

Support services for

ABORIGINAL COMMUNITY CONTROLLED HEALTH ORGANISATIONS (ACCHO's)



LOOK **BOTH** WAYS

Supporting Healthcare Delivery

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Message from the Managing Director

It is with great pleasure that I present to you an outline of the support services we are currently providing to Aboriginal Community Controlled Health Organisations (ACCHO's). This work represents the core focus of our organisation and it has been exciting to see the growth of the sector during my involvement with ACCHO's over the past 5 years.

Our ability to provide services to ACCHO's has been recognised recently by our inclusion in 8 categories of the Department of Health and Ageing's advisory and development list of experts.

The next 5 years will continue to see expansion in the important role that ACCHO's perform. This is likely to be accompanied by an increased focus on accreditation and quality improvement, chronic disease management, reporting compliance and patient information and recall systems. We look forward to working with you to meet the challenges and opportunities ahead.

Kind regards,



Jason Hahne
Managing Director
Look Both Ways Pty Ltd



About Us

Look Both Ways was launched in 2009 by a small team of consultants with extensive experience in the healthcare and community service sectors. Our consultants have advanced clinical qualifications along with experience working with culturally and linguistically diverse communities. This includes many years working for Aboriginal Community Controlled Health Organisations in management and clinical program delivery areas.

Our Competencies

Our organisation has the competencies needed to deliver a wide range of services to support the programs you deliver. We have experience and qualifications in the following areas:

- Healthcare management advisory services
- Information technology and patient information and recall systems
- Clinical program delivery support e.g. immunisation programs, hearing screening, chronic disease management, palliative care
- Accreditation and quality programs
- Health program design and evaluation
- Business, financial and human resource management

Our Approach

Three principles guide the delivery of our services:

1. All services are provided in a culturally sensitive and confidential manner.
2. We aim to assist you so that knowledge and skills will be built in your own staff, ensuring the ongoing sustainability of your organisation.
3. We understand the challenges that many ACCHO's face. We believe in keeping things simple and helping you to make the most of the resources you have.

New Support Services

Effective Use of Your Patient Information and Recall System (PIRS) *Updated*

Our most requested program has now been updated. Are you getting the most out of your Patient Information and Recall System? Are you able to easily extract the data required for reporting purposes? Are you having trouble finding a way to enter client contacts for a particular funding program? Then this service is for you. We start by working with your management team to map out the reporting requirements you have for all of your funding programs and then make sure that your PIRS is capturing this data accurately. Staff training can also be provided to ensure that data entry is consistent and reports are meaningful.

Clinical/Community Program Setup Assistance

If you have received funding to commence delivery of a new clinical/community program and want to get off to a good start, then this service may be useful. We can help identify the qualifications for staff you may need, assist with developing position descriptions, setup program evaluation criteria, gather baseline data and conduct staff training. We can also assist with developing budgets, helping to identify equipment needs for the new program, and to modify patient information and recall systems to make it easy to record client services for the new program.

Webite Design and Administration

Does your organisation need a new website or want to update an existing one? We can design a website to your specifications, making sure that it meets the requirements of any accreditation programs you are participating in. A website is only useful if it is kept up to date - we can provide annual support packages to help you keep your website up to date with all your latest news, upcoming events, staff changes and job opportunities.

Annual Service Health Check

Look Both Ways can undertake a best practice focused organisational audit which assesses the overall health of your service. The assessment covers a wide range of areas including governance, human resource management, quality, financial management and clinical program delivery/outcomes. A detailed report is provided, which takes into account the size of your organisation and the resources you have available. The results are completely confidential, and allow you to identify areas in your service which can be improved and to track your progress each year.

Ten Reasons for Engaging our Services

1. We have recently undergone an extensive assessment by the Department of Health and Ageing and have been approved to deliver advisory and development services to OATSIH funded health organisations across 8 different categories of support.
2. Our broad range of competencies mean that we can offer a complete solution. All aspects of your service are related and we understand the impact that a change in one area may have in other areas.
3. Our consultants have clinical qualifications and experience and have worked providing direct clinical care for Aboriginal & Torres Strait Islander people and culturally and linguistically diverse communities.
4. We appreciate the difficulties faced by Aboriginal Community Controlled Health Organisations, including staff recruitment and retention, reporting to multiple funding bodies, making your clinical information systems capture the data you need to report on, and working with limited funding.
5. We have a good understanding of the funding program requirements you deal with e.g. OATSIH, Healthy for Life, state based home and community care programs, drug and alcohol programs, immunisation services, Medicare, and chronic disease management programs.
6. We respect the skills and knowledge of your staff and always seek input about what may or may not work in your service context.
7. We understand our limitations and will be honest and tell you if we don't have experience in dealing with a particular area of support.
8. We can tailor solutions to match your circumstances. Can't recruit a GP? We can help you work around this. Trouble accessing training for your staff? We can provide you with options you may not have thought of.
9. We are willing to travel Australia wide to provide support to your organisation.
10. We are committed to supporting the health and growth of the Aboriginal Community Controlled Health sector and believe that such organisations are in the best position to help close the gap in Aboriginal and Torres Strait Islander health outcomes.

Detailed Services Outline

The following pages provide a detailed overview of the types of support services we offer to Aboriginal Community Controlled Health Organisations. Case studies are also provided to demonstrate what these services can look like in practice.

Please feel free to contact us if you wish to discuss the specific requirements of your organisation. Many of these services can be combined to provide you with a more complete support solution.



Information Technology Support

The information collected about your community and the services you provide is one of your most valuable assets. A key challenge is making this information easy to enter for your staff, easy to extract at reporting time, and ensuring that the information is accurate. Look Both Ways can assist you in this process:

- Information technology (IT) audits
- Development of comprehensive information technology plans
- Staff training on effective use of patient information and recall systems
- Review and modification of IT systems to ensure that data required for reporting purposes is accurately being captured
- Development of IT policies and procedures to align with accreditation, risk management and security requirements
- Website development and maintenance, ensuring compliance with accreditation programs

Case Study

A Queensland based Aboriginal Medical Service receives funding from 10 different agencies and delivers 20 different programs including Healthy for Life, Primary Health Care Services and Aged Care Support Services. Each program requires service data to be collected and different reports are required for each funding agency.

Look Both Ways can map out the reporting requirements for each funding program, modify IT systems to ensure that data can be easily captured and provide training to staff to ensure that services are recorded correctly and statistics can easily be extracted.

Healthcare Management Support Services

The demands of running an Aboriginal Community Controlled Health Organisation are immense and increasing all the time. Sometimes it can help to outsource some of the activities that support your planning and decision making. Look Both Ways is qualified to provide this support in many different areas:

- Health service audits and program delivery advice
- Development of clinical and community service plans in line with funding body requirements
- Budgeting and business planning assistance
- Health program evaluation
- Medicare optimisation, education and advice
- Funding submission development
- Staff professional development planning assistance

Case Study

An Aboriginal Medical Service in South Australia has expanded rapidly over the past 3 years and decides that it is time to review what they are doing and to plan for the future.

Look Both Ways can conduct a health service audit and report back to management on what is being done well and what can be improved. Advice on reducing costs and increasing Medicare revenue can also be provided. We can then work with management to develop a comprehensive services plan, incorporating budgets and program performance goals.

Clinical Services Support and Training

Clinical service delivery forms the backbone of most Aboriginal Community Controlled Health Organisations. It is the focus of many funding programs and is often a major reason why members of your community make contact with your organisation. There are many challenges to running successful clinical programs - being able to employ staff with the right qualifications, collecting data, meeting reporting and accreditation requirements, and managing risks to name just a few. It pays to invest in making sure that your clinical services and programs are set up properly, and Look Both Ways can support you:

- Setup assistance for clinical programs e.g. chronic illness management, hearing screening and immunisation programs
- Staff training e.g. patient information and recall systems, conducting health assessments
- Development of care plan templates and pathways for specific clinical programs
- Development of protocols and procedures to support your staff and to ensure your risks are managed

Case Study

A Victorian Aboriginal Medical Service receives additional funding to expand its chronic disease management services. The new funding comes with specific reporting requirements

Look Both Ways can help to identify the qualifications of staff needed for the new program and help to write position descriptions, assist with budgets, setup evaluation criteria and adjust patient information systems in order to capture the data required for reports to the funding body.

Accreditation and Quality Improvement Support

With funding bodies placing increasing emphasis on accreditation and quality improvement processes, this is one area that needs close attention in your organisation. Formulating a quality improvement plan is a good place to start and will demonstrate to funding bodies that you take quality seriously. From here you may wish to take part in a formal accreditation process for specific areas of your service (e.g. your medical clinic) or for your whole organisation. Regardless of your approach, Look Both Ways can provide you with the support you require:

- Development of quality improvement plans and accreditation workplans to assist organisations working toward accreditation
- Support for quality improvement activities e.g. process and system mapping, quality auditing assistance, gap assessments.
- Policy and procedure development in line with clinical and management accreditation requirements
- Development of paper or computer based systems to satisfy aspects of accreditation programs e.g. immunisation cold chain management, staff immunisation registers, Information Technology (IT) disaster management plans and backup registers

Case Study

An Aboriginal Community Controlled Health Organisation in Western Australia decides to undertake accreditation of its General Practice (GP) clinic for the first time, but doesn't know where to start.

Look Both Ways can meet with management and explain the different accreditation programs available, conduct an audit to assess the readiness of the organisation, formulate a workplan for accreditation and assist with policy and procedure development.

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