
Victorian Coordinated Healthcare Trial:

Comparison between Service
Coordination and Case Management
in Phase II

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Introduction

- Background of Coordinated Healthcare
- Issues with existing models
- Why is Service Coordination different?

Background of Coordinated Healthcare

- Commenced 1997
- COAG recommendation
 - 3 streams of care
- Victorian Coordinated Healthcare Trial

Coordinated Healthcare

- Research Trial
- Testing Service Coordination
 - Community assessment
 - Care planning
 - Coordination
 - Care provision
- Testing ratios
- Chronically ill older person



coordinated **healthcare**

“Connecting people and their care”

Coordinated Healthcare

- Aims
 - Ensure clients are provided with appropriate services based on individual needs in a manner which is flexible
 - Provide a single point of contact in relation to client needs

Coordinated Healthcare

- Partnership
 - Care Coordinator (GP)
 - Service Coordinator
 - Client and carers

Existing Models

- CACP/EACH/Linkages
- Disease specific/HARP
- HACC
- Post acute
- Primary/general care

Care Coordinator

- Role of GPs
 - Referrals
 - Partnership with Service Coordinator
 - Assessment and care planning
 - Ongoing monitoring and review with Service Coordinator

Service Coordination

- RN or Allied Health
 - Establish working relationship with Care Coordinator (GP)
 - Comprehensive generalist assessment of client in collaboration with Care Coordination
 - Utilizing RAI-HC

Service Coordination

- Care plan development
- Costing, coordinating and implementing care plan
- Regular monitoring of client to review care plan effectiveness



Comparison between Service Coordination and Case Management

- Detailed knowledge of community services
- Assessment of clients with/without standardized tools
- Liaison with community providers
- Develop, implement, monitor and review care plans

Comparison between Service Coordination and Case Management

- Partnership with clients GP (Care Coordinator)
- Greater client load
- Greater flexibility with care planning

Comparison between Service Coordination and Case Management

- Case managers come from all disciplines and calibres of practice. Service Coordinators are all high quality with a high level of mentorship
- Navigators of the health system

Comparison between Service Coordination and Case Management

- Case management not needed for all people with chronic and complex health care needs.
- Not dependent on age or specific conditions

Comparison between Service Coordination and Case Management

- IT
 - Computerised assessment tool
 - RAI-HC
 - 30 CAPS (Client Assessment Protocols)
 - In-home use of assessment tool

Summary

- Overview of model of Service Coordination as per Phase II of Coordinated Healthcare
- Service Coordination can provide the client with a single point of contact
- Testing the ratios

Victorian Coordinated Healthcare Trial



You can teach an old
dog new tricks