

Care Assess | Business Background / Summary

Care Assess has been operating in Tasmania as an independent assessment, brokerage and care coordination organization since 1999. During this period Care Assess has gained significant experience in managing the delivery of assessment and coordination services and now employs a multi-disciplinary team of highly skilled professionals across Tasmania including over 30 staff, including 16 registered clinical professionals and contracting to an additional 16 nurses across the state of Tasmania.

Care Assess has a broad client base including older Tasmanians living in the community and over 60 years of age, those needing assistance at home after a time in hospital, or whose health prevents them undertaking normal activities around the home, and veterans who require home care. Care Assess also provide services to Health Professionals including GP's and surgeries, hospital discharge planners and aged care residential and community service providers.

Care Assess manage a significant size operation, with both private and government funded arms to the business, providing six different client services all of which have a large client volume. These are detailed below. In summary, Care Assess have approximately 2500 currently active HACC clients, provide annual phone assessments for 1100 VHC clients in Southern Tasmania, complete over 1000 health assessments annually on behalf of the GP community and provide three community aged care packages.

The growth of Care Assess is due to the following business management decisions:

- The maintenance of key personnel equipped with specialist skills in assessment and coordination of home and community health aged care.
- The development of a model of independence from direct service provision, separating our role of assessment and coordination of services from service providers contracted to deliver those services directly.
- Specialisation in well-developed knowledge, relationships and agreements across Tasmania's primary health, acute, community and aged care sector, with both State and Federal government providers, Non-for-profit and Private community health providers, both sole traders and medium operators, and large organisations.
- The building of a scalable model of brokerage and service contracting that penetrates beyond regional centres into rural and remote areas.
- Provision of state-wide best-practice health care programs and services that affect improvements for the sector to increase access, quality, safety, effectiveness, efficiency and responsiveness of home and community health care.
- Leading the way in contract management to ensure quality and safety, responsiveness and efficiency in home and community health aged care.

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Care Assess | Program Growth / History

1. 1999 – Ongoing (13 years' experience); Comprehensive Health Assessments and Care planning including Mental Health Care plans – working with General Practitioners (GP's)

Region: State-wide

Experience:

- Commencing in 1998 – 99 as Care Co-ordinators with the Co-ordinated Care-works Trial, Care Assess began working with GP's to perform specialised assessment and co-ordination.
- Currently Care Assess undertake Health Assessments, Care Planning, residential health assessments (CHAs), together with chronic disease management programs on behalf of the General Practitioner community (working with approx. 40 GPs from 12 surgeries)
- Care Assess has completed over 10,000 Comprehensive Health Assessments and approximately 5000 Care Plans over the last five years.

2. 2000 – Current Date (12 years' experience) Veterans Home Care Program (DVA)

Region: Currently Southern Tasmania Only. Application for State-wide Service

Experience

- Commencing in 2000 Care Assess are contracted as the VHC Assessment Agency for Southern Tasmania.
- Care Assess currently operate this program in the South VHC Region (Tasmania), performing needs assessments and coordinating/contract services to 12 VHC Service Providers to deliver care in both metro and rural areas. Currently Care Assess manages approximately 1100 Entitled Persons in the Veterans Home Care Program.

3. 2002 – Ongoing (10 years' experience) HACC Home Care Program (Assessment Brokerage and Coordination model)

Region: State-wide

Experience:

- Since 2002 Care Assess has successfully managed the HACC Home Care Program using an assessment, brokerage and co-ordination model.
- HACC eligible clients are re-assessed on a six monthly basis and provided with a range of services including home help and home and garden maintenance. Care Assess currently provide services for over 1500 clients across Tasmania. An initial home assessment is conducted and services are reviewed six monthly by phone or by home visit as appropriate.

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4. 2004 – Ongoing (8 years' experience) HACC Aged Care Post-Acute Program (PAP) (Tasmania)

Region: State-wide

Experience:

- Since 2004 Care Assess have coordinated the Tasmania's HACC Aged Care Post-Acute Program (PAP) for clients 60 years and over after an acute episode in hospital.
- These packages provide short-term, low-medium level care in the home, though greater than basic HACC services to enable eligible clients to be discharged from hospital with assistance to recover to their best level of independence. The HACC Post-Acute Program offers up to six weeks of post hospital home care in accordance with the client's assessed needs.
- Excluding assessment and coordination time, Care Assess broker up to 11.5 hours of direct services for each client, and currently provide an average of 1140 packages of post-acute care per year state-wide with two co-ordinators in each region.

5. 2007 – Ongoing (5 years' experience) HACC Home-Based Independence Program (HHIP)

Region: State-wide.

Experience:

- Since 2007 Care Assess have coordinated Tasmania's HACC Aged Care Home-Based Independence Program (HHIP), a 12-week intensive re-ablement program for clients 60 years and over who have a functional disability and are motivated to work with health professionals to increase their independence at home.
- The program aims to preserve client's independence by providing a short-term, home-based early intervention service involving a multi-disciplinary team approach. The program aims to provide individual clients with skills and equipment that will enable them to continue living in their own homes as independently as possible.
- Excluding assessment and coordination time, Care Assess broker up to 22.5 hours of direct services for each client, and currently provide an average of 336 HHIP programs per year.
- During 2010-11 nearly 80 per cent of clients who completed the program received decreased or maintained service levels after exiting the program, though the vast majority of clients are referred to HHIP as a result of a request for increased services.

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6. 2011 – Ongoing (12 months experience) Department of Health and Ageing Community Aged Care Packages (CACP's)

Region: Derwent Valley (Southern Tasmania)

Experience:

- Care Assess are Approved Providers of Aged Care, and in 2011 began managing DoHA Community Aged Care Packages (CACPs), with 3 packages for the Derwent Valley.
- Since June 2011, Care Assess has planned and implemented this service to ensure best practice assessment and case management. Care Assess' CACP's are case managed by Enrolled Nurses (EN's) under the direct supervision and mentoring of Registered Nurses (RN's).
- To ensure the most detailed assessment, a RN attends the initial assessment visit to the client's home, and uses a custom designed assessment tool. This tool was developed the experience and existing tools used in other Care Assess programs and supports referral between Care Assess programs. In this way Care Assess provides improved value for clients, including via the capacity to refer internally to our exercise physiologist.

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