

Health Services Perspective

Elizabeth Mackenzie – Southern Health

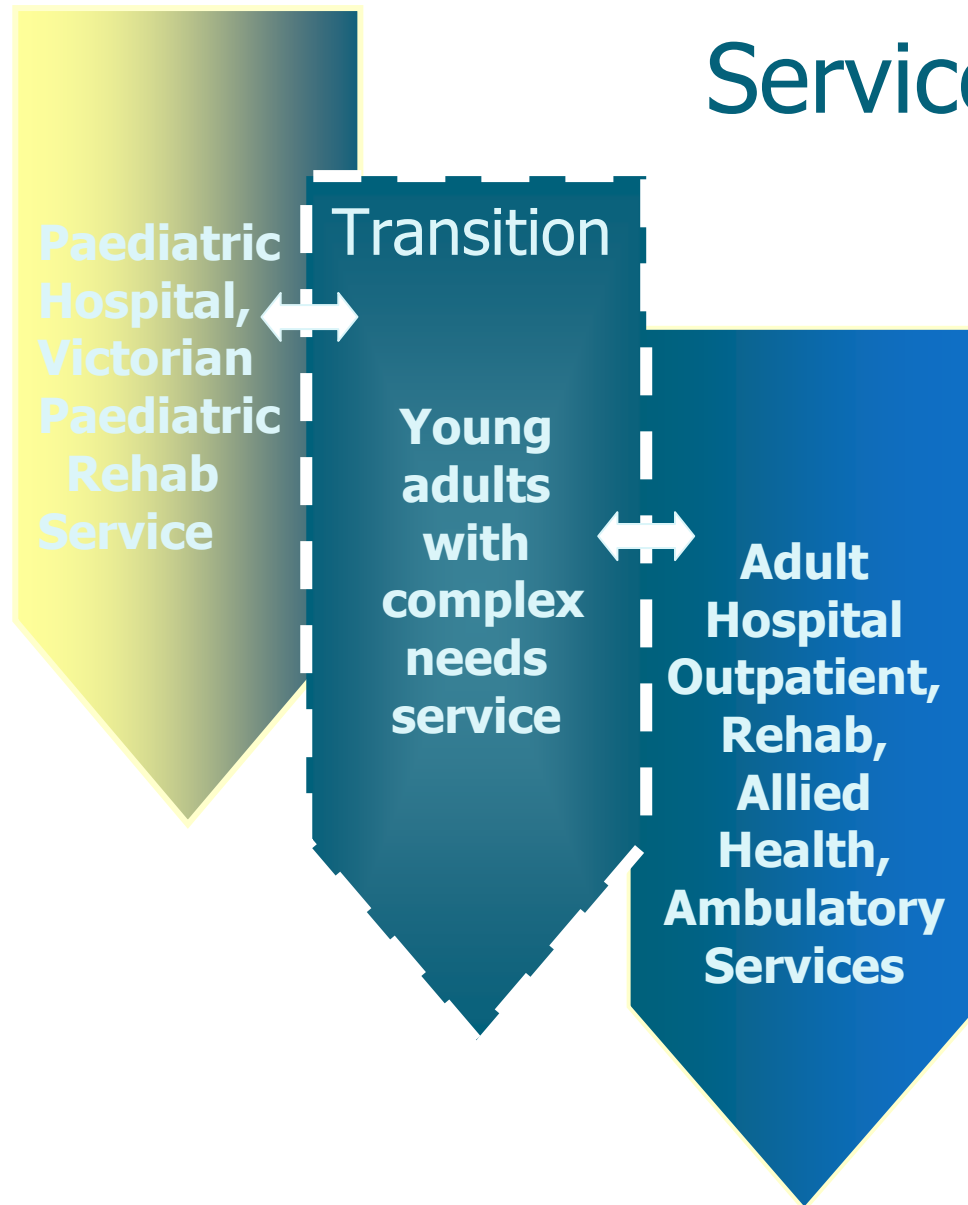
Karen Phipps – St Vincent's



Service Models - Victoria

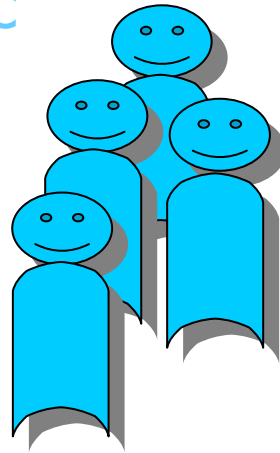
	Southern Health	St Vincent's	Melbourne Health	Bendigo Health
Patient Population	•Range of Diagnosis	•Primarily cerebral palsy	•Primarily spina bifida	•Range of Diagnosis
Team Members	Consultant, SW, PT, OT, SP	Rehab Physician, PT, OT, SW, P&O, Nut, SP	Rehab Physician, PT, OT, SW, Nurse	Rehab Physician, SW, PT, OT, Ex Physiologist
Eligibility Criteria	•16 – 25 •State-wide	•18 – 40 •State-wide	•16 – onwards •State-wide	•16 – 25 •Regional only
Service Delivery Approach	<ul style="list-style-type: none"> •Specialist assessment & intervention – medical & allied health •Initial needs assessed within allied health clinic and via phone call •Provide patients with linkages to appropriate services and specialists 	<ul style="list-style-type: none"> •Specialist assessment & intervention – allied health & medical •Initial needs assessed via phone call •Multidisciplinary initial medical assessment clinic •Can access allied health independent of medical clinic 	<ul style="list-style-type: none"> •Specialist assessment & intervention – allied health & medical •Initial needs assessed via phone call •Multidisciplinary initial medical assessment clinic 	<ul style="list-style-type: none"> •Specialist assessment service – medical & allied health •Initial needs assessed via phone or face to face •Provide patients with linkages to appropriate services and specialists •Goal specific intervention
Long term goal	Transition to appropriate adult service	On going assessment and management	On going assessment and management	Transition to appropriate adult service

Service integration

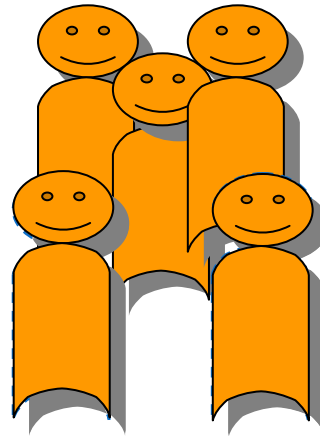


Team integration

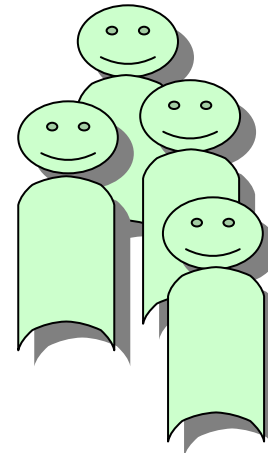
Paediatric
Services



Transition
Service



Adult
Services





Lessons Learnt – About our Patients Needs

- Value of multidisciplinary clinic appointments
- Patients need time to tell their story
- Patients need time to learn to trust you and value your input
- Patients need clearly written handouts
 - Service brochure, Parking information, Rights and responsibilities, Key team members, Action plans, Discharge plans
- Follow ups need to be scheduled by the service



Lessons Learnt – Essential Clinic Needs

- You need to review your environment for disability accessibility
 - Parking, Toilets, Feeding areas, Appropriate equipment – e.g. hoist
- Support from paediatric / referring services
 - Supporting and educating the patient regarding the process
 - Providing detailed referral information
 - As a resource for the clinic regarding condition management
- The roles of all involved in providing an individuals care need to be clear
 - Service physician vs. local medical officer
 - Service allied health vs. community allied health
 - Internal hospital services vs. external/outsourced



Patient Challenges

- Transition doesn't occur in isolation
 - School to day centre/workshop/tertiary education
 - Changed funding streams
 - Family roles/expectations
- Significant change between adult health care delivery and the paediatric setting
- Potentially aging carers
 - Parents who are prime carers



Future Service Challenges

- Growth of clinics
 - Increased life expectancy
- Limited community resources for ongoing provision of care
- Scarcity of transition clinics managing patients with complex disability
 - Patients may need to travel long distances to access care
 - Patients may need to attend services at a variety of sites and locations
- Increased dependence on local medical officer

Into the future together...

