



West Wimmera Health Service

Memorandum of Understanding (MoU) 2013



This MOU was developed to reflect the reshaping of the West Wimmera Health Service Home and Community Care (HACC) funding to provide Occupational Therapy and Physiotherapy in the three LGA catchments of West Wimmera, Hindmarsh and Yarriambiack. This funding change was designed to improve HACC client's access to Allied Health and a subsequent improved model of the delivery of HACC personal care services. These changes and service delivery will promote the philosophy of the Active Service Model approach to service delivery.

Evaluation of this model for change will be undertaken to evaluate the effectiveness of a centralised service delivery of Occupational Therapy and Physiotherapy within the three LGAs. This funding for allied health services is ongoing but the service delivery model implemented in March 2013 will be reviewed in June 2014 with the option to change the mix of service types and service delivery locations if they are not effective and do not meet local needs. West Wimmera Health Service is the funded organisation and provider of the Allied Health Services.

This MoU specifically relates to the following agencies from within the West Wimmera, Hindmarsh and Yarriambiack LGAs:

- Dunmunkle Health Service - HACC Assessment Service
- Edenhope and District Memorial Hospital - HACC Assessment Service
- Harrow Bush Nursing Centre
- Hindmarsh Shire Council - HACC Assessment Service,
- Rural North West Health
- West Wimmera Health Service – HACC Assessment Service
- West Wimmera Shire Council - HACC Assessment Service
- Woomelang Bush Nursing Service
- Yarriambiack Shire Council - HACC Assessment Service

Key Intentions of the reshaped funding:

- To enhance access to Allied Health services in the specified local government areas
- To increase referral to Living at Home Assessment Officers by Allied Health staff
- To increase Living at Home assessment officer referrals to Allied Health
- To promote a person centred and enabling approach (ASM) to all HACC services delivered in the specified local government areas
- To remodel the availability and delivery of Personal Care services through increased involvement of Allied Health clinicians and promotion of a more flexible service delivery approach.

It is anticipated that this service delivery model and Memorandum of Understanding will contribute to the levels of trust and networking between the agencies. It is expected that this will then increase the capacity to implement, expand and support a person centred and enabling philosophy across the three local government catchment areas, with a focus on providing services within a culture of maintaining and improving clients' health and functioning.

Context: This Memorandum of Understanding should be read in conjunction with the Wimmera HACC Living at Home Integrated Assessment Partnership Project Memorandum of Understanding, the Victorian Government Department of Health Framework for Assessment in the Home and Community Care Program, the Department of Health Strengthening Assessment and Care Planning, a Guide for HACC Assessment Services in Victoria, the Victorian Service Coordination Practice Manual 2009, Service Coordination Tool Templates (SCTT) 2009, User guide and the Community Care Common Standards Guide.

Limitations and Review: This Memorandum of Understanding relates specifically to the relationship between West Wimmera Health Service and the health and local government agencies within the Hindmarsh, West Wimmera and Yarriambiack Shire Council areas, which form this partnership, with the support of the Department of Health, HACC Program in the Grampians Region.

It will be imperative to refer to this Memorandum of Understanding during the review phase (May and June 2014) to determine that the processes and practices associated with the centralised delivery of HACC Allied Health Services are relevant and sustainable.

Key elements of the MoU: It has been agreed that:

1. All participating agencies will commit to gain client consent for accessing Occupational Therapy and Physiotherapy services from West Wimmera Health Service and the sharing of information between the referring agency and West Wimmera Health Service;
2. All participating agencies will ensure that sufficient referrals are made and clients are booked to receive a service on the allotted days of the practitioners attendance in the local area;
3. All referrals will be sent via secure electronic referral (using RIM's or ConnectingCare);
4. A HACC Client Support (Care) Plan will be used by West Wimmera Health Service Occupational Therapists and Physiotherapists involved in service delivery. This will document goal directed care planning and reviews, thus ensuring the client's engagement, consent and willingness to participate in agreed strategies for goal achievement;
5. Copies of the clinician assessment report and the Client Support (Care) plan will be provided to the referring agency either through entry of reports directly into the agency software system or via secure electronic transfer;
6. West Wimmera Health Service will promote secondary consultation from agencies involved in the three Local Government Areas;
7. Participating agencies will provide access for West Wimmera Health Service staff to client files, if/when needed for audits and medical records purposes;
8. De-identified data relating to service delivery statistics and client satisfaction will be reviewed to assist in evaluating the effectiveness of this model of service delivery;
9. All client service fees are to be collected from the client by the referring agency. West Wimmera Health Service will invoice each agency for these fees on a quarterly basis. All fees collected will be used within service delivery activities.
10. West Wimmera Health Services commits to promoting and working with HACC personal care providers in the three LGAs to promote the value of HACC personal care services being utilised to continue the maintenance and support of clients receiving services from the Occupational Therapist and Physiotherapist.