

**Delivering an
Outcome Based Model
of
Home and Community
Support**

Key Areas

- **Goal Service Delivery Plans**
- **Service Delivery Methodology**
- **Business Intelligence Tools**
- **Managing Financial Risk**

Goal Service Delivery Plans

An Overview

A Goal Service Delivery Plan provides

A blue print for meeting an individual's required
outcome

and Importantly

Identifies the purpose for which the service is
being provided to the individual

Meeting Core Demands

- Goal service delivery plans initially address core demands
- Core refers to support that is essential to the person's health, wellbeing and safety
- The Core demand of our service involves overcoming the barriers to enable an individual to live independently in their own home *(with or without support)*

Goals can also be geared towards

- Maintaining or improving functional ability
- Increasing social participation
- Improving an individual's quality of life, and
- Can assist in managing risk around a personal health issue

These goals may be achieved through

- The provision of support (*paid or unpaid*)
- Adaptive equipment
- Home or Environmental alteration
- Building the Skill or Strength of the person
- Teaching the person new ways of doing things

Underlying Assumptions

For the Over 65 age group there is a restorative approach to home and community support

For the Under 65 age group the approach to home and community support is to increase community participation.

However

Lavender Blue recognises and supports the assertion that an individual (*regardless of age*) will choose goals that are important **to them** whether they are geared towards maintaining or improving their functional ability
Increasing their community participation
or supporting them to live independently in their own home.

Goals must

- Be realistic
- Be assessment driven
- Be driven by the Service User
- Reflect the purpose of the service
- Be developed by a Registered Nurse or under their supervision
- However, Goals do not always have to be measurable but they must be open to assessment.

Goal Statements must

- Include the desired outcome

Example of Restorative Goal

GOAL:

Mr H will be able to successfully participate in a 1 person transfer from the bed to the wheelchair safely and efficiently

Goal Statements must

- Reflect the current ability and barriers to meeting the goal

Current Ability

Mr H's transfer mobility has declined from standing and walking independently with a walking frame (May '07) to presently requiring the full assistance from 1 support worker to transfer with the use of a transfer belt. Mr H is now unable to weight bear or walk independently with the use of his walking frame. Mr H has a diagnosis of Parkinson's disease.

Barriers:

Declining functional ability due to Parkinson's disease
Reduced strength in his arms and legs

Goal Statements must

- Include objectives and interventions required to move from the current level of ability to the required outcome (*overcoming barriers*)

Objectives:

1. Mr H will successfully push up with his arms to a standing position
2. Mr H will bear own weight unaided for at least 30 seconds
3. Mr H will and hold the handles of the Maxi belt unaided
4. Mr H will successfully shuffle round unaided to a position where the back of his legs are adjacent to the wheelchair

When asked, Mr H will push up with arms to a standing position; bear own weight unaided for 30 seconds; hold the handles of the Maxi belt unaided; successfully shuffle round unaided to a position where the back of his legs are adjacent to the wheelchair; and will lower himself unaided to a sitting position in the wheelchair on 5 consecutive occasions

**Goals for the Under 65 age group
may entail a
“Trade Off”**

This reflects the concept of **Core** and **Flexible**
hours as detailed in the MoH/ACC newsletter
September 2008

Example

An individual may choose not to have the floor vacuumed one day so they can be supported to attend a social function with a friend, thereby increasing their social participation

Summary

Goals provide both the

“Why” and **“How”**

this home support will be provided
to an individual in order
to meet their required outcome

I would like to acknowledge the
input and supervision of

Steve LaGrow

*Professor of Rehabilitation Studies at
Massey University*

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5 Rights of Service Delivery

- **Right Support Worker**
- **Right Start Time**
- **Right Finish Time**
- **Right Day**
- **Right Support**

Lean Thinking

A method that focuses on service provision in the most efficient manner by improving flow and eliminating waste from processes.

The 3 M's

- **Muri** (Over – Burden)
- **Muda** (Waste)
- **Mura** (*Unnecessary Variation*)

Muda

(Unnecessary Variation)

- Support workers change their availability
- Support worker changing days and times of service and/or the services delivered *(without authority or skills to do so)*
- Support workers unavailable for times the service users request or times they had already committed to

Muri

(Over-Burden)

- Support Workers at times felt pressured to accept work due to shortages of support workers
- Service Coordinators at times were overwhelmed with the amount of rescheduling *(particularly at holiday time and weekends)*

Muda (Waste)

- Service coordinators could not in advance. Predict down time or availability of support workers
- Constant rescheduling and recruitment of support workers due to turn over, or staff not available

Level 3 Support Workers

- Are employed on a fixed hour basis for a fixed period of time, typically 4 hours in the morning, Monday to Friday
- Trained in Lavender Blue service coordination competencies
- Trained in the National Certificate in Community Support Services Level 3

Level 3 Support Worker Role

- Completing their own rosters on a daily basis
- Matching their actual time to scheduled time (*this activity also creates an invoice*).
- Informing service users of any changes
- Develop and evaluating goal service delivery plans (*under the supervision of an RN*)

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Business Intelligence

Concepts and Methods to improve
Business Decision Making
by using fact based support systems

Howard Dresner

Business Intelligence *(example)*

- **How valuable is it to know exactly where our support workers are at any given time?**
 - Are we utilising support workers effectively?
 - Are we rostering geographically enabling support workers to complete services efficiently?
 - Is travel time being rostered?
 - Are Service Users receiving the right support on the right day at the right time and for the right length of time

Business Intelligence Tools

➤ Data Collection

- Service User Information (*e.g. start and finish times*)
- Support Worker Information (*e.g. availability, actual time worked*)
- Financial Information (*e.g. associated costs and Invoicing requirements*)

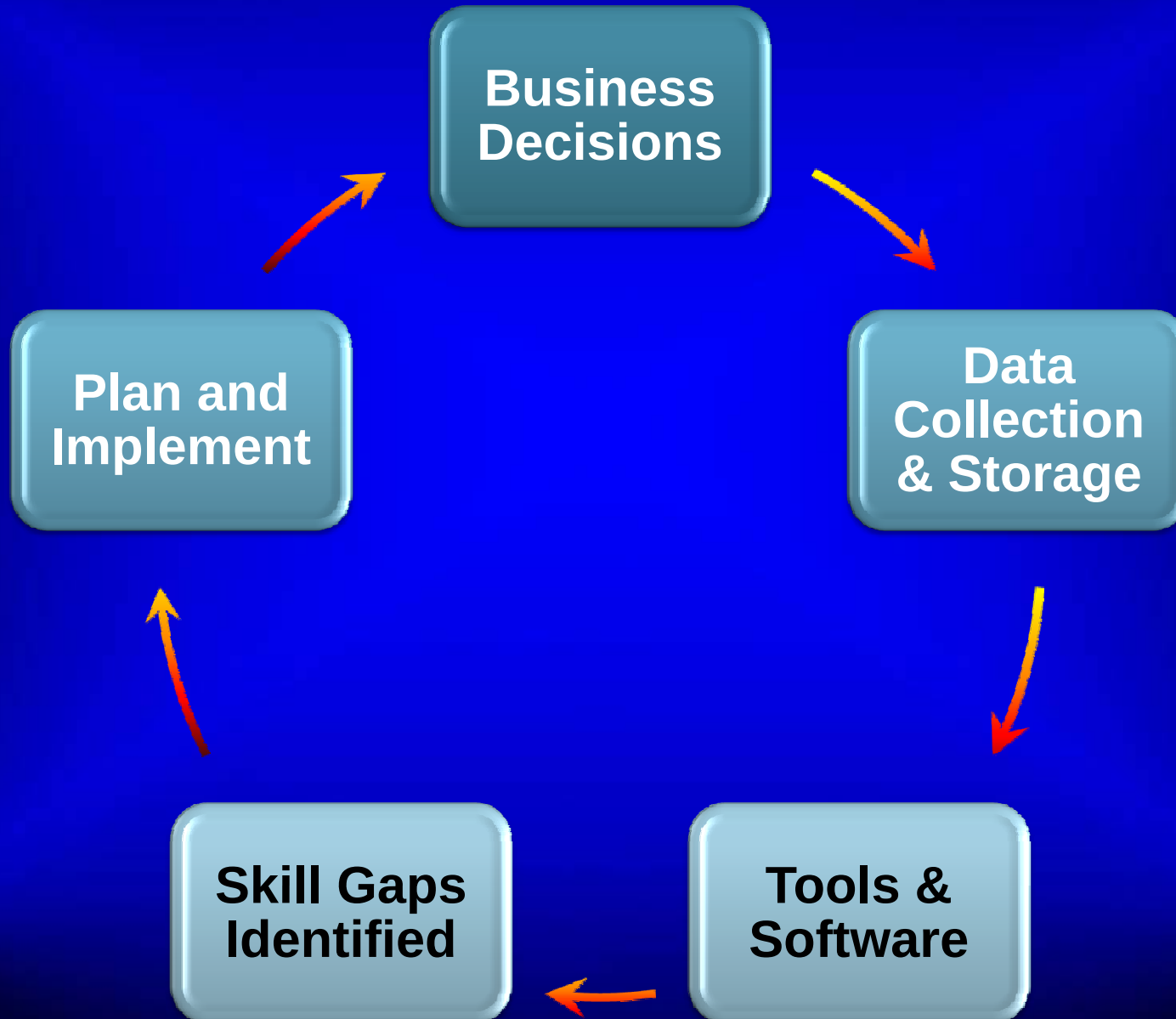
➤ Reporting Tools

- System to Consolidate Data
- Computer Software

Business Intelligence Skills

- **Understanding our data**
 - What data is valuable to our business
 - How can this data improve our business
- **Understanding our business**
 - Understand our Service Users Expectations
 - Understand Contractual Requirements
 - Sustainability of the Workforce

Designing the BI Tool



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Managing Financial Risk

Identifying the Risks

➤ Inconsistent Scheduling

- Ensure support workers fixed hours are fully utilised
- Ensuring support workers are not over utilised

➤ Under Invoicing

- Fixed hours staff are paid regardless of community timesheet
- Ensure all community timesheets are processed

Managing the Risks

- **Setting Operational Parameters**
 - Establish rules for scheduling that allow flexibility
 - Ensure precise scheduling is maintained
- **Business Intelligence Tools**
 - Track that parameters are being followed
 - Ensure processed invoices match scheduled times and scheduled times are processed

Managing the Risks

- **Variation and Incident Reporting**
 - All variations must be reported
 - All incidents must be escalated

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