

# 2005 AWARDS FOR INNOVATION AND EXCELLENCE IN PRIMARY HEALTH CARE

## Organisational Development Category

### 1. Title of program for nomination:

Service Coordination System

### 2. Nominating organisation:

**Name:** Whitehorse Community Health Service (WCHS)

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### 3. Contact person:

Ruth Azzopardi

Primary Health Care Manager

### 4. Brief Description of program or initiative:

Service coordination was implemented at WCHS 2 years ago, following the DHS Service Coordination Reform led through Primary Care Partnerships. Service coordination at WCHS provides a single point of entry for all clients accessing services and programs (excluding dental). Service coordination has led to better outcomes for clients by providing them with a quick response to their enquiry, thorough initial needs identification, risk assessment, information and referral.

The aims of service coordination at WCHS are to provide clients (and carers) with:

- Timely access (based on priority) to services and programs provided by WCHS, appropriate to their needs.
- Initial needs identification and screening based on a holistic interviewing process, using the DHS Service Coordination Tools.
- Assistance to navigate the health service system and access appropriate health and community services outside WCHS.
- Information and opportunities for early intervention and health promotion. This includes screening such as falls screening.
- An immediate response where they present (either by phone or in person) in crisis.

Service coordination has also led to better outcomes for staff and the organisation. Staff now have increased capacity to engage in service provision and health promotion activity. Waiting lists for services have significantly reduced and broader staff involvement in health promotion has increased.