

# Service Coordination and Integrated Chronic Disease Management Survey 2010

## PCP Report - Service Coordination (Part A)

### Inner East Primary Care Partnership

#### List of Responding Agencies

Eastern Health

Inner East Community Health Service Inc

Manningham Community Health Service Inc

Monashlink Community Health Service Inc

Royal District Nursing Service

St Vincent's Hospital (Melbourne) Limited

Uniting Care Community Options

Whitehorse Community Health Service Inc

Balwyn Welfare Association

Melbourne East General Practice Network (formally Whitehorse Division of General Practice)

youth substance abuse service

New Life Program

Chinese Community Social Services Centre Inc.

City of Boroondara

Access Care Southern

City of Manningham

Monash City Council

Wavlink Inc.

Eastern Palliative Care Association

40 programs/services\* across Inner East Primary Care Partnership responded to the Service Coordination and Integrated Chronic Disease Management Survey

86 programs/services\* across Eastern Region responded to the Service Coordination and Integrated Chronic Disease Management Survey

931 programs/services\* across all DH regions responded to the Service Coordination and Integrated Chronic Disease Management Survey

\* Programs/services are provided by an agency across one or more locations/sites, and in association with one or more Primary Care Partnership.

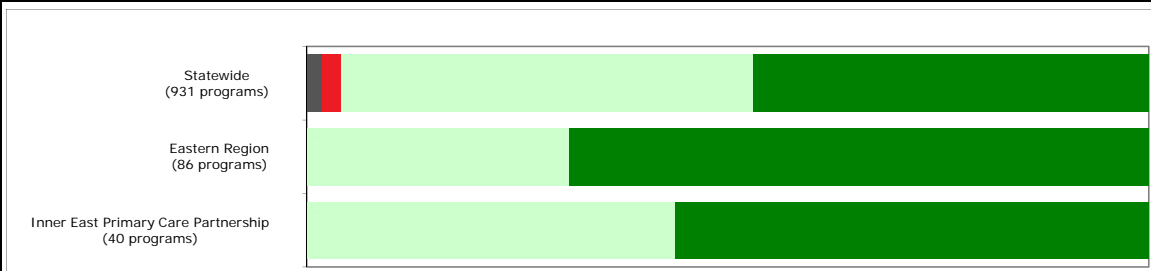
\*\* All references to programs refers to programs or services.

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Wellbeing, Integrated Care and Aged Division  
Department of Health

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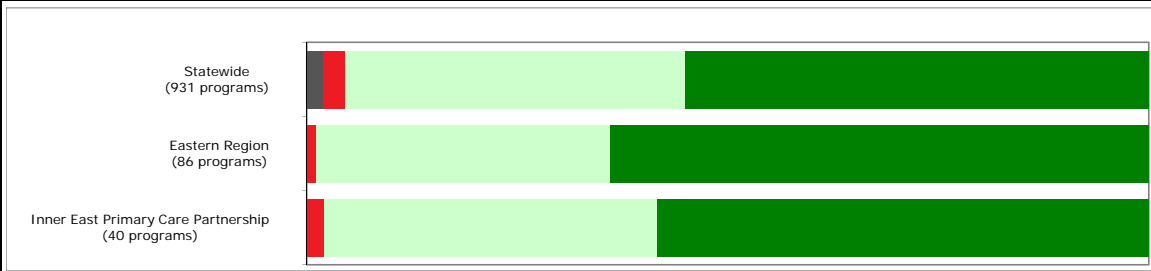
Inner East Primary Care Partnership

**Question 1: Service coordination practice standards and program requirements are integrated into policy, work plans and position descriptions where applicable. (CIF Criteria 2.2/2.3)**



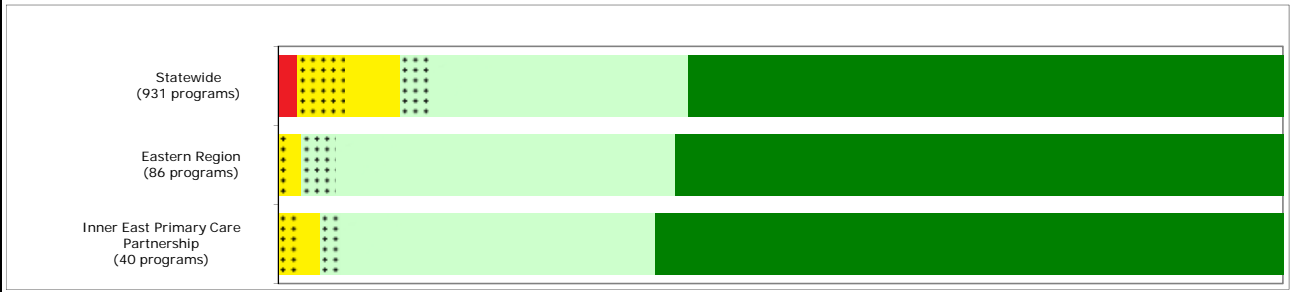
	Not Applicable	Not integrated	Partly integrated	Fully integrated
Statewide (931 programs)	2%	2%	49%	47%
Eastern Region (86 programs)	0%	0%	31%	69%
Inner East Primary Care Partnership (40 programs)	0%	0%	44%	56%

**Question 2: Service coordination principles are integrated into consumer feedback systems, for example, consumer satisfaction surveys, complaints procedures or informal mechanisms. (CIF Criteria 2.11)**



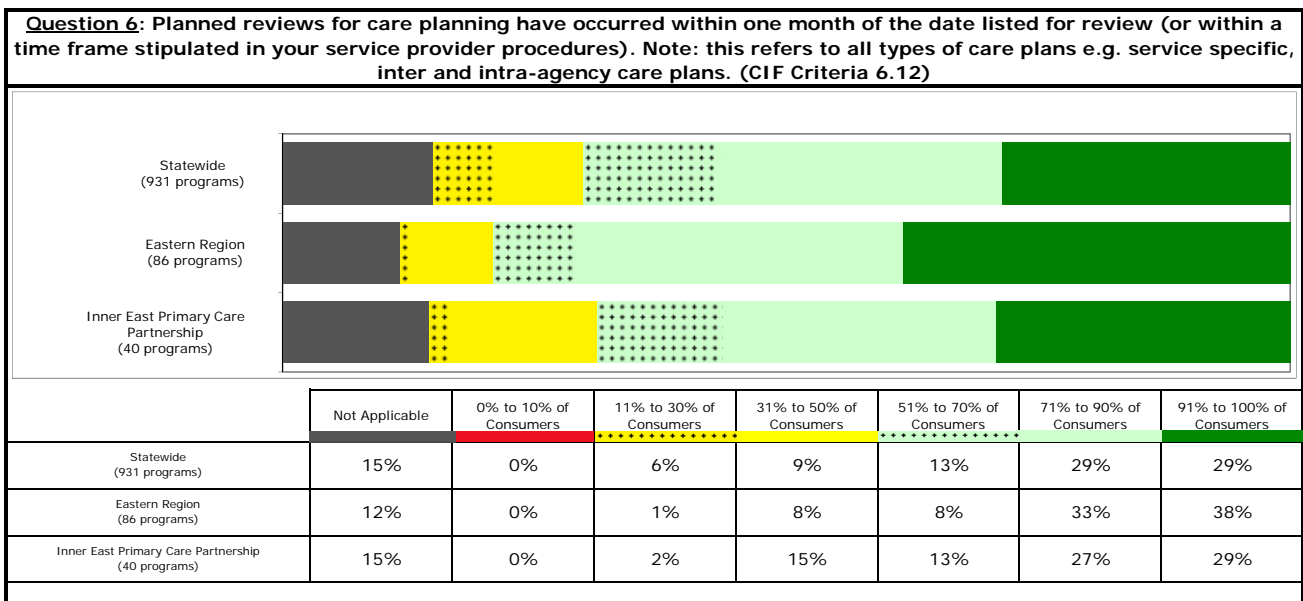
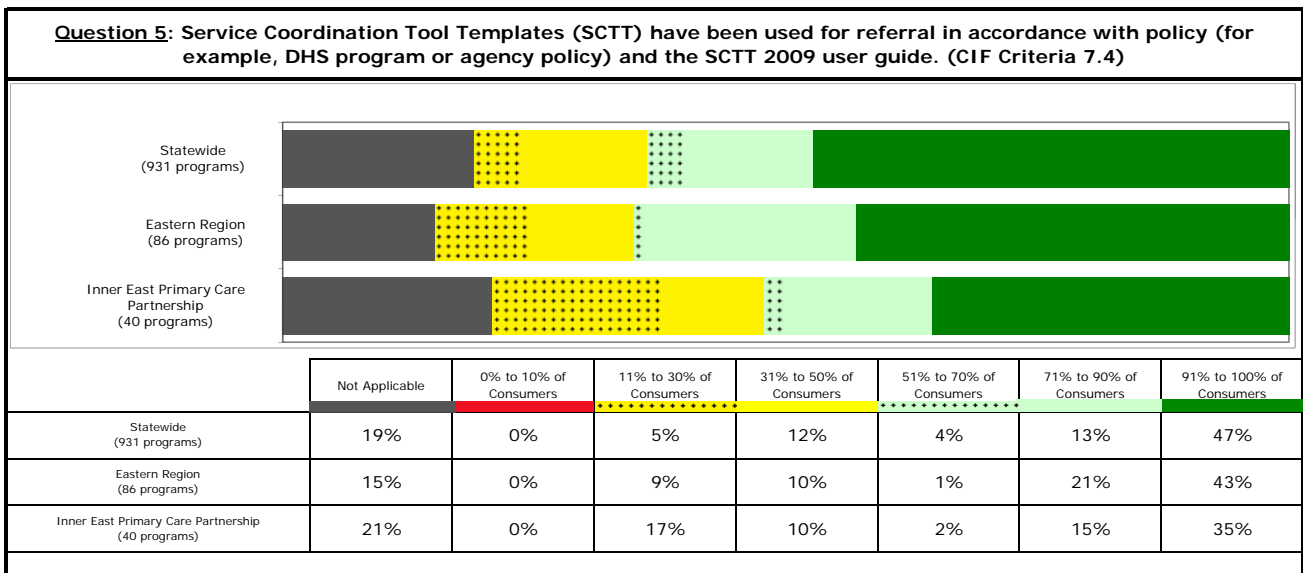
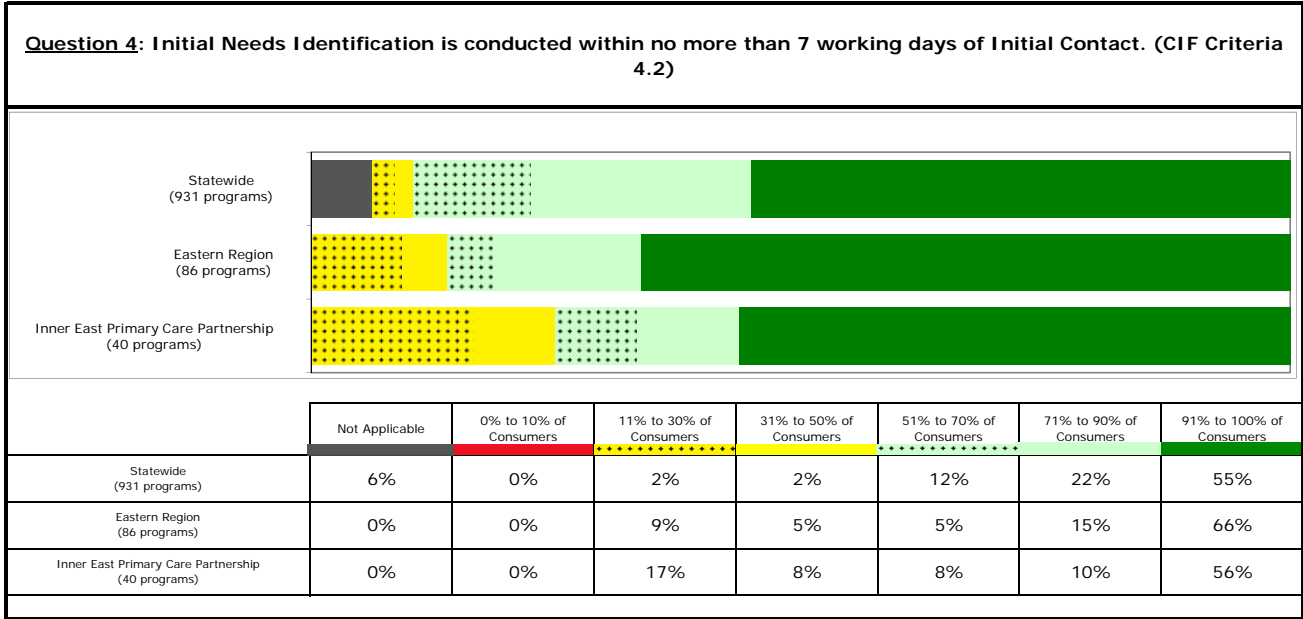
	Not Applicable	Not integrated	Partly integrated	Fully integrated
Statewide (931 programs)	2%	3%	40%	55%
Eastern Region (86 programs)	0%	1%	35%	64%
Inner East Primary Care Partnership (40 programs)	0%	2%	40%	58%

**Question 3: Consumers have been provided with information about services available in response to their inquiry or as part of an outreach approach (such as: when & where the service is provided, eligibility or access criteria & how to get an appointment) within 1 working day of making contact. (CIF Criteria 3.1)**



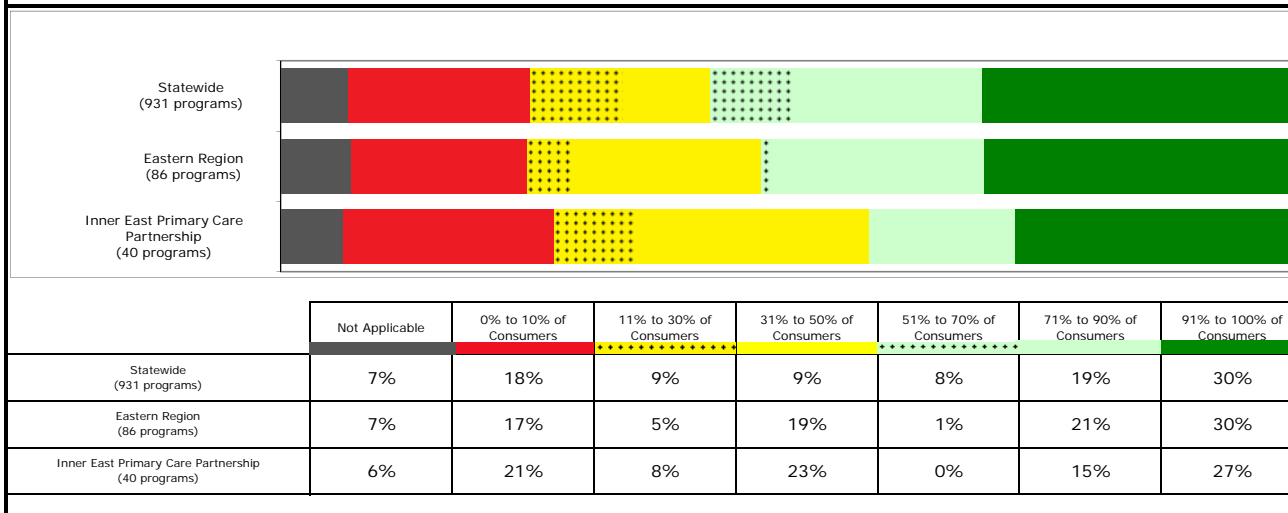
	Not Applicable	0% to 10% of Consumers	11% to 30% of Consumers	31% to 50% of Consumers	51% to 70% of Consumers	71% to 90% of Consumers	91% to 100% of Consumers
Statewide (931 programs)	0%	2%	5%	5%	3%	26%	59%
Eastern Region (86 programs)	0%	0%	1%	1%	3%	34%	60%
Inner East Primary Care Partnership (40 programs)	0%	0%	2%	2%	2%	31%	63%

Inner East Primary Care Partnership

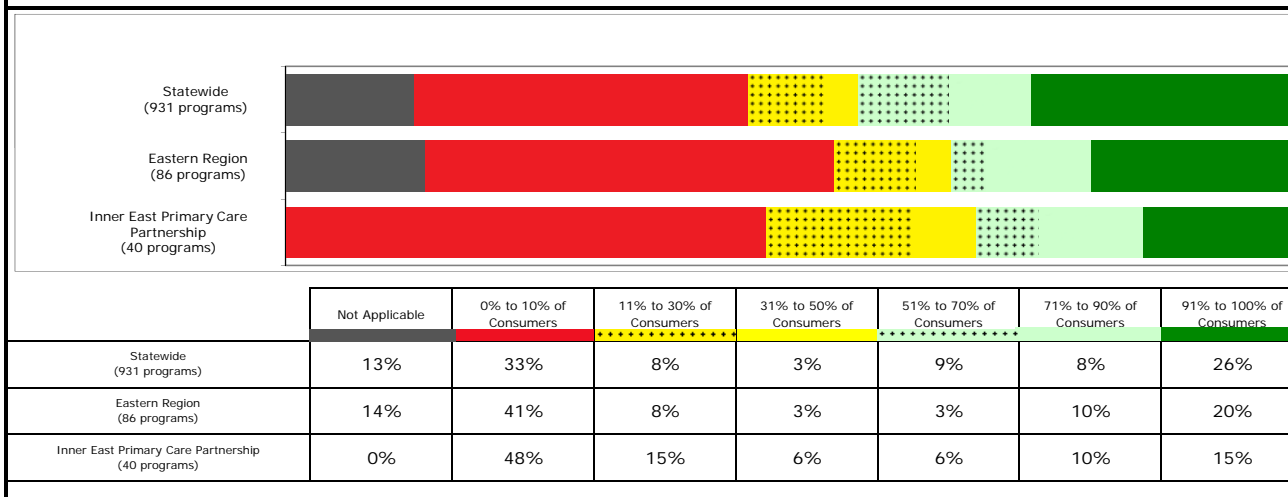


Inner East Primary Care Partnership

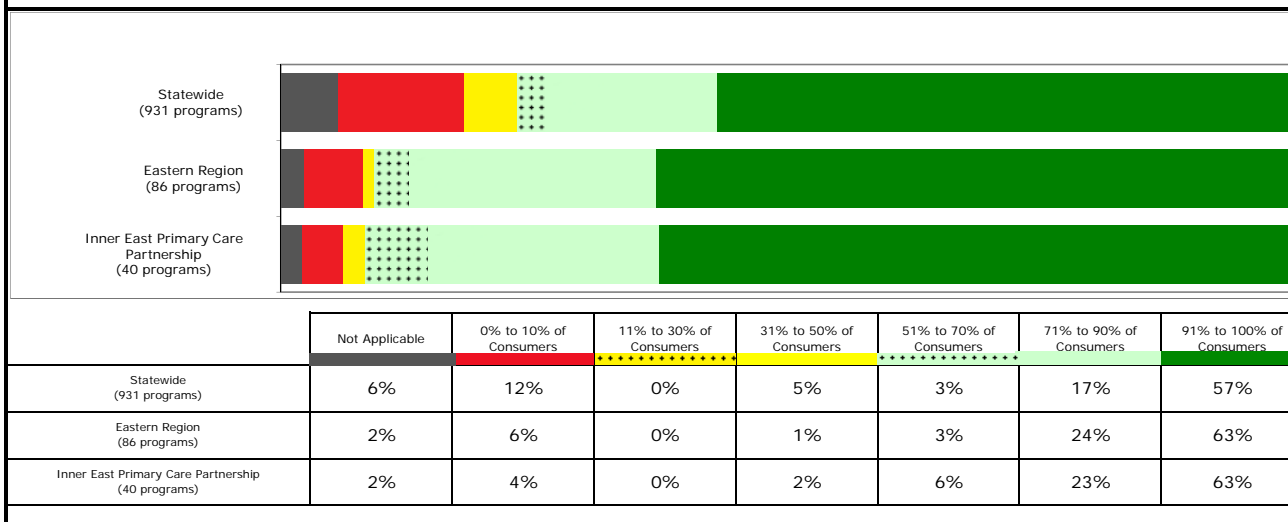
**Question 7: Care Coordination Plans have been documented for consumers with multiple or complex needs who are receiving services from more than one organisation. (CIF Criteria 6.21)**



**Question 8: When there is a Care Coordination Plan, the consumer's GP has been provided with a copy of it. (CIF Criteria 6.22)**

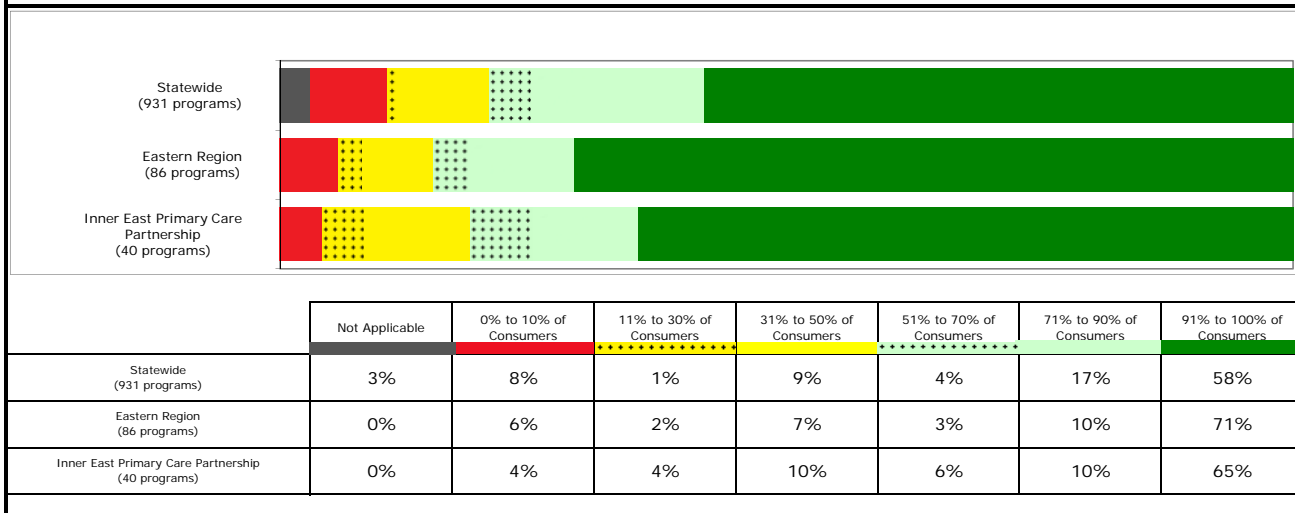


**Question 9: When 'urgent referrals' are received, a referral acknowledgement has been sent within 2 working days of receipt. (CIF Criteria 7.7)**



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**Question 10: When 'low' or 'routine' referrals are received, a referral acknowledgement has been sent within 7 working days of receipt. (CIF Criteria 7.8)**



**Question 11: When a referral is sent, the consent form has been completed for all referrals requiring the disclosure of personal information. (CIF Criteria 8.1)**

