Complex / Case Reviews
Service Delivery

The content of service delivery to an individual is determined by what the person needs or wants from a particular service and an agreement from that service to provide the identified support.
Quality service delivery?

• Have you ever been unhappy about a service you received?
  – Didn’t get what asked for - were rushed
  – They didn’t listen when you raised the issue
  – The solutions were not helpful, respectful
• What about when you were very happy about a service?
• What made it so good?
NDIS market drivers?

- A market driven industry is driven by ‘customer’ satisfaction
- Who determines if a service delivers quality?
- Who determines if what is delivered was value for $$?
Case review continuum

- **Service Plan** – review if service delivered is meeting the agreed purpose / goals
  - If not why not, respond, adjust, learn
- **A successful plan**
  - is based on the persons wants
  - is regularly reviewed
  - is responsive to changing needs of the person
Case Review is a meeting where the
• actions required to be responsive to changes in supports may put strain on the system
• needs of the person and additional resources required to meet them are considered
• Some across service support may be required
Complex Case Review is a meeting where

• The service/s is struggling to meet the persons needs – placement at risk

• The additional resources required are considerable (clinical / financial etc)

• Requires considerable across service coordination and collaboration
Behaviour or complexity?

When the (changing) needs of the person are unable to be effectively met by the service and/or system.

What causes behaviour of concern? When the support a person receives doesn’t match the support the person needs.
Quality Service Delivery

- If a service doesn’t meet a person's needs, can it be considered a quality service for that person?
- Services with good quality assurance systems are more likely to be flexible and responsive to the changing needs of a person, and better able to prevent/manage issues associated with complexity.
What is Clinical Governance?

• The original definition devised for the NSH is:

  “a framework through which organisations are accountable for continually improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish”
Why is it important?

• As a formalised framework it ensures that continuous improvement and the provision of quality care is considered as important as the need for good fiscal and service management.
Why is it important?

- Poor service provision impacts significantly on those with multiple and complex support needs, those who are already vulnerable, and may have little means to access alternatives or remedy a negative situation.
The Clinical Governance Framework

- In 2014 SBIS partnered with HWNS in a project to get a sense of how the NSW NGO sector was identifying, recording, responding to, monitoring and reviewing client related risk.
The Clinical Governance Framework

- It identified that the broader sector accessed ADHC for
  - Policy and process guidance, (Case Reviews, RPA)
  - Crisis response
  - Supervision and mentoring
  - Complex case reviews
  - Training capacity building
  - Clinical governance guidance
The Clinical Governance Framework

Clinical Governance Framework

- Client Directed
  - Client Experience
  - Client Rights and Confidentiality
- Workforce Effectiveness
  - Workforce Planning
  - Workforce Capacity
- Clinical Risk and Safeguarding
  - Risk Management and Practice
- Clinical Validity
  - Best practice
  - Performance and evaluation
Pilot Project

- EOI for participating services
- Readiness assessment regarding existing governance systems
- Action plan to further develop systems
- Readiness assessment still available without being involved in pilot project.
• State-wide Behaviour Intervention Service
  www.adhc.nsw.gov.au

  Follow links to ‘service providers’, ‘delivering disability services’, ‘behaviour support’

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