



Human Services Directory: *Training Outcome Report* June 2011

BACKGROUND

In 2008 the members of the South Coast Primary Care Partnership Chronic Disease Management Working Group embarked on a project aiming to improve access to services and programs for people in the South Coast Catchment Area, at high risk of developing chronic disease, people recently diagnosed with chronic disease, or those with established chronic disease. This was to be achieved through the development of a local directory containing health service programs and health promotion programs available in the South Gippsland and the Bass Coast Local Government Areas (LGAs). The aim of this resource was to enhance health professionals' knowledge of local programs and services to which they may refer people living with chronic disease or at risk of developing chronic disease.

In November 2010 the CDM working group elected to utilize an existing directory, the Human Services Directory (HSD) to enter catchment service and program information that had previously been collected for the development of a standalone directory. The project aimed to improve the consistency of existing catchment service and program data within the database, improve the potential of services being identified in a basic database search, as well as add any data that was not listed in the directory. This reduced the need to expend limited time and resources on the development and up-keep of a standalone directory.

The Human Service Directory (HSD) aims to provide Practitioners and Service Providers with access to accurate and up-to-date information about health, social & disability services in Victoria. This information may be used to both inform consumers and to communicate with other practitioners, including referring consumers to other services' (Home page HSD <http://humanservicesdirectory.vic.gov.au/>). HSD is currently being utilised for referral by nurse on call, mental health advisory line and the GP after hour's program, with the possibility of being utilised for referral by similar national programs in the future.

TRAINING

Purpose

Prior to the decision to update information on the Human Service Directory (HSD), service data was mapped and collected from each agency represented on the CDM working group. Once it was decided that data collected should be entered into HSD, the database was checked and it became evident that most of the data was already entered in the directory, but was not entered in a consistent manner enabling it to be picked up in a basic search. Since agencies are directly responsible for updating and maintaining their own data on the HSD, training was rolled out across the catchment.

The purpose of the training was to:

1. Increase the awareness of HSD
2. Increase participant knowledge about how to enter data and
3. To increase understanding of the importance of consistent data entry and how this may maximise the potential of their services and programs being identified in a basic search of the data base.

Structure

Two one and half hour training sessions were developed and delivered by the HSD Client Liaison Officer. The morning session was run in a computer lab in the Bass Coast Shire Council and the afternoon session was run in a computer lab in the South Gippsland Shire Council. All participants had access to a computer and therefore were able to participate in training in a practical manner by navigating around the HSD site during the session.

Participants

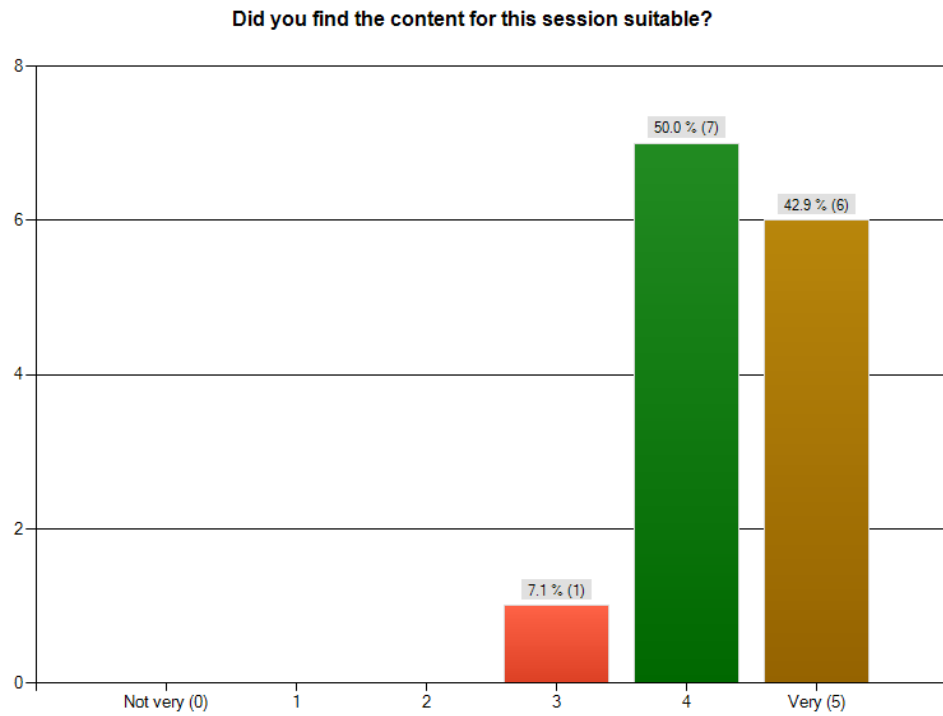
Participants were recruited through the CDM Working Group members, who identified staff in their agency who were directly involved in updating or authorising updated information onto the HSD.

The training was fully booked with 10 people registered for each session, however the total number of people who attended in the end was 14, representing 70% of those originally registered. Training participants consisted of local government - HACC intake officers; General Practice sector - practice nurses, practice managers and practice administration staff; Division of General Practice - administration officer; Primary Care Partnership - Program Coordinator; and Community Health - chronic disease early intervention project workers and administration staff.

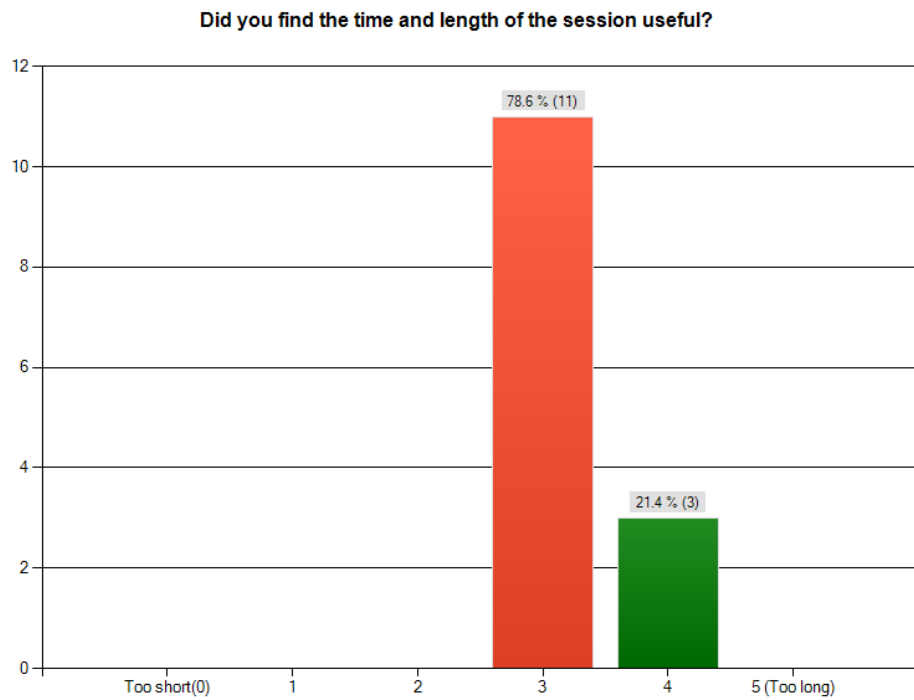
EVALUATION

The HSD Client liaison officer supplied evaluation forms for the training; results are listed in the graphs and comments below (page 3 to 4).

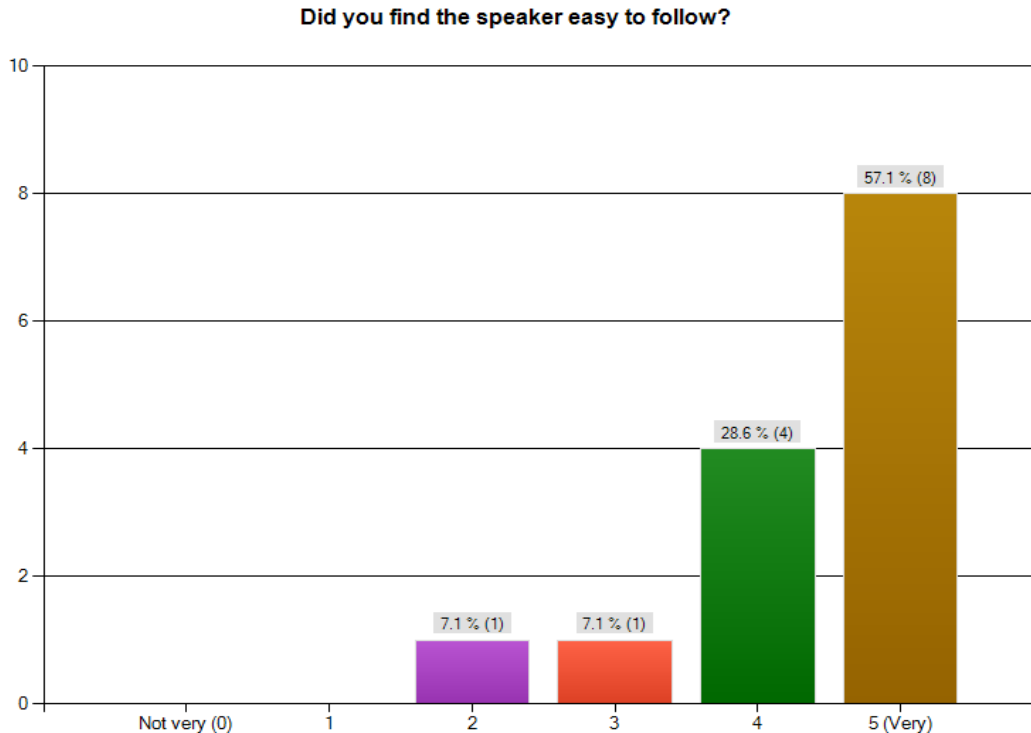
Qu.1



Qu.2



Qu.3



Qu.4 Do you have any other topics you would like covered? If so please write a brief explanation.

- Not sure yet will email if necessary

Qu.5 Any other suggestions/comments?

- Great info session!
- Very Helpful, Thank you very much
- Would like the list of approvers/contacts for our GP practice.
- I would like to know the main contact person at my health service - looking at the information about the service in the data base information seems neglected.
- Could I please have access to information to pass on to staff and networks to encourage use of HSD?
- In relation to question 3 the speaker spoke too quickly and maneuvered around the computer a little quickly.
- Perhaps run training annually

SUMMARY OF RESULTS

(100% = 14 participants)

- The majority of participants (93% or 13 people) found the content of the training suited their needs.

- The majority of participants (70% or 11 people) identified the length of the session to be completely appropriate, 3 people identified that the session was slightly too long.
- The majority of participants (86% or 12 people) found the speaker easy to follow; two people had slight difficulty with this.
- Comments at the end of the survey were positive citing that it was valuable information session. Other comments asked for direct help with specific tasks regarding agency listing, this demonstrates a good level of engagement and that participants reviewed agency information whilst in training and understood there was a need to correct the way data was entered for their agency.

Note:

although the questions on the evaluation form were not directly linked to the learning objectives listed above, the results do demonstrate that the training was successful in raising awareness of HSD. In addition, participants had the ability to search for programs and services listed for their agency and were able to see that search potential was reduced by inconsistent and incomplete data entry. Therefore the group gained a greater understanding of the importance of how to enter data and the type of data that should be entered.

FUTURE DIRECTIONS

This training is part of a larger Chronic Disease services identification project and it is recognised that there is much more work that needs to be done to support greater awareness and use of HSD in the South Coast catchment.

1. The South Coast PCP will arrange annual HSD training to promote the directory and raise its awareness amongst primary health professionals in the South Coast (Bass Coast and South Gippsland Local Government areas).
2. The South Coast PCP will liaise face to face with agencies to support consistent data entry and staff awareness of the directory.
3. South Coast PCP will work to engage and support other community programs and services available for people living with, at risk of developing and newly diagnosed with a chronic disease not listed on the directory to encourage them to list their agency.

South Coast Primary Care Partnership

PO BOX 105 Inverloch Vic 3996

Ph: 5674-0900 Fax: 5674-3124

Contact Mel Hibbins – Primary Health Support Coordinator

Email: icdm@southcoastpcp.org.au