Strengthening the Alcohol and Other Drugs (AOD) Service System in the East

Service Guide

SURe Substance Use Recovery
sharing your journey

ecads

Strengthening the AOD Service System in the East

A consultation with services and clients in the East identified a number of challenges in the local service system including:

- No clear and consistent understanding of the role of Care and Recovery Coordination (CRC)
- Inconsistency in how the CRC model was being delivered by agencies across the East
- Inconsistency in the sharing of client and service information between agencies in the catchment
- Risks associated with the unplanned discharging of clients

In response, the Outer East Primary Care Partnership, supported agencies to come together to address these challenges by developing greater consistency of practice.

The following Guide outlines the agreements and resources developed in the areas of Care and Recovery Coordination and Information Sharing and Discharge Planning.

The OEPCP would like to acknowledge Access Health and Community, Anglicare, EACH, Inspiro, SalvoCare Eastern and Turning Point for their involvement.

Criteria for Care & Recovery Coordination in Inner and Outer Eastern Melbourne

Care and Recovery Coordination

1. Eligibility criteria for CRC

Agencies agreed that a CRC client should have:

1. Complex needs including problematic substance use that requires substantial services and supports from multiple agencies

2. Had recent engagement with services where there is a pressing concern about their substance use and/or related issues (eg., hospital admission related to their substance use)

3. Clearly articulated AOD treatment goals and/or AOD is their primary concern

4. Consented to being involved in CRC

If the person does not meet the eligibility criteria, agencies will ensure that the person receives advice on what other supports are for them. The criteria is to be used in conjunction with the Department of Health and Human Services AOD Program Guidelines.

Care and Recovery Coordination

2. Role of a CRC Worker

It was agreed that the role and function of a Care and Recovery Coordination worker should include:

Role of a CRC worker

- prepare referrals to internal/external services
- goal setting & care planning
- build service pathways & support client access to other services
- work collaboratively with multiple services/organisations
- arrange & facilitate care team meetings
- harm education
- brief intervention counselling
- advocacy
- attend appointments with clients
- provide a pathway to peer support (where available)
- review of individual treatment plan prior to discharge inlcluding making referrals where appropriate
- outreach when required to engage client and/or deliver service

CRC workers will engage with existing case managers and/or service providers that may have a role in the care of their client and ensure that the focus of CRC remains on coordination and does not shift to a case management focus.

3. CRC client experience

Agencies agreed shared commitment to reviewing a client's experience could include asking CRC clients 3 short questions:

1. Has having access to CRC support assisted you in reducing problems associated with your alcohol and/or drug use? Please describe.

2. Has having access to CRC support assisted you to get the other supports you need? Please describe.

3. Would you recommend CRC to others?

These questions can be asked at any point during the client's involvement with CRC. For example, at review or as part of the discharge planning process. The questions can also be incorporated into existing internal client feedback processes.

Information Sharing and Discharge Planning

Information Sharing and Discharge Planning

1. Client centred discharge planning and information sharing processes

A set of regional principles were agreed to. The principles are outlined under the five following areas:

Admission and Planning

Early Discharge and Follow up

Information Management/Sharing

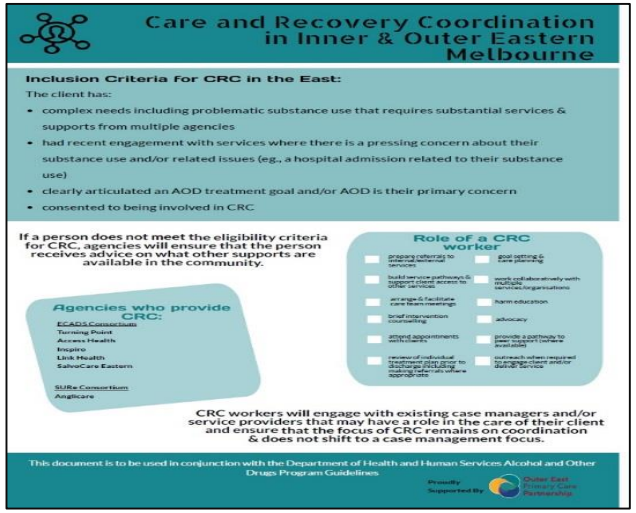
On Discharge

Change Management and Review

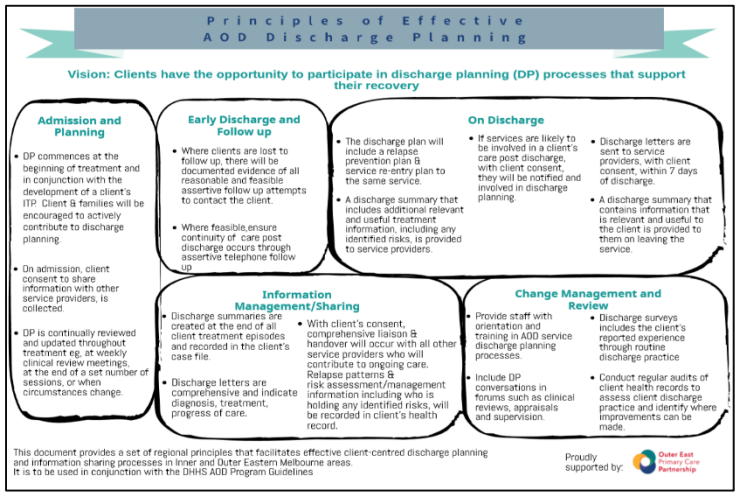
Resources

Several resources have been developed to promote and support the implementation of these agreements.

1. Care and Recovery Coordination in the East

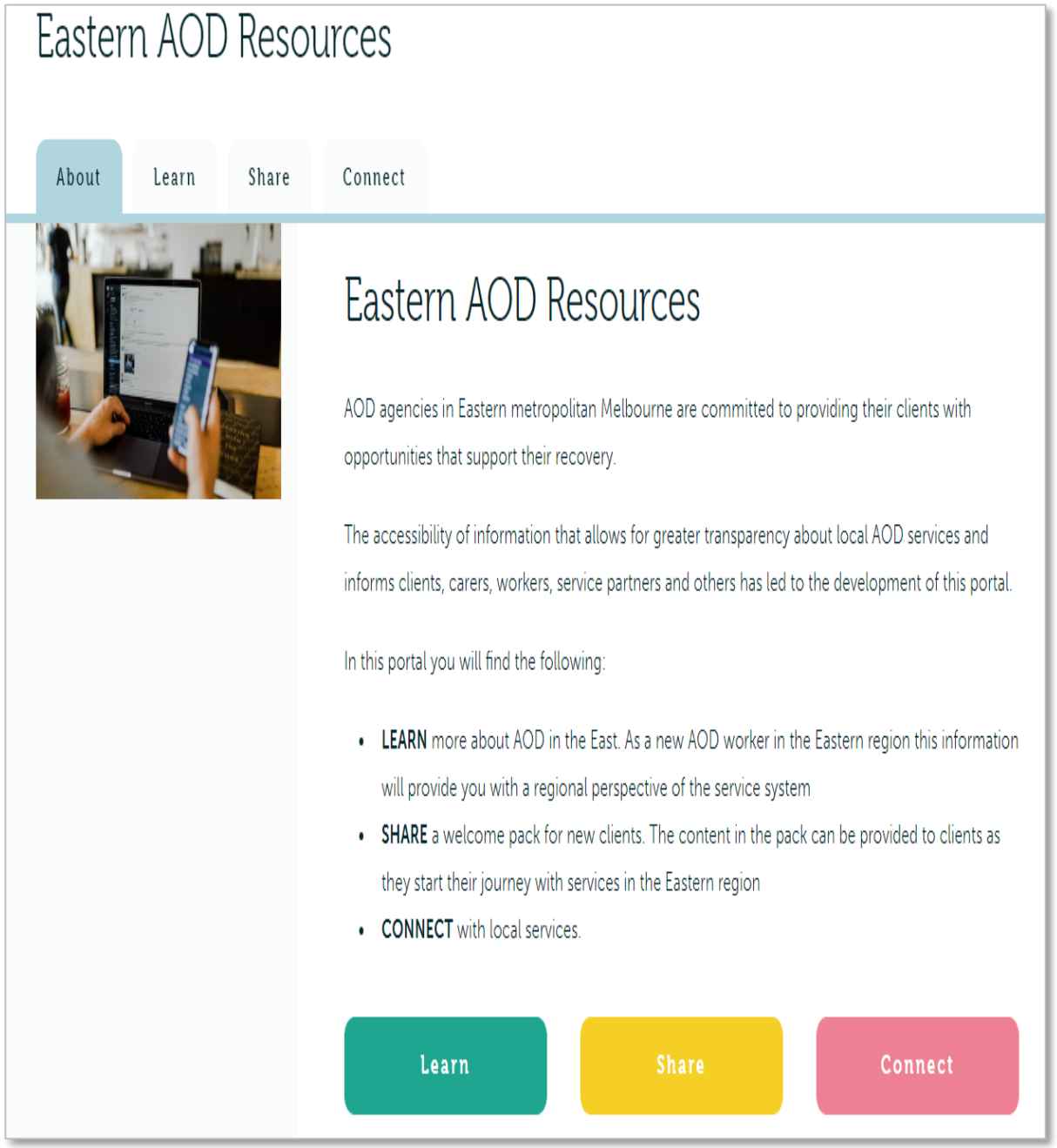


2. Principles of Effective AOD Discharge Planning



3. ECADS CRC Flyer

4. SURe CRC Flyer



Where to find information

To support agencies to share information with each other, as well as with clients, a dedicated Eastern AOD Resources section has been set up on The Well.

The OEPCP is available to assist AOD agencies to upload and share information through this platform.