

ACCESS TO APPROPRIATE SERVICES POLICY

Pages: 2

Policy Type	Clinical Policy Document
<p>Purpose of the Policy</p>	<p>Care Assess is committed to specialising in assessment and coordination of home and community aged care and brokerage of service provision for people living in the community.</p> <p>This policy outlines the steps used by Care Assess to ensure that each client has access to services, and that clients using these services receive appropriate services, that are planned, delivered and evaluated in partnership with the client(s) and/or their carer (s)¹.</p> <p>Care Assess promotes access to appropriate services based on strategies that clearly supports the monitoring and reassessing of the care needs of clients and their carer(s), and has adopted relevant processes to ensure these steps are completed in partnership with the client and/or their carer (s) and are appropriate to the complexity of their individual needs.</p>
<p>Definitions</p>	<p>Carer(s) Refers to a person such as a family member, friend or neighbour, who provides regular and sustained care and assistance to another person without payment for their caring role other than a pension or benefit ¹.</p> <p>Access: Refers to entry into or use of the health care system, and the characteristic factors influencing entry or use ².</p> <p>Appropriateness Refers to the determination that the service provided is suited for the condition ³.</p> <p>Primary Carer The person who provides the most informal assistance to the care recipient ⁴.</p> <p>Post Acute Program Home and Community Care (HACC) Program for eligible clients who have had an acute episode of care in an acute care facility.</p>

	<p>HACC Home based Independence Program Is a wellness approach to assist HACC eligible clients who are motivated to achieve a previous or better level of functionality usually following a change in the client's condition due to illness or healthcare intervention (s).</p> <p>Home Care A HACC service providing domestic assistance, personal care and limited home and garden maintenance. Particularly appropriate for clients with long term needs.</p> <p>Packaged Care Home Care Packages (HCP) Home Care Packages offer a planned and managed set of care services designed and tailored to the particular needs of the person. Additionally these packages enable consumer the choice and flexibility in the way that care and support is provided at home.</p> <p>All HCP are to be offered on a Consumer Directed Care (CDC) basis acknowledging and older person's right (based on their assessed needs and goals) to be individualised services and support that will assist them</p> <p>Some HCP services include: bathing, meals preparation, laundry, dressing, transport, housework, temporary in-home respite, home maintenance or social activities.</p> <p>The higher (level 3-4) levels of the HCP program assists frail aged people to remain at home, supported by high level care through an approved service provider.</p> <p>Packages are flexible to suit the individual's particular needs, and some of the services include: nursing, domestic assistance, personal care and laundry, in-home respite and emotional support and advocacy.</p> <p>Home Care Packages Dementia Supplement – dementia specific</p> <p>This supplement assists people with dementia who experience difficulties in their daily life because of behavioral and psychological symptoms associated with their dementia.</p> <p>HCP Dementia supplements provide the same full-range of services all levels of packages provide, 4.</p>
Policy	<p>All eligible and approved clients referred to Care Assess will have access to services.</p> <p>All Care Assess programs will have identified eligibility and</p>

suitability criteria, including criteria for clients with complex care needs.

All eligible clients will receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative. All services will be delivered on a Consumer Directed Care (CDC) basis.

Clinical guidelines are used to guide appropriate care delivery.

Care Assess has an assessment strategy to ensure the appropriate use of interventions and services are arranged.

Care Assess Service planning includes an evaluation of the appropriateness of the services to be provided and the documents used in the planning of care; Care and Service Plans, Goals of Care and Variance Reports and improvements are made as required.

Referrals will be prioritised using a system whereby the date of referral receipt serves as the primary indicator before a system of prioritising referrals depending on the service required or the circumstances and needs of the individual. Referrals for HCP having prior approval from the ACAT.

Approvals for the HCP Program are via the Aged Care Assessment Team (ACAT).

The Hospital Avoidance Package program enables eligible and suitable clients to be assessed for four (4) weeks of intensive care in the home thereby preventing an acute care admission to a hospital or a re-admission following early discharge from a hospital or rehabilitation service. Assessments of these clients will determine the appropriate services required to deliver adequate care in these examples.

Any client referred for a Post Acute Program (PAP) is assessed on the day of discharge at the acute care facility where they are a current in-patient, care needs are identified and appropriate services negotiated with approved service providers.

HACC Home Based Independence Program referrals are received in a number of ways:

- Following a PAP
- Following an acute care episode – Day of discharge
- General Practitioner or other Allied Health Professional
- Self Referral

All referrals will be assessed for appropriateness by the Intake Officer, this will include

- A telephone call to the referred client to determine the appropriateness of the referral to the HHIP. Or;
- A home assessment organised by the Intake Officer

	<p>whereby a Care Assess HACC Coordinator will visit a client to determine the best level of support required for that individual, HHIP or Home Care.</p> <p>Home Care Package Referrals – With no minimum age requirement for eligibility purposes, however the HCP Program is targeted at frail older people. Access to a HCP is via an assessment and approval as eligible for home care by an Aged Care Assessment Team (ACAT) and then offered a Home Care Package by a home care provider (Care Assess).</p> <p>The ACAT does not determine whether a person's care needs are at a particular level within each band (Level 1&2 or Level 3 &4) 5.</p> <p>Care Assess client records will reflect that all clients are accessing appropriate services for their individual needs. Records include; Care and Service plans, Assessment and Reassessment documents, Client Satisfaction Surveys, Care Worker and Staff Satisfaction Surveys. Improvements are made based on evidence.</p> <p>Information about the services provided by Care Assess will be available for potential users of the services:</p> <ul style="list-style-type: none"> • Care Assess Website • Care Assess Printed Brochures <p>Re-Referral to another agency or Service Provider for ineligible people will occur via the Care Assess In-Take Officer.</p>
Scope	<p>Category of Staff:</p> <p>Care Assess Board of Directors.</p> <p>Care Assess CEO.</p> <p>Care Assess Clinical Management Staff.</p> <p>Clinical Coordinators who act as mentors to all clinicians within Care Assess.</p> <p>Registered Nurses and Enrolled Nurses under the direction of a Registered Nurse.</p> <p>Program Coordinators responsible for specific programs administered by Care Assess.</p> <p>Care Assess Agents and Contractors (includes sub contractors and temporary contractors).</p>
References	<ol style="list-style-type: none"> 1. Community Care Common Standards – Glossary and Acronyms. P:2 2. The concept of access: definition and relationship to consumer satisfaction.

	<p><u>Penchansky R, Thomas JW. Med Care. 1981 Feb;19(2):127-40.</u></p> <ol style="list-style-type: none"> 3. McGraw-Hill Concise Dictionary of Modern Medicine. © 2002 by The McGraw-Hill Companies, Inc 4. 1998 - 2013 DPS Publishing Pty Ltd. 5. Home Care packages Program Guidelines – Australian Government Department of Health and Ageing August 2013.
<p>Related Policies Community Common Care Standards EQIP 5</p>	<p>Home Care Common Standards - EO 2.1: Service Access</p> <p>ACHS EQIP 5: Clinical Standard</p> <p>1.2 Consumers/ patients / communists have access to health services and care appropriate to their needs.</p> <p>1.2.1 The community has information on health services appropriate to its needs.</p> <p>1.2.2 Access and admission/entry to the system of care is prioritised according to healthcare needs.</p> <p>1.3 Appropriate care and services are provided to consumers / patients</p> <p>1.3.1 – Health care and services are appropriate and delivered in the most appropriate setting.</p>

Date Implemented: March 2013

Version: 1

Endorsed by:



Joe Towns – Director

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