

Goulburn Valley PCP Integrated Chronic Disease Management.

Lead Agency Workplan

Goulburn Valley Health

September 2009

Staging Summary.

The following table summarises project staging over a three year period as described in Goulburn Valley Health's proposal for the provision of lead agency services to Goulburn Valley PCP for Chronic Disease Management integrated service development.

Stage		Activities	Year
Pre-project	Project set up and planning	<ul style="list-style-type: none"> ▪ Agreement upon contract, working group terms of reference, reporting, communication, engagement, consumer participation strategies and evaluation plan. ▪ Brief and recruit project staff and participating agencies 	1
Stage 1	Service System Stocktake <ul style="list-style-type: none"> ▪ Health system organisation 	<ul style="list-style-type: none"> ▪ Capacity analysis ▪ Agency Chronic Care Improvement Plans ▪ Initial 2009-2012 PCP Strategic Plan (ICDM component) ▪ ICDM Plan evaluation & amendments 	1
Stage 2	Integration Platform <ul style="list-style-type: none"> ▪ Self Management Support ▪ Decision Support ▪ Delivery System Design ▪ Information Systems 	<ul style="list-style-type: none"> ▪ Breakthrough Collaborative(s) ▪ Partnership Trial(s) ▪ Service Directories ▪ E-referral ▪ Best Practice Show & Tell ▪ ICDM Plan evaluation & amendments 	1 & 2
Stage 3	Workforce Capacity & Practice Change <ul style="list-style-type: none"> ▪ Community Support 	<ul style="list-style-type: none"> ▪ Chronic Care Workforce Capacity Plan ▪ Chronic Care Toolkit (including best practice tools from breakthrough collaboratives and partnership trial projects) ▪ ICDM Plan evaluation & amendments 	2 & 3
Stage 4	Forward Planning & Integration	ICDM Plan evaluation & amendments	3

Project Personnel

Project Executive:	Goulburn Valley Primary Care Partnership (GVPCP) Executive
Project Directors:	Leigh Rhode, Director, Community and Integrated Care Division Goulburn Valley Health (GV Health) Michael Rogers, Chief Executive Officer, Goulburn Valley Community Health Service (GVCHS) Sam Campi, Team Leader, GVPCP
Reference Group:	GVPCP Service Coordination and Integrated Chronic Disease Management Reference Group
Project Manager:	Tracey Forster, GV Health
Project Officer:	Belinda Beer, GV Health
Participating Agency:	A GVPCP member agency that elects to participate in the project
Agency Facilitator:	A staff member elected by a participating agency to be the key project contact and who is responsible for project implementation within that agency
Agency Team:	Staff members within a participating agency who assist the agency facilitator with ICDM improvement
Project Staff:	Project manager, project officer, agency facilitator and agency team
Collaborative:	Staff representatives enrolled in a particular breakthrough collaborative

Glossary

Breakthrough Collaboratives
Chronic Care Model (CCM)
Health Systems Assessment
Assessment of Chronic Illness Care (ACIC)
Patient Assessment of Chronic Illness Care (PACIC)
ABCD
Service Coordination and Integrated Chronic Disease Management Working Group (SC&ICDM wg)
Integrated Chronic Disease Management (ICDM)
Self Management
Self Management Support

Status Key:

Complete – 100%
On schedule – 50-99%
Underway – 1-50%
Not Commenced – No action to date
Not to Proceed – No action to be undertaken, strategy deemed no longer feasible

Work Plan

Objective	Ensure effective project management & accountability					
Deliverable	Contract is in place and accountability measures and processes are agreed and followed.					
	The project is appropriately resourced and supported					
Stage	Job No.	Activity	Task	Who	When	Status August 09
Pre-project Preparation	1.	Finalise contract	<ul style="list-style-type: none"> Meet, discuss, agree and document 	Leigh, Michael and Sam	Dec 08	100%
	2.	Set-up internal GV Health budget management structure	<ul style="list-style-type: none"> Meet, discuss, agree and document 	Leigh and GV Health finance dept	Jan 09	100%
	3.	Develop terms of reference for reference group	<ul style="list-style-type: none"> Develop and document Meet, discuss and agree Distribute to members 	Leigh, Michael, Sam and Natasha Reference group members	Jan 09	100%
	4.	Develop & agree reporting, communication and engagement strategy	<ul style="list-style-type: none"> Develop and document Meet, discuss and agree Distribute to members 	Leigh, Michael, Sam and Tracey Reference group members	August 09	60%
	5.	Develop consumer participation strategy	<ul style="list-style-type: none"> Develop and document 	Leigh, Michael, Sam and Tracey Reference group members	March 09 extended to August 09	60%
	6.	Agree work plan year 1	<ul style="list-style-type: none"> Document, meet, discuss and agree Submit to SC & ICDM reference group and PCP executive for approval 	Leigh, Michael, Sam and Natasha SC&ICDM reference group PCP executive	Jan 09	100%
	7.	Develop & agree evaluation plan	<ul style="list-style-type: none"> Develop and document project evaluation plan in accordance with the ICDM reporting measures for PCPs 2009-12. 	Leigh, Michael, Sam and Tracey Reference group members	April 09 extended to August 09	40%
	8.	Appoint key staff	<ul style="list-style-type: none"> Develop and document project manager and officer position description Conduct interview(s) and appoint project manager and officer Provide key staff with orientation to GVPCP, GV Health, GVCHS and their positions 	Leigh, Natasha	Jan 09 extended to May 09	100%
	9.	Prepare Power point presentation and provide project	<ul style="list-style-type: none"> Develop content and construct power point presentation Present to reference group and members 	Natasha	Feb 09	100%

		overview to reference group & members				
	10.	Recruit participating agencies	Recruitment invitation letter written and sent to each agency. Follow up phone calls to be made	GV Health & members	March 09 extended to August 09	80%
	11.	Project briefing session	Deliver a briefing session for each participating agency (include overview of Chronic Care Model as part of the briefing session)	Project manager Project officer Participating agencies	April 09 extended to June 09	100% GVPCP ICDM Forum
	12.	Formation of agency teams	Formation of agency team & set-up key project contacts register for each agency	Participating agencies Project manager	May 09 extended to August 09	30%

Objective	Define the current structure of chronic disease management within the Goulburn Valley In preparation of the 2009-12 PCP Community Health Plan:					
Deliverable	Building on the results of the Self management mapping exercise completed in 2007, and the service co-ordination survey completed in 2008, an audit of member agencies in relation to their organisational and operational understanding of Chronic Disease management using an agreed assessment tool and process.					
Stage 1	Job No.	Activity	Task	Who	When	Status August 09
Service System Stocktake	1.	Undertake Capacity Analysis with member agencies.	Collate and review previous studies and reports into a summary eg. Self Management exercise (2007), Service Coordination Survey (2008), Referral Capacity Building report (2008).	Project officer	Sept 09	10%
			Conduct Planning Workshop Ice breaker, community, staff and agencies what would look like Local data on CD, ICDM overview, present findings from last SC survey, key contact role, how to establish a internal improvement team, develop internal communication plan, and ICDM external communication, workplan with timelines, involvement of consumers.	Project Staff	September. 23. 2009	80%
			Stage 1 workshop. Conduct agency training session on using ACIC/ABCD instrument and PACIC. Give tool kits with all audit tools, Agree on timelines for completion of assessment	Project staff	Nov 09	40%
			Audit current referral protocols, policies, strategies and practice guidelines used by member agencies in relation to chronic disease prevention, management and self-management (this will assist in completing health systems	Project officer Agency facilitator	Oct 09	10 %

			assessment)			
			Map agencies using an Advanced Skills Mapping tool to identify staff trained in self management	Project officer Agency facilitator	Nov 09	
			Completion of Health Systems Stocktake	Project staff	Dec 09	
	2.	Agency Chronic Care Improvement Plans	<ul style="list-style-type: none"> Agencies prepare plans from Health System Stocktake findings 	Agency team	Dec - Jan	
			Forum held: <ul style="list-style-type: none"> Analysis of findings, identify agreed shared priorities and planning forum with all agencies Provide education on Breakthrough Collaboratives and Partnership Trials. Agencies elect a Breakthrough Collaborative or Partnership Trial to participate in. 	Project staff	Feb 10	
			<ul style="list-style-type: none"> Arrange Expert Panel Internal and External experts 	Project Staff	March 10	
	3.	GV Chronic Care Workforce and Capacity Building Plan	<ul style="list-style-type: none"> Develop agency capacity building plan Develop training register Plan future workforce development CDM Network Distribute key CCM resources 	Agency Team and Project Staff	March 10	
	4.	ICDM Plan evaluation plan & amendments	Complete and present to reference group	Project manager		
	5.	Initial 2009-2012 PCP Strategic Plan (ICDM component)	Assist PCP to complete ICDM component	Project manager		

Objective	Build a platform for the integration of current Chronic Disease Management programs.					
Deliverable	Improved communication and referral pathways between current programs which will include the supporting of the E Referral implementation and other relevant communication structures.					
	Assistance in the broadening of referral pathway across the catchment to meet the practise standards as outlined in the Victorian Service coordination practise manual for Initial Needs Identification (INI) and Referral.					
	Supported implementation of the Better Access to Services (BATS) Policy and Operational Framework					
Stage 2	Job No.	Activity	Task	Who	When	Status August 09
Integration	1.	Breakthrough collaboratives(s)	Plan breakthrough collaborative(s) including contact lists, learning session venue and dates, recruitment of experts	Project manager Project officer	March 10	
			Conduct learning session 1	Collaborative	April 10	

Platform			Implement action period 1	Agency teams	April-June 10	
			Prepare for learning session 2	Project manager Project officer	April-June 10	
			Conduct learning session 2	Collaborative	July 10	
			Implement action period 2	Agency teams	July –Sept 10	
			Prepare for learning session 3	Project manager Project officer	July –Sept 10	
			Conduct learning session 3	Collaborative	Oct 10	
			Implement action period 3	Agency teams	Oct-Dec 10	
			Evaluative Breakthrough collaborative	Project manager Project officer		
2.	Partnership Trial(s) Are an options for agencies to work together on shared priority areas of their own accord	Plan trials Implement trials For example: (1) Work with at least one participating agency to: Identify and develop a staff training program and supportive policies that address core questions; Does my client have a chronic illness? How does this affect the care I can provide? What do I need to know? (2) Work with at least one participating agency to: Form a partnership and develop protocols with a chronic disease provider service. (3) Trial a process and template for protocol development between HARP and Early Intervention in Chronic Disease programs, and include team approaches including Care Plan conferencing	Agency teams Agency teams	Jan-Feb 10 March-June 10		
3.	Service Directories	Support GVPCP SC Worker by encouraging agencies to ensure service directories are current and systems are in place to support on-going accuracy of data base information	Project officer	Jan –June 10		
4.	E-Referral	Support GVPCP SC Worker by encouraging agencies to become e-referral ready and use E-Referral	Project officer	Jan – Dec 10		
5.	Best practice show & tell from breakthrough collaboratives, partnership trials and service coordination activities, what next to do and future direction	Organise time, venue and facilities etc for show and tell	Project manager	Dec 11		
		Findings to be presented to GVPCP member agencies.	GVPCP member agencies	Jan 11		
6.	ICDM Plan evaluation plan & amendments	Complete and present to reference group	Project manager	Feb 11		

Objective	Build the capacity of agencies and their staff in their knowledge of current Chronic Disease management structure/programs currently being provided within the GVPCP catchment, this will include:
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Deliverables	Assisting member agencies with developing the capacity of their staff in understanding the Wagner Model as an overarching framework for improving chronic disease management at a whole of health system level.
	Assist member agencies in understanding and developing capacity in the various models and approaches to self management support, including but not limited to; <ul style="list-style-type: none"> ▪ Stanford Model ▪ Flinders ▪ Health Coaching ▪ Motivational Interviewing
	Support member agencies with change management required to establish improved Chronic Disease management protocols

Stage 3	Job No.	Activity	Task	Who	When	Status August 09
	1.	Local Chronic Care Toolkit (including best practice tools and learning from breakthrough collaboratives and trial projects).	Collate all best practice tools to produce a Local Chronic Care Toolkit that will be electronically accessible.	Project manager Project officer	June 11	
			Launch and distribute Toolkit to member agencies.	GVPCP member agencies	July 11	
			Provide any training requirements required for future implementation to implement Toolkit across member agencies.	GVPCP member agencies	Sept 11	
	2.	ICDM Plan evaluation & amendments	Complete and present to reference group.	Project manager	Oct 11	

Objective In consultation with the other members of GV PCP and under the guidance of the reference group, build on the reports from recent partnership forums and subsequent discussion papers to develop a plan for the implementation of an integrated Chronic Disease Management Framework for the GVPCP that will be reflected in the 2012-2015 PCP Strategic Plan.

Deliverables None specified

Stage 4	Job No.	Activity	Task	Who	When	Status
	1.	GVPCP Strategic Plan 2009-2012 (ICDM component)	Report project progress against GVPCP Strategic Plan 2009-2012 (ICDM component)	Project manager	2009-2012	
Forward Planning & Integration	2.	GVPCP Strategic Plan 2012-2015 (ICDM component)	Draw upon entire project work to develop GVPCP plan for Integrated Chronic Disease Management component of Strategic Plan	Project manager Project officer	December 11	
	3.	ICDM Plan evaluation	Complete and present to reference group	Project manager	December 11	