



EMR ASM Alliance e-Bulletin

Eastern Metropolitan Region (EMR) Active Service Model (ASM) e-bulletin - a resource to help EMR agencies implement an ASM approach.

The HACC Program is supported by funding from the Commonwealth and Victorian Governments

Evaluation

Evaluation is a critical part of continuous improvement; of service delivery. Whether evaluating a project, a new program, change to an existing service or reviewing the functions on an entire organisation, evaluation can assist to:

- * Understand the impact of service delivery on clients, staff and an organisation
- * Identify the strengths and weaknesses of an approach and whether service delivery mechanisms are meeting needs efficiently and effectively
- * Compare different approaches
- * Verify whether you're doing what you think you're doing
- * Produce data and information that can be used to advocate for your service and where necessary, additional funding, support or services to address un-met needs.

Effective evaluations are designed early

No matter what is being evaluated, the basic principles remain the same:

Design the evaluation early - it is essential to consider evaluation as part of the initial planning phase. This will assist you to design appropriate objectives and ensure you can collect the information required to demonstrate the relevant change/s.

Be clear about what is being evaluated - while staff often describe the desire to evaluate the quality of a program, it is important to delve a little deeper. Consider what aspects of quality you need to understand: *acceptability, accessibility, appropriateness, effectiveness, efficiency, equity, and client-centeredness.*

Select the right evaluation methods - it is often useful to collect information from a range of sources. It is also important to ensure that your data collection strategies will answer your questions efficiently, enabling you to get the right balance between the depth and breadth of information collected.

Want to learn more about evaluation? Two useful resources to help you get started on your own evaluation strategy include:

- * Planning for Health Promotion Evaluation - a guide for developing an evaluation plan www.health.vic.gov.au/healthpromotion/downloads/planning_may05.pdf
- * The W.K. Kellogg Foundation Evaluation Handbook - an easy to read, comprehensive resource for planning for and implementing an evaluation framework and utilising the evaluation results www.wkkf.org/knowledge-center/resources/2010/W-K-Kellogg-Foundation-Evaluation-Handbook

Did you know...

In 2009/2010 in Victoria

63% of clients receiving HACC funding were aged 70 years plus

About 46% of clients ceased receiving services because their condition improved

Source: Victorian Government Health Information Website (11/1/2011)

"Multiple studies show that patient-centred care improves patient satisfaction, quality of care, and health outcomes while reducing health care costs and disparities in health care."

Source: Why the nation needs a policy push on client-centred healthcare, The Commonwealth Fund, In the Literature (27/1/2011)

Person-Centred Practice....

Is respect for a person's or family's right and desire to make their own decisions.

A person-centred approach focuses on self-determination and empowerment.

Delivery of services configured around the needs of the person.

Source: Strengthening assessment and care planning: A guide for HACC assessment services in Victoria (Victorian Department of Health)



Useful Resources

Agencies

- * Victorian Department of Health
HACC Website
www.health.vic.gov.au/hacc/projects/asm_project
- * Outer East Health and
Community Support
www.oehcsa.infoxchange.net.au/
- * Inner East Primary Care
Partnership www.iepcp.org.au/

What else is 'out there'...

- * Municipal Association of
Victoria (MAV) HACC website
www.mav.asn.au
- * Western Australian 'Wellness
Approach' to delivering HACC
services
[www.communitywest.com.au/
Wellness/introduction-to-the-
wellness-approach-in-wa](http://www.communitywest.com.au/Wellness/introduction-to-the-wellness-approach-in-wa)
- * The Better Practice Project
www.dadhc.nsw.gov.au/
- * *In the Literature...* patient-
centred care
www.commonwealthfund.org/

Tell us...

Is there something you would like to read more about?

What information would be useful for your organisation?

Is the e-bulletin helpful for your organisation to keep the ASM conversation going?

Email us your ideas and feedback
emr.asm.alliance@health.vic.gov.au

Update your details

If you need to update your details, or know someone else who would enjoy reading the EMR ASM Alliance e-bulletin, please email us at:

emr.asm.alliance@health.vic.gov.au

Change Management...

The Active Service Model is a major quality improvement initiative for the HACC sector. Effective implementation of the approach demands organisations to consider the way services are set up and how best to work alongside clients and other agencies.

Understanding and integrating the necessary changes will not happen overnight - rather change will be incremental, with organisations progressing at different paces.

The EMR ASM Alliance Working Groups have prioritised the need to develop skills and resources to support local organisations work through this change management process. Outcomes of the work will appear in future editions of the EMR ASM e-bulletin.

*People usually support improvement,
it's change they don't like*

Thirteen Round 1 ASM seeding grant projects are currently being led by EMR organisations. These projects will explore a range of new approaches to further understand and embed the ASM approach.

The Alliance is committed to both supporting organisations through their projects and to sharing key learnings across the sector. As work progresses, project outcomes will be showcased in the e-bulletin and at EMR ASM Alliance meetings.

Organisations are encouraged to contact their Department of Health PASA at any time for support with ASM implementation.

Service Delivery - core components of the Active Service Model

- * Promoting a 'wellness' or 'active aging' approach that emphasises optimal physical and mental health of older people and younger people with disabilities
- * Acknowledging the importance of social connections to maintain wellness
- * An holistic and person-centred approach to care
- * Actively involving clients in setting goals and making decisions about their care
- * Providing timely and flexible services that support people to reach their goals

[p.1 Victorian HACC Active Service Model Implementation Plan 2009-2011]

