

Newsflash

20 JUNE 2007

*E-referral
Up
And
Running*

E-Referral Training a Success!

A pilot group of staff from across the PCP have completed the ConnectingCare/E-Referral training and have embraced the new process enthusiastically. To date, over 30 staff from the following organisations have received training:

BDAC
Loddon Shire
Inglewood and Districts Health Services
St John Of God Hospital
Dingee Bush Nursing



Staff from Loddon Shire jumping right in.

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Inglewood and Districts Health Services all smiles for E-referral

It certainly was a pleasure to deal with these groups of people who made the trainer feel welcome and were keen to learn the E-Referral process. The staff demonstrated an understanding of how this would make their job easier and their commitment to delivering the very best for their clients was evident.

Sessions are planned for Boort Hospital and Bendigo Health and further training will be available to the rest of the member group in the near future. If you have any questions about the training available please email Annette Raison on annetteraison@bchs.com.au

STOP PRESS!!!!

First E-Referrals Have Been Sent!

Well it certainly did not take long for staff across the BLPCP to embrace technology and jump on the E-Referral train! Between 15-05-07 and 17-06-07 a total of 11 referrals were made. This is a terrific start and we are confident that the numbers will continue to grow as the word spreads. We know how dedicated the team is to providing exceptional customer service and using E-referral is a wonderful way to support that desire. Congratulations to the following people who are the first users of the system and are setting a wonderful example for others

to follow:

Sue Burke – St John of God Hospital

James Williams – BDAC

Jenny Boromeo – Bendigo Health

These people have been acknowledged with a certificate and our sincere thanks for taking up the challenge and being the pioneers of E-referral in the Bendigo Loddon Primary Care Partnership.

Well done to all involved and the challenge is out there for the rest of you to step up to the plate and rise to the occasion!

We look forward to the future of E-referral in our area.

What's All This E-Referral Stuff?

Electronics referrals or 'E-Referrals' are a way of sending client information to your selected service providers both securely and efficiently.

Traditionally referring a client for a service involved completing forms by hand and either faxing or posting them to the agency. This process provides many opportunities for error. Most staff in the health industry would have encountered the following issues at one time or another:

- The fax/letter not reaching the appropriate person
- Duplication of request for service as you are unsure if the information has been sent
- Client having to repeat their details again and again
- Unable to read handwriting

Sending referrals electronically will eliminate all of these concerns. It will make your job easier and more efficient and also provide a streamlined process for clients. Together these provide the win-win situation we are all striving for!

If you wish to learn more about this exciting program you can contact Annette Raison at the Bendigo Loddon PCP or visit the following web page on the ConnectingCare website:

<http://www.connectingcare.com/resources/eref.asp>



How to Live Confidently- Information for Older Victorians



This is a newly published document produced by the Department of Justice Victoria and provides important information for older people in our community around issues of injury prevention, social support, home security, financial issues, driving and walking safely and the use of public transport. The booklet also contains information on key telephone numbers and other aged care

services.

The booklet advises that *"While this booklet has been prepared to help older people to live more confidently and independently, it is also an important information resource for carers"*.

Whilst many copies of the booklet have been delivered to community based agencies, local government, neighborhood houses and community information

centres, there may be other organisations who have not yet received a copy.

More copies are available from Information Victoria on 1300 366 356 or the Department of Justice on: 1300 365 111 and also at: <http://www.justice.vic.gov.au>

Australian Disease Management Association

Park Hyatt 3rd Annual National Conference

"DISEASE MANAGEMENT: IS IT WORTH IT?"

6th and 7th September 2007,
Park Hyatt Hotel, Melbourne

The **Full Conference Program** is now available. This includes details of all sessions and a Registration form. The focus of the conference is on disease management, self management, health coaching and population health management programs/services which have demonstrated outcomes in quality, clinical outcomes, cost effectiveness and efficiency.

Other presentations will include:

- Remote monitoring and technology
- International, Australia and New Zealand experts

For more information contact Kaylene on (613) 9076 3535 or at K.Fiddes@alfred.org.au

The **Australian Disease Management**

Association provides a forum and advocacy for the disease management industry to promote programs which improve chronic condition outcomes and quality of life and reduce acute healthcare utilisation and costs. The not-for-profit association represents all stakeholders in the industry and educates healthcare organisations, providers, funders and healthcare policy makers on disease management.

There are currently many disease management initiatives under way across Australia. These are occurring in the private and public sectors and are being funded by state and commonwealth government initiatives, grants and service negotiations. There are various models or components to Disease Management which include self-management, behavior change, health risk assessments, disease specific programs and programs for complex co-morbid patients. Disease Management is in its infancy with many stakeholders and interested parties. As such, an association to provide leadership and resource is timely.

Community Drought Support Program

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Free influenza vaccines have been made available by CSL. Drought affected rural Victorian communities will be able to access free influenza vaccines as part of a program to help protect the health of some of Australia's most needy citizens this winter. The program organised by VicRelief+Foodbank, and supported by CSL Biotherapies is a one off initiative to assist rural communities which through economic circumstance may otherwise have been unable to access influenza vaccines.

VicRelief+Foodbank & CSL Free influenza vaccinations Locations & Times

Bendigo Community Health Services

171 Hargreaves Street, Bendigo

Wednesday 6th June 9.30am – 12.30am,

Tuesday 12th June 9.30am – 12.30am,

Tuesday 19th June 1.30pm – 3.30pm

Bendigo Health Care Group

4th floor Kurmala Bendigo Hospital Campus

Monday - Friday, 11.00am - 12pm
throughout June.

No appointment necessary. Telephone
54548416.

Boort Medical Centre

2 Coutts St Boort

Mon-Fri by appointment ph: 54552002

Inglewood & Districts Health Service

Hospital Street,
Inglewood

Please phone for
clinic details

0354317000



Inaugural Victorian Primary Health Care Research, Evaluation and Development (VicPHCRED) Conference

Monash Conference Centre,
Level 7, 30 Collins Street, Melbourne 3000
on Friday 2 November 2007.

The inaugural VicPHCRED conference is organised under the Australian Government Department of Health & Ageing Primary Health Care Research, Evaluation and Development Strategy. It offers participants the opportunity to present to a supportive audience, to share ideas and to discuss possible future collaborations in primary care research.

Please go to

<http://www.vicphcred.unimelb.edu.au/news/conference.html>

for more information about the conference, online registration and abstract submission.



Go for your life

Walk Together Grant for BLPCP

The Minister for Sport Recreation and Youth Affairs James Merlino has advised that our recent submission has been successful and \$30,000 has been made available to the BLPCP to implement this joint project. This project "Lets Walk" aims to increase walking participation in local communities within the City of Greater Bendigo and the Loddon Shire through the establishment of new walking groups and the strengthening of the existing groups in Loddon Shire.

The project will build the capacity of local individuals and organisations to deliver sustainable walking opportunities by training walking leaders, and will target sedentary people from culturally and linguistically diverse communities, people living in drought affected small rural communities and vision impaired persons.

The simultaneous activities of the project are:

- City of Greater Bendigo, Bendigo Community Health Services and Bendigo Regional Ethnic Communities will establish a CALD Walking Group based on BCHS' evaluated facilitated walking group model and the participation needs of CALD Groups as engaged through BRECC.
 - Vision Australia will be supported to establish a Walking Group for vision impaired clients based on the white cane wanderers model.
 - Boort District Hospital will build on its existing 'Men on the Move' group to include a walking participation opportunity and will also seek to establish Women on the Move group.
 - Loddon Neighbourhood
- House will be supported to establish a walking group in Wedderburn based on the learnings from groups established by Inglewood and Districts Health Services in the communities of Inglewood, Tarnagulla and Korong Vale.
- The Groups previously established by Inglewood and Districts Health Services will be revitalised and strengthened as part of this project and will be linked to other initiatives such as the dance your way to health program.

The Walking Leadership Training course will be facilitated by Sports Focus.

The Department of Victorian Communities is currently preparing a Service Agreement for the PCP.

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We are committed to developing a high quality, integrated and accessible primary care service system that is responsive to the needs of the Bendigo-Loddon communities.