

ComPacks Private Service



Everyone wants a good hospital discharge.



Contact Information for Discharge

Hospital Contact:.....

COPs Contact:

You have also been referred to:

.....

.....

.....

.....

.....

If you have a need to speak with someone other than those listed above, please call:

.....

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What is ComPacks Private?

ComPacks Private is a case-managed discharge from hospital that includes a package of care for up to 6 weeks after discharge from hospital. This service has been established for people who need two or more community services to ensure they can return home safely with appropriate care in place.

The concept is to case manage community support jointly with a multidisciplinary hospital team, starting before discharge and continuing for a short time after discharge, with the aim of facilitating access to mainstream community services.

The service (together with the hospital clinical team) involves:

- Community assessment and case management of targeted people being discharged from private hospitals
- With the purpose of rapidly assembling individualised community care packages
- Designed to meet each person's assessed clinical and support needs
- For information about ComPacks Private look up:

www.compacksprivate.com.au



Who is Eligible?

To be eligible for case managed services through ComPacks Private, people will:

- be assessed as requiring two or more community services on discharge, and
- require ComPacks Private support to facilitate discharge.

In addition people may be eligible if they are:

- assessed as having clinical needs capable of being jointly met in the community by a ComPacks Private and a clinical team such as Community Acute/Post Acute Care
- referred from Emergency Departments if the ASET (Agedcare Services Emergency Team) has assessed them as having in-home care and support needs rather than a need for inpatient care or other referrers such as social workers.
- referred by geriatricians, respiratory and cardiac specialists, and psychiatrists to plan and access community based services that will maintain stable long term living in the community resulting in fewer days required by the person in hospital.

The following groups are not eligible for ComPacks Private:

- Current CACP recipients (except where additional short term support is required)
- People waiting for nursing home placement
- People waiting for Attendant Care funding.

Client Information and Referral Record for



Date

MRN/I.D. Number

To be used in accordance with the Guidelines and Principles

Title

Full name

Prefer to be called

Usual Address

No. _____ Street _____
Suburb _____ Postcode _____

Telephone No.

Current Address (if different)

No. _____ Street _____
Suburb _____ Postcode _____

Telephone No.

Female

Country of Birth

Ethnicity

Date of Birth

Age

Language spoken at home

Is language/communication assistance required?

No

Yes -

Specify

Cultural or religious affiliations

Yes

No

Does the client identify themselves as an Aboriginal or Torres Strait Islander person?

Source of Referral

Name	<input type="text"/>
Contact No.	<input type="text"/>
Organisation (if applicable)	<input type="text"/>
Reason for referral and/or type(s) of assistance being sought	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Is the client aware of the referral? Phone No. in Ward

Yes

No

Is the carer aware of the referral?

Yes

No

N/A

Signature of referring person

What services are currently being received?

Private health Insurance Company

Number

Name of service receiving referral

Referral received by

Referral Process

Hospital staff who refer an inpatient to ComPacks Private include social workers, discharge planners, discharge liaison service, continuum of care coordinators, ASET case managers.

Hospital contact person (referrer) rings 1300 266 774 to discuss referral. This initial discussion will ensure eligibility for ComPacks, discuss expected arrangements for assessment including location, timing, need for case conference and completion of intake requirements (ONION at Appendix 1)

Referrer faxes ComPack Private order to _____ or emails to intake@compacksprivate.com.au

It is preferable that ComPacks Private assessments take place at the hospital while client is still an inpatient. Where possible, and appropriate, attendance of involved health professionals and/or family members at assessment is desirable. Where it is not possible to assess in hospital, telephone contact will be made with client and/or carer prior to discharge. In this case the assessment will take place as soon as practicable after discharge at the person's home and phone contact will be made with health professionals as required. It is the ComPacks Private Case Manager's responsibility to determine whether hospital or home-based initial assessment is likely to be most practical and effective.

At initial assessment the client and the case manager will agree on the services needed on discharge from hospital and the immediate links to be made within the community. During the period of the ComPacks Private (up to six weeks post-discharge), the client and the case manager will determine and agree on the need and level of ongoing services required. The case manager will make the appropriate referrals and linkages where ongoing support is needed.



What is Provided?

Case Management

The model of case management used in ComPacks Private is a collaborative model of individual client focused service delivery. It includes comprehensive assessment, planning, implementing and monitoring a mix of culturally appropriate services to provide post-discharge support to individuals and to link those people with ongoing support that will optimise their independence in the community.

Principles of Case Management

The case manager - client relationship:

- Developing a relationship is the foundation on which the case management process is based

The focus:

- Needs based care meeting individual goals

Single point accountability:

- A familiar person who has responsibility to explore then arrange and monitor a cohesive mix of supports and services during the period of the ComPacks Private Service. During this time the case manager will work with the client to identify the need for ongoing support and make referrals where required.

Flexibility:

- The support and services negotiated will be provided in a flexible way in response to the changing needs of the client.

Comprehensive assessment covers:

- An holistic assessment of all physical, social, cultural, spiritual and practical aspects of a person
- A cost effective and efficient utilisation of resources
- Timely service delivery as needed and accepted by client
- Access, and integration of formal and informal supports

Confidentiality:

- Will be maintained at all times in accordance with legislative requirements and Home and Community Care (HACC) standards

Facilitating client independence:

- The ultimate concern of the case manager is to enable clients to achieve their optimal level of independence and wellbeing within their community
- To assist people to self-direct care and make informed choices and decisions

Components of Case Management

Assessment: In collaboration with the client and their carers, identify personal needs and function levels to maintain quality of life in the community. A full assessment (ONION) is found in Appendix I.

Care Planning: A care plan is developed in consultation with client nominating short and long term goals. This will incorporate carer needs

Implementation: Linking and commencement of the services

Monitoring: Ensuring the client is receiving the expected level and quality of service provision during the period of the ComPacks Private Service

Advocacy: Support the client in accessing services identified as required to address individual's needs and goals

Evaluation: Ensure services provided are meeting the needs of the client and carers

Closure: At the end of ComPacks Private Service, ensure that client is linked to services and support according to their individual needs.

Services

The types of services which can be accessed during ComPacks Private and/or to which referral can be made during ComPacks Private include:

Domestic assistance – for instance:

- House cleaning
- Washing and ironing
- Help with shopping
- Transport to and from banks, appointments, etc.
- General household support, such as paying bills and accounts, helping with telephone calls, etc.

Personal care

- This service is for people who need help in performing essential self care tasks. Services may include help with:
 - Bathing
 - Dressing
 - Eating and personal grooming (for example shaving).

Meals

This refers to the provision of meals that are prepared and delivered to clients who are unable to prepare their own meals or maintain an adequate nutritional intake.

Social support

Social support includes friendly visiting services, helping clients do paperwork, and assisting with bill paying and banking.

Centre-based day care

This refers to attendance/participation in structured group activities which are designed to develop, maintain or support the capacity for independent living and social interaction, and which are conducted in and from a centre. It also includes outings and day trips organised and conducted by a day care centre.

Transport

This includes transport to medical appointments, to access community services, to facilitate socialisation and to improve independence, as well as linkage to ongoing relevant transport services.

Respite care

Respite care involves assisting carers by providing a substitute care worker. It can include outings or recreational activities.

Other services:

- Falls management
- Dementia support services
- Equipment
- Home modifications and maintenance
- Accommodation issues support
- Medication support
- Carer support
- Allied health services including physiotherapy, occupational therapy, dietitian, podiatry, speech therapy
- Community Nursing
- Continence management
- Financial services
- Bilingual services and interpreters.

Service Costs

ComPacks Private is provided to enable ComPacks Private case managers to purchase services and/or equipment which are not available from existing HACC or other government funded services. Purchasing funds must be used to buy high quality services with due regard to their cost effectiveness.

Purchase of equipment is restricted to the purchase of low cost safety equipment/items. For more substantial equipment it is usual to access PADP or enter hire arrangements with a purchase option for the client on discharge from ComPacks Private.

During the course of ComPacks Private Services, as mainstream services commence, people will pay a contribution or fee for most services. ComPacks Private clients are expected to pay fees, contributions or donations that may apply for services provided by a government funded service, subject to the standard income test criteria applied by the service. Where a client is unable to pay the usual fee for a service, the role of the case manager in these circumstances could include negotiating a reduction or waiver of any fee due.

ComPacks Private should not therefore be used to substitute for available mainstream services, or to pay usual client contributions.

Joint Case Management with a Health Team

At times it will be appropriate for joint case management (and/or service provision) after discharge from hospital. Services where this commonly occurs include:

- Palliative Care
- Drug and Alcohol
- Community Nursing
- Geriatric and Rehabilitation services
- Mental Health
- Community Acute/Post-Acute Care (CAPAC) type services
- Specialist outpatient clinics and ambulatory care services
- Aged Care Assessment Team (ACAT) (in some Areas where teams use a case management model)
- Chronic Care Rehabilitation Services

In these circumstances it is suggested that assessment, care planning and evaluation are undertaken collaboratively between service providers, the client and their carers, so that all care issues are supported and confusion and/or overlap issues are minimised.

Principles of Joint Case Management

Service Providers will determine when there is a need for joint case management and will discuss this with the client and family, carer and significant others.

The case managers will consider the scope of needs by the client and the ComPacks Privatecase manager will manage those needs which relate to supporting services in general and the case manager with specialist knowledge and skill eg. Mental health, palliative care, will manage those specialised needs.

The way in which joint case management will be provided will be through joint assessments and case conferences whenever they are required. An assessment or conference may be requested by the client or either case manager.

The case managers, in consultation with the client will establish (a) clear understandings of the responsibilities of each case manager, (b) the expectations of the client for each and both and (c) a clear arrangement for communication between case managers and with the client.



Client Agreements

It is suggested that all ComPacks Private providers have a Client Agreement in place with each of their ComPacks Private recipients, which will include the following information:

- Clear description of the ComPacks Private Service, including maximum duration of any ComPacks Private Services.
- Contact details (name and telephone number) of ComPacks Private Case Manager
- Services to be received on discharge from hospital
- Referrals determined at initial assessment (subsequent needs identified during the course of the ComPacks Private and requiring referral will need to be documented separately)

Information Management Policies (Privacy statement)

- Client Rights and Responsibilities
- Complaints Mechanism to local case management services
- Client consent
- The case manager will be continually monitoring care needs. Early referral to mainstream services will support exit from ComPacks Private with required ongoing support from mainstream community care services, informal support networks including family support, support from volunteer networks and services
- Advise client and family of fees including those that may be required for ongoing service support.

Exit from ComPacks Private

At some point during the 6 weeks after their discharge from hospital, or by the end of 6 weeks, it is expected that ComPacks Private clients will:

- Have referrals and linkages made and be in receipt of ongoing services; or
- Be placed on a waiting list for the services they require (and will be supported by family and/or privately purchased services until the appropriate service is available); and
- Be provided with information on the services to which they have been referred as well as the range of services available; or
- Will no longer require community service support.

Every ComPacks Private client will be consulted about, and advised of, any arrangements made for them on completion of their ComPacks Private Service.

The case manager will, as part of preparing the client for exit, provide advice and referral to short term services eg in-home respite services, private services and the like where the person is on a waiting list or needs to reapply for mainstream services.



Complaints, Comments and Compliments

Whilst each organisation offering ComPacks Private is responsible for its own internal complaints handling procedure, ComPacks Private clients and people referring to ComPacks Private should also be offered the option of accessing an external complaints mechanism. Accordingly, the following information should be routinely provided to ComPacks Private clients and referrers, for use in any circumstance where they have a complaint and do not want to deal with it through the ComPacks Private provider. In this situation, they can:

Complaints, comments and compliments can be directed to:

The Director 0401 727 787

or
bronwyn@compacksprivate.com.au

Frequently Asked Questions

Q: What happens when a client is readmitted to Hospital while they are on ComPacks Private?

A: The client is exited from ComPacks Private. The exception to this is where they may spend one day (or admitted overnight) at hospital to have a procedure and then in this case the client can continue on with their ComPacks Private service at home.

Q: Can an overseas visitor receive ComPacks Private from a Private Hospital?

A: Yes, but they will need to pay the full cost of the services they require.

Q: Can children have ComPacks Private?

A: Yes, children can receive ComPacks Private from service providers that are recognised and credentialed to provide services to children.

Q: If a person is provided with a CACP already, can ComPacks Private accept a referral on discharge from hospital?

A: This is not an ideal use of ComPacks Private. It may be appropriate if having ComPacks Private means that the person is at home rather than have a long admission. It does mean that the case manager will need to work with the CACP coordinator to review medium term and long term support for the client.

Q: Are people receiving CAPAC or Hospital in the Home services eligible for ComPacks Private?

A: CAPAC is a hospital substitution service and people will be jointly case managed by the CAPAC and ComPacks Private services.

Q: Is a person, who has already been discharged from hospital able to be referred for ComPacks Private?

A: No, this person does not require ComPacks Private to be discharged from hospital. ComPacks Private is a discharge service to reduce avoidable days in hospital.

Q: If a patient is dying and wants to go home for a few days to say goodbye but will need to go back to hospital, could a ComPacks Private be provided?

A: Yes, this is an appropriate referral for ComPacks Private and if the person decides to stay at home they will have an expert case manager who will be able to assist in working out the support services required.

Q: Can a patient be eligible for a ComPacks Private if they are a young person?

A: Yes. This service has been established for people who need two or more community services to ensure they can return home safely with appropriate care in place. It does not have age restrictions.

Q: What happens when the patient is assessed, accepted and then not discharged on the date planned?

A: ComPacks Private is still available to the client on discharge unless the client declines the ComPacks Private service.

