

# Service Coordination in Campaspe

An introductory orientation checklist to Service Coordination for staff in the Campaspe catchment

Task	Circle, or complete details
<p><b>Primary Care Partnership Service Coordination Documents</b></p> <p>'Service Coordination in the Campaspe Catchment' document</p> <p style="text-align: center;">and/or</p> <p>'Service Coordination in the Loddon Mallee' document</p>	<p>Read online: Yes/No</p> <p>or</p> <p>Read hard-copy: Yes/No</p>
<p><b>Connectingcare</b></p> <ol style="list-style-type: none"> <li>website navigation</li> <li>username and logon issued</li> <li>competency in the referral process</li> </ol>	<p>Completed ___ / ___ /20__</p> <p>Completed ___ / ___ /20__</p> <p>Completed ___ / ___ /20__</p>
<p><b>Service Coordination Online Learning Modules</b></p> <ol style="list-style-type: none"> <li>Department of Health 'Service Coordination' <a href="http://elearning.health.vic.gov.au/scol/">http://elearning.health.vic.gov.au/scol/</a></li> <li>Department of Health 'Service Coordination Tool Templates 2012' <a href="http://elearning.health.vic.gov.au/sctt/">http://elearning.health.vic.gov.au/sctt/</a></li> </ol>	<p>Required: Yes/No</p> <p>Completed ___ / ___ /20__</p> <p>Completed ___ / ___ /20__</p>
<p><b>'Person centred care' Online Learning Module</b></p> <p>Regional Health Services eLearning Network 'Understanding the Active Service Model' <a href="http://rehsen.e3learning.com.au/">http://rehsen.e3learning.com.au/</a></p>	<p>Required: Yes/No</p> <p>Completed ___ / ___ /20__</p>
<p><b>Goal Directed Care Planning</b></p> <p>Discussion as per position description. Training provided if required.</p>	<p>Discussed: Yes/No</p> <p>Training Required: Yes/No</p>
<p><b>Service Coordination Practice Standards</b></p> <p>These standards discussed with new staff, including the good practice indicators of;</p> <ul style="list-style-type: none"> <li>Acknowledged non-urgent referrals within 7 working days &amp; within 2 working days for all urgent referrals</li> <li>Initial Contact within 1 day</li> <li>Initial Needs Identification within 7 working days for a non-urgent referral &amp; within 2 working days for an urgent referral</li> <li>Consumers actively participate in care planning process and care plans are reviewed regularly</li> <li>Consent gained for all referrals</li> </ul>	<p>N/A if Service Coordination Online Learning Modules are completed</p>
<p><b>Service Coordination Principals</b></p> <ul style="list-style-type: none"> <li>collaboration</li> <li>social model of health</li> <li>confidentiality</li> </ul>	<p>N/A if Service Coordination Online Learning Modules are completed</p>
<p><b>Additional Service Coordination Engagement</b></p> <ol style="list-style-type: none"> <li>Information about Campaspe PCP Service Coordination Steering Committee required? If so, send an email to the SCPM for notification and orientation to SCSC meeting processes.</li> <li>Organise on-site visit and orientation from Service Coordination Project Manager (SCPM)</li> </ol>	<p>Required: Yes/No</p>
<p><b>Contact</b></p> <p>Your Service Coordination Project Manager at Campaspe Primary Care Partnership is Tracie Pearson <a href="mailto:tracie.pearson@campaspepcp.com.au">tracie.pearson@campaspepcp.com.au</a> (03) 54 844 304 <a href="http://www.campaspepcp.com.au">www.campaspepcp.com.au</a></p>	