

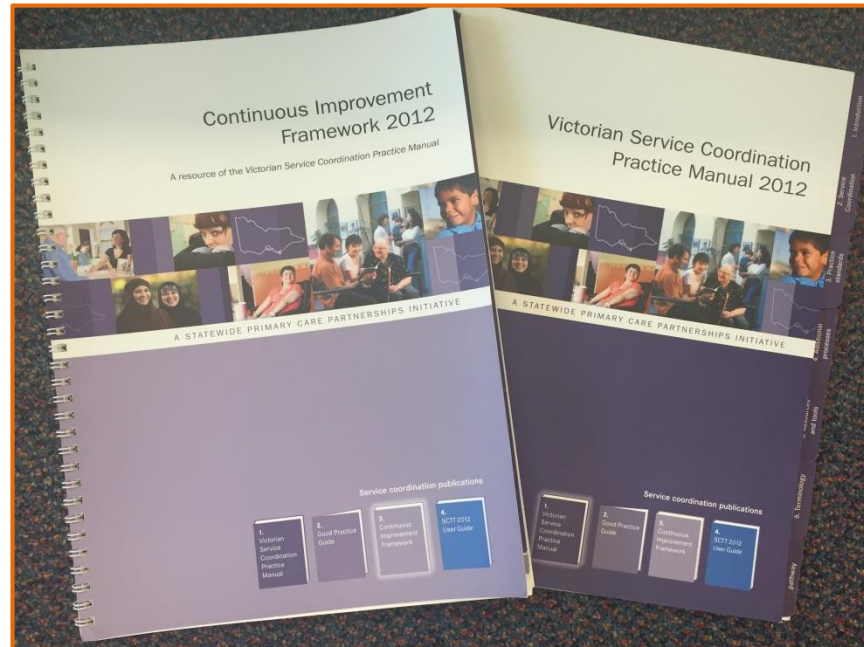


Service Coordination Audit Tools

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Service Coordination



- Quality Improvement Framework
- Accreditation Standards and Evidence

Intake and Referral

- Process was audited to review:
 - Referral acknowledgement;
 - MDS, consent, income declaration forms;
 - Consumer information
- It was found that 54% (n=13) of client histories did not contain sufficient information to be able to determine whether or not a Consumer Information Pack had been supplied to the client

Assessment

- Home risk assessment and discipline specific assessment tools were audited to gauge:
 - level of completion of assessments before or during the initial consultation
 - if appropriate aspects of the client were assessed and,
 - if issues were identified
- It was found that only 31% (n=13) of discipline specific assessment tools showed evidence of consumer capability and willingness to change specific health related behaviour

Care Planning

- Discipline specific care plans were audited to see if:
 - care plans were completed appropriately
 - client goals had been identified and met
 - care plan were reviewed and updated
- It was found that only 23% (n=13) of client histories showed evidence of the discipline specific care plans being reviewed and updated (e.g. documented outcomes, new cp)

GP and Other Service Provider Communication



- Health professional communication was audited to gauge whether GPs and other service providers are receiving appropriate correspondence with regards to client care
- It was found that only 31% (n=13) of client histories showed evidence of health professional correspondence with GPs or other service providers following initial assessment

Improvements

- Separate audits on different aspects of service coordination practice to be combined in to one audit with sections
- Audit answer options to be altered in line with Service Co Performance Rating Scale as apposed to current Yes, No and Not Applicable options →

<input type="checkbox"/> Met	<input type="checkbox"/> Partially met	<input type="checkbox"/> Not met	<input type="checkbox"/> Not applicable
Clear evidence that performance meets or exceeds the standard	Clear evidence that performance meets some, but not all, of the standard	Clear evidence that performance does not meet the standard	The item is not applicable

Improvements and Actions



- Intake and Referral – Ensure consistent use consent form which includes a tick box for when Consumer Information Pack is supplied
- Assessment – Work with health professionals to refine assessment tools to measures client capability and willingness to change health related behaviour
- Care Planning – Educate and reinforce to health professionals the importance of reviewing care plans
- GP and Other Service Provider Communication – Work with health professionals to ensure correspondence to appropriate source is consistently completed following initial assessment



Questions?



Thankyou