2b	Does your client information system have the SCTT embedded in it? (ie: SWITCH has the SCTT embedded in it; ie: you can generate a SCTT from the information system). SCTT & SCTT 2012 Training Module www.health.vic.gov.au/pcps/sctt.htm
Q 3a	Please ensure that the local agreement complies with the criteria below. The local agreement includes: <ul style="list-style-type: none"> • 3 or more key partner organisations across the catchment • a criteria to identify complex consumers who require a shared care plan • a shared protocol which will inform, agency 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. Developing Interagency protocols & Service Agreements www.communitydoor.org.au/node/139 Shared Care Planning - Victorian Service Coordination Practice Manual www.health.vic.gov.au/pcps/downloads/sc_pracmanual2.pdf (Pg 21-29)
Q 3b	This includes: <ul style="list-style-type: none"> • The local agreement/protocol is integrated into the organisation's practice and procedure guidelines, work plans and job descriptions. • There is compliance to the practice and procedure guidelines (measured through a continuous improvement process).
Q 4a	Please ensure the agreed communication processes complies with the criteria below. The documented agreed process: <ul style="list-style-type: none"> • is developed with input from General Practice • must include guidelines and expectations for communication with General Practice. Developing Interagency protocols & Service Agreements www.communitydoor.org.au/node/139 Improving Feedback to GPs www.health.vic.gov.au/pch/gpp/working/improving.htm

Q 4b	<p>This includes:</p> <ul style="list-style-type: none"> • Documented agreed processes are integrated into the organisation's practice guidelines and procedures, job descriptions and work plans. • There is compliance to the practice guidelines and procedures (measured through a continuous improvement process).
Q 5a	<p>Initial Needs Identification conducted and noted or recorded in client file.</p> <p>Initial Needs Identification - Victorian Service Coordination Practice Manual www.health.vic.gov.au/pcps/downloads/sc_pracmanual2.pdf (Pg 18)</p> <p>Service Coordination On-line Learning Module http://elearning.health.vic.gov.au/scol/</p>
Q 5b	<p>Information has been documented relating to referrals or assessments made as a result of the information provided at INI.</p>
Q 6a	<p>This is referring to referrals sent by your agency (intern referrals and external referrals).</p> <p>This includes a paper based SCTT templates or the SCTT templates in electronic referral systems (ie: S2S uses the SCTT templates in its e-Referral system) or the SCTT templates generated from client information systems (ie: SWITCH can generate a SCTT).</p> <p>Service Coordination Tool Templates (SCTT) www.health.vic.gov.au/pcps/sctt.htm</p>
Q6b	<p>Please provide information on other tools and methods used to make referrals when not using the SCTT.</p>
Q 7a	<p>This includes any care plan that is shared between services e.g. General Practice Team Care Arrangements, SCTT Shared support plan.</p> <p>Shared Care/Case Planning Victorian Service Coordination Practice Manual www.health.vic.gov.au/pcps/downloads/sc_pracmanual2.pdf (Pg 21-29)</p> <p>Service Coordination On-line Learning Module http://elearning.health.vic.gov.au/scol/</p>
Q 7b	<p>This includes any care plan that is shared between services e.g. General Practice Team Care Arrangements, SCTT Shared support plan.</p> <p>Shared Care/Case Planning - Victorian Service Coordination Practice Manual www.health.vic.gov.au/pcps/downloads/sc_pracmanual2.pdf (Pg 29)</p> <p>Improving Feedback to GPs www.health.vic.gov.au/pch/gpp/working/improving.htm</p>
Q 8	<p>This includes any care plan that is shared between services e.g. General Practice Team Care Arrangements, SCTT Shared support plan.</p> <p>Shared Care/Case Planning - Victorian Service Coordination Practice Manual www.health.vic.gov.au/pcps/downloads/sc_pracmanual2.pdf (Pg 29)</p> <p>Improving Feedback to GPs www.health.vic.gov.au/pch/gpp/working/improving.htm</p>

