

Right Care = Better Health

Eastern Melbourne PHN

Right Care



Right Time



Right Place



Community of Practice Meeting October 2020

How to use this workbook

This workbook has been developed to assist you and your team to complete activities at the Right Care = Better Health (RC = BH) Community of Practice Meeting. Please use this workbook to step your team through the stages and discussions relating to the integration of the service provider and the patient journey throughout this program.



Confidence scale

For each activity, we will be asking your team to complete a ‘Confidence Scale’. This scale will identify your team readiness for implementing change.

Confidence

After your goal statement has been written down, it is important for you to write down your confidence score. Confidence scores can be used to explore how confident you are in achieving your goals. Confidence scores are a good predictor of a person’s belief that they can achieve their goal.

“How confident are you that you will succeed?”

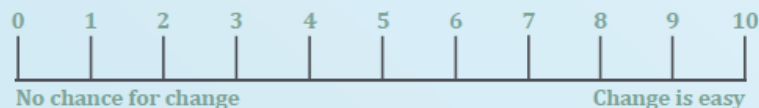
Explain this is a rating from 0/10.

0= I don’t think I can achieve my goal, and 10=I will definitely do it

If the score is less than 7/10 the goal is too big and needs to be refined i.e. time of day, length, details. Spend time on exploring what the perceived barrier may be in causing this low scoring. Is it the time of day, the duration or even the goal itself that is too big / challenging and refine the detail until they can score greater than 7/10.

We want the goal to feel EASY! Some questions that may assist are:

- What are some things that would make you feel more confident?
- If you were to make the decision to change what could some of your choices be?
- What things have you tried in the past that have helped you make changes?



Activity 1: Integration of RC = BH Service

Overview										
<ul style="list-style-type: none"> Consider access requirements for the service provider to work from your general practice (room set up, access to clinical software, induction processes). How are you planning to maintain integrity of what the service provider is doing to ensure confidentiality and privacy is maintained? 										
What needs to be completed?										
When will it be completed?		Who will be responsible?								
		General Practice				Service provider				
Identify any roadblocks or barriers										
Confidence Scale										
1	2	3	4	5	6	7	8	9	10	
No chance for change is easy									Change	

Activity 2: Identification

Overview									
<ul style="list-style-type: none"> Identify your target patient cohort to refer to the RC = BH service e.g. patients at risk patients, patients with complex conditions What tools will you use to identify these patients? e.g. clinical software, POLAR, clinical team survey to identify patients Who will be responsible for developing this list of patients for referral? Who will be responsible to monitor the number of referrals and capturing data for reporting? 									
What needs to be completed?									
When will it be completed?	Who will be responsible?								
	General Practice				Service provider				
Identify any roadblocks or barriers									
Confidence Scale									
1	2	3	4	5	6	7	8	9	10
No chance for change is easy								Change	

Activity 3: Recruitment

Overview									
<ul style="list-style-type: none"> What processes need to be considered when referring patients? Who will be completing program orientation/introduction with patients? How will the patient be introduced to the service provider? What patient consent is required and who will be completing this activity? 									
What needs to be completed?									
When will it be completed?		Who will be responsible?							
		General Practice				Service provider			
Identify any roadblocks or barriers									
Confidence Scale									
1	2	3	4	5	6	7	8	9	10
No chance for change is easy								Change	

Activity 4: Assessment, Service Provision, Care transition

Overview									
<ul style="list-style-type: none"> • What updates/communication does the general practice require from the service provider during the stage of service provision? • At completion of care, what transition of care is required when a patient 'graduates' from the service provider • What data needs to be collected and by who? 									
What needs to be completed?									
When will it be completed?	Who will be responsible?								
	General Practice								
	Service provider								
Identify any roadblocks or barriers									
Confidence Scale									
1	2	3	4	5	6	7	8	9	10
No chance for change is easy					Change				

RC = BH Patient Pathway – Process Map: Roles and responsibilities and data collection activities

	Identification	Recruitment	Assessment	Service Provision	Care Transition
General Practice					
RC = BH Service Provider					