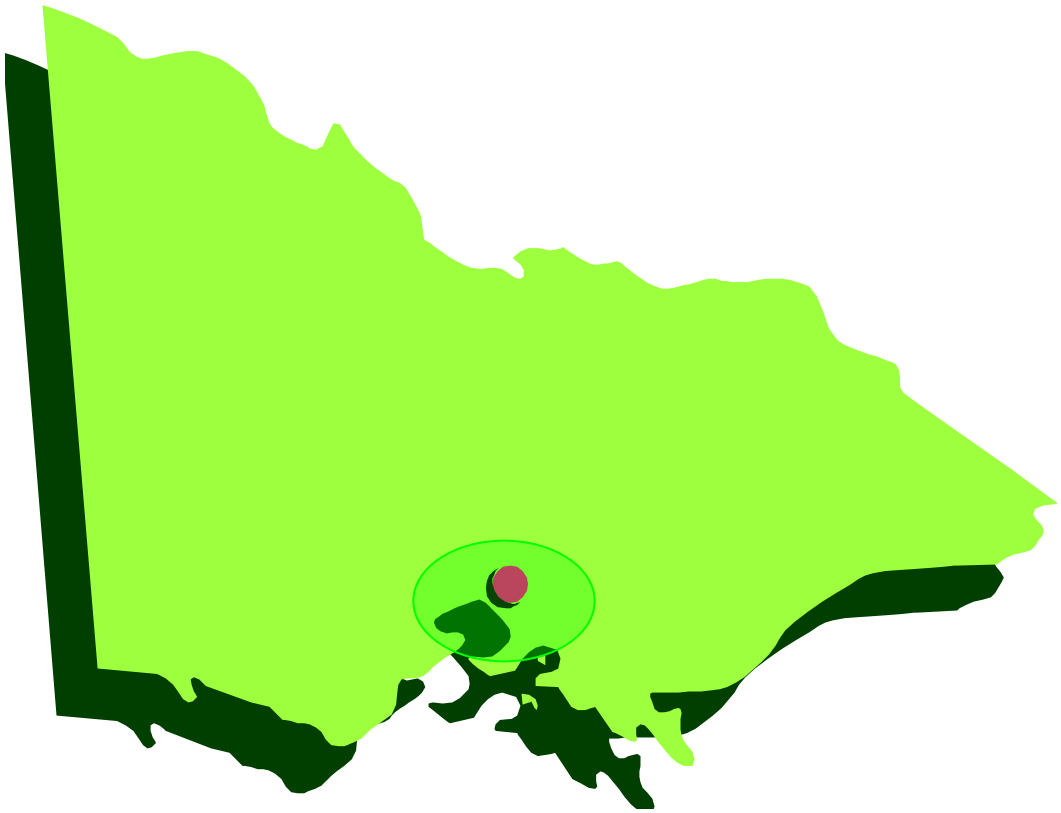
tweq

Presenter:
Janelle Crossett, QEC

QEC

LEARNING. PARENTING. TOGETHER.

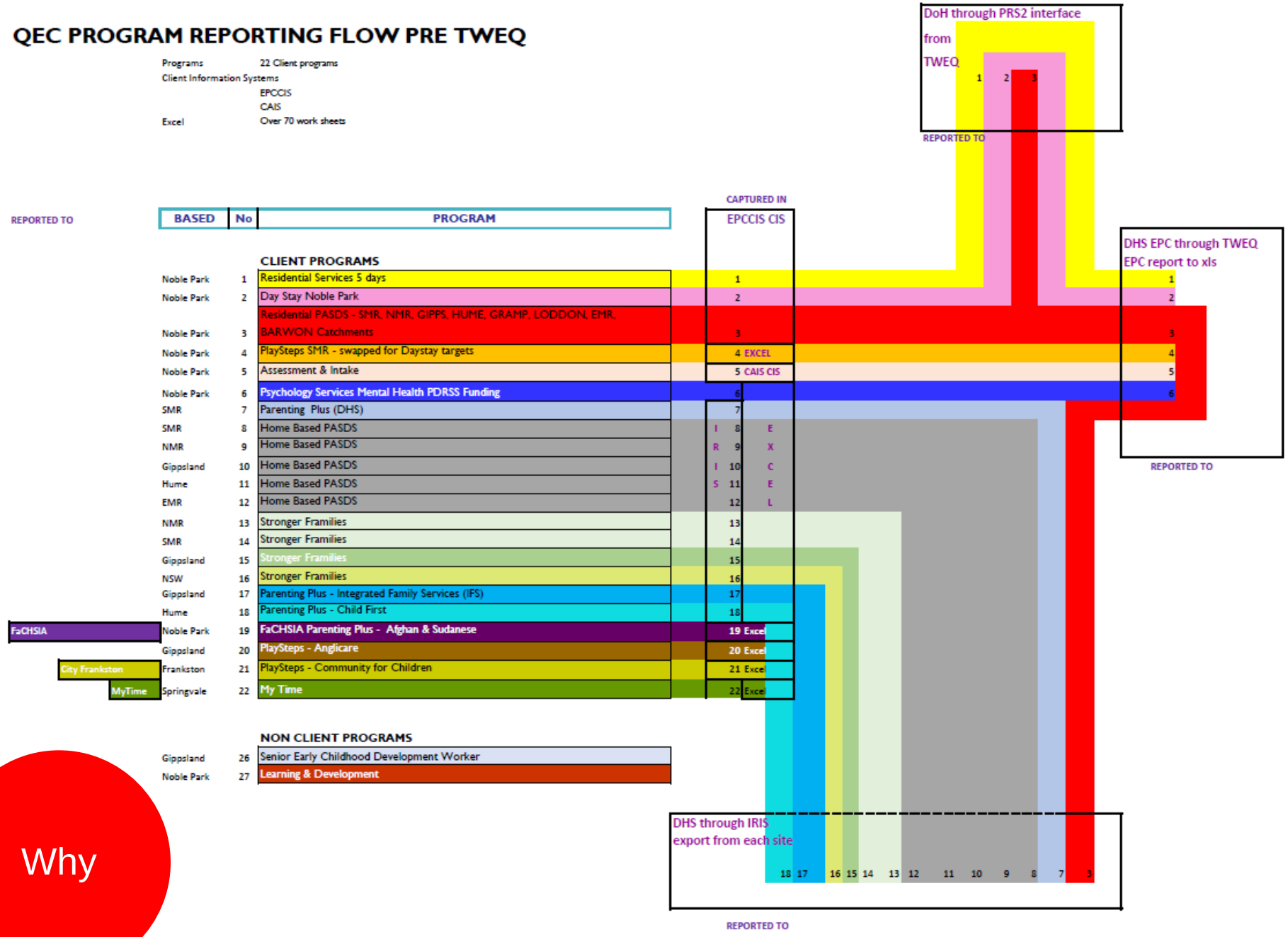
Why



Client Coverage 2 programs of 23

QEC PROGRAM REPORTING FLOW PRE TWEQ

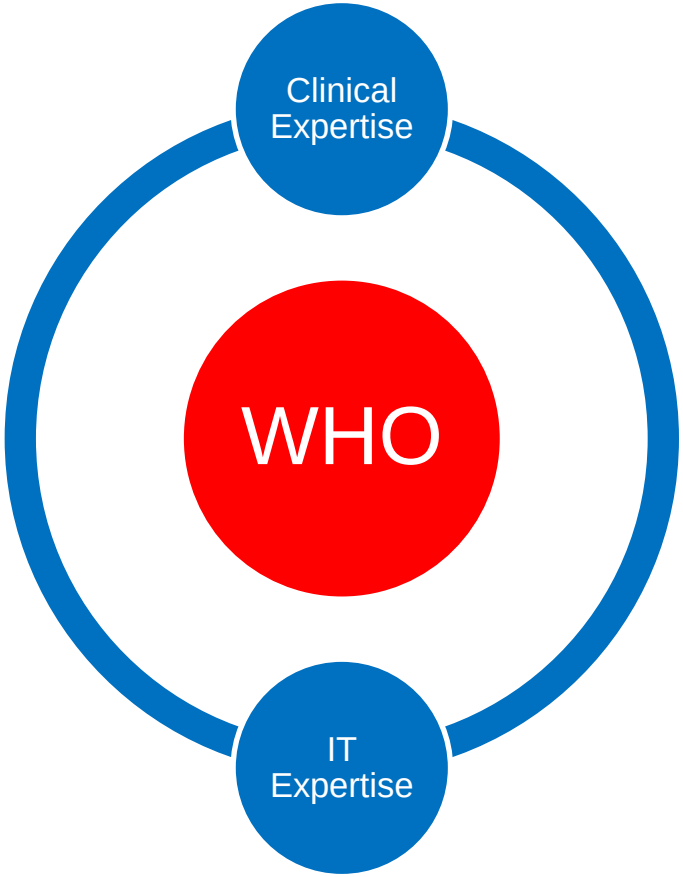
Programs 22 Client programs
Client Information Systems
EPCCIS
CAIS
Excel Over 70 work sheets

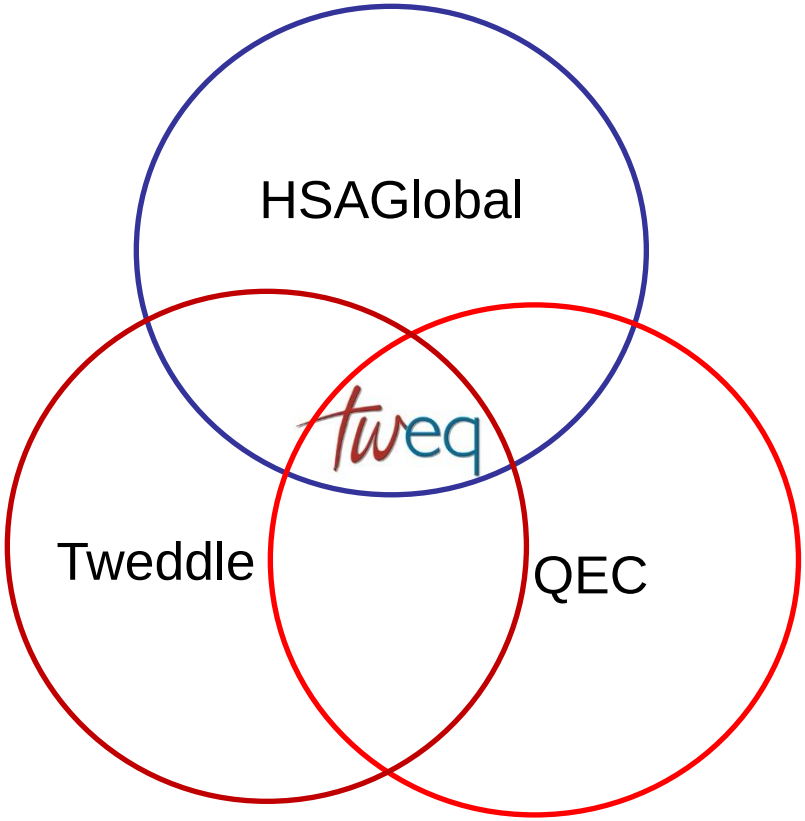


Why

Partnership

Who





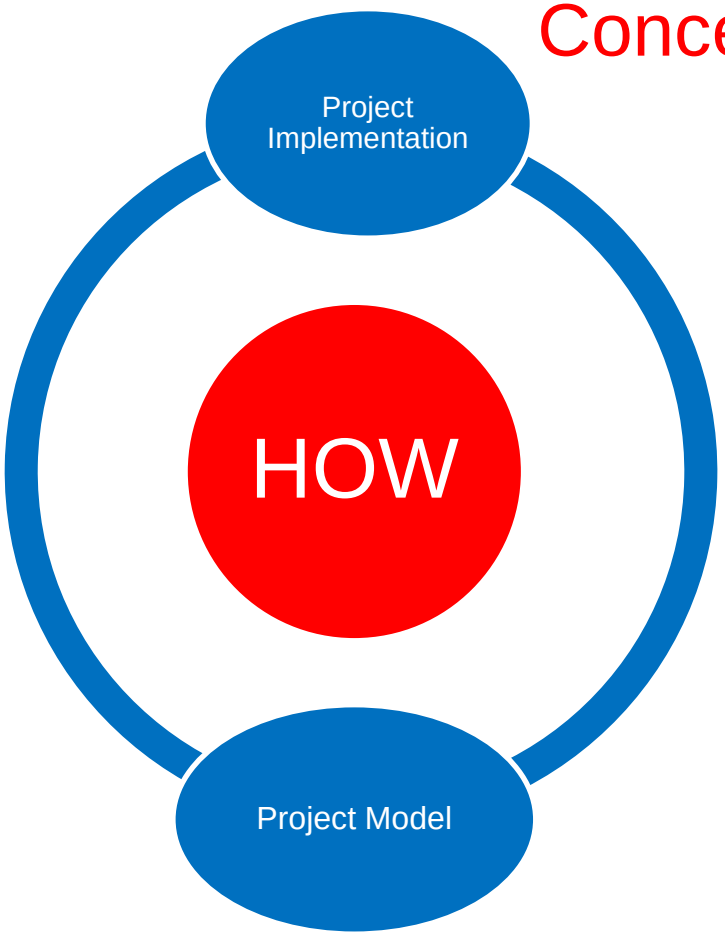
tweddle
child + family health service

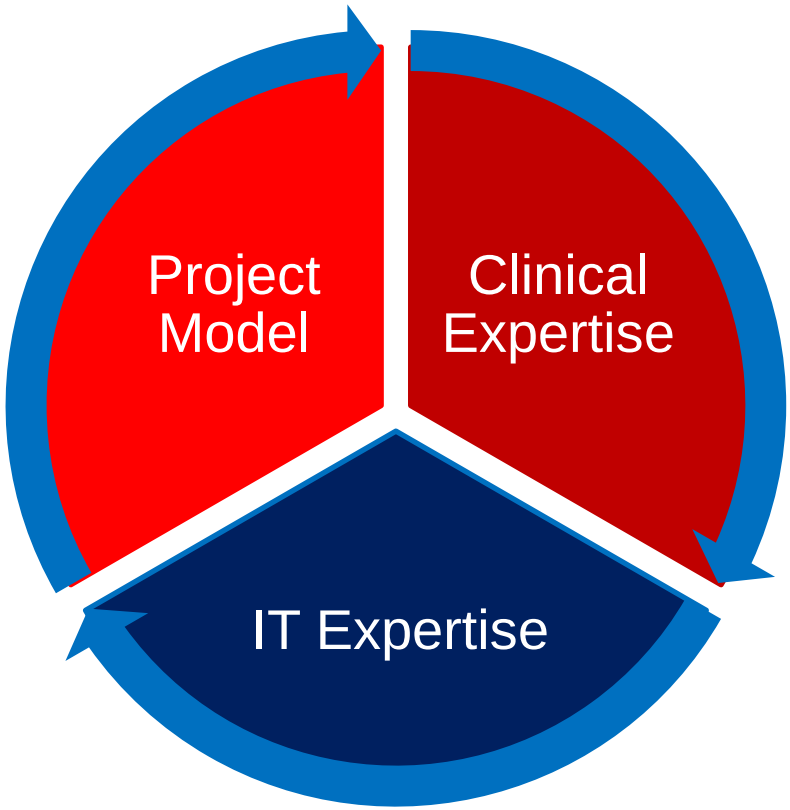
QEC
LEARNING. PARENTING. TOGETHER.

HSAGlobal
healthcare.software.anywhere

PARTNERSHIP & COLLABORATION
Conceptual framework

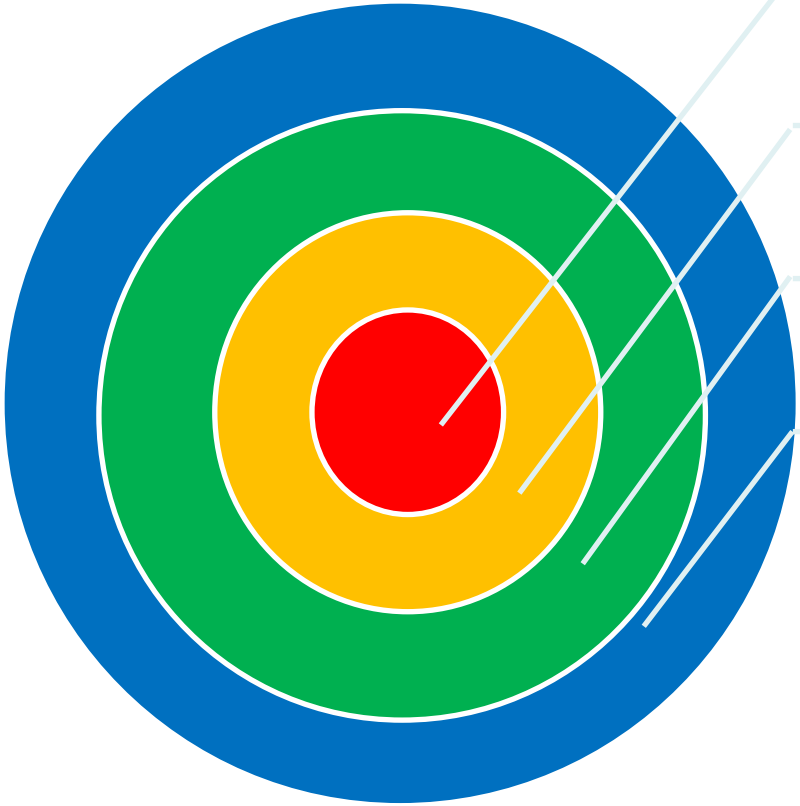
How





tweq

Project Model



Project Implementation

Culture Change

Communication Strategy

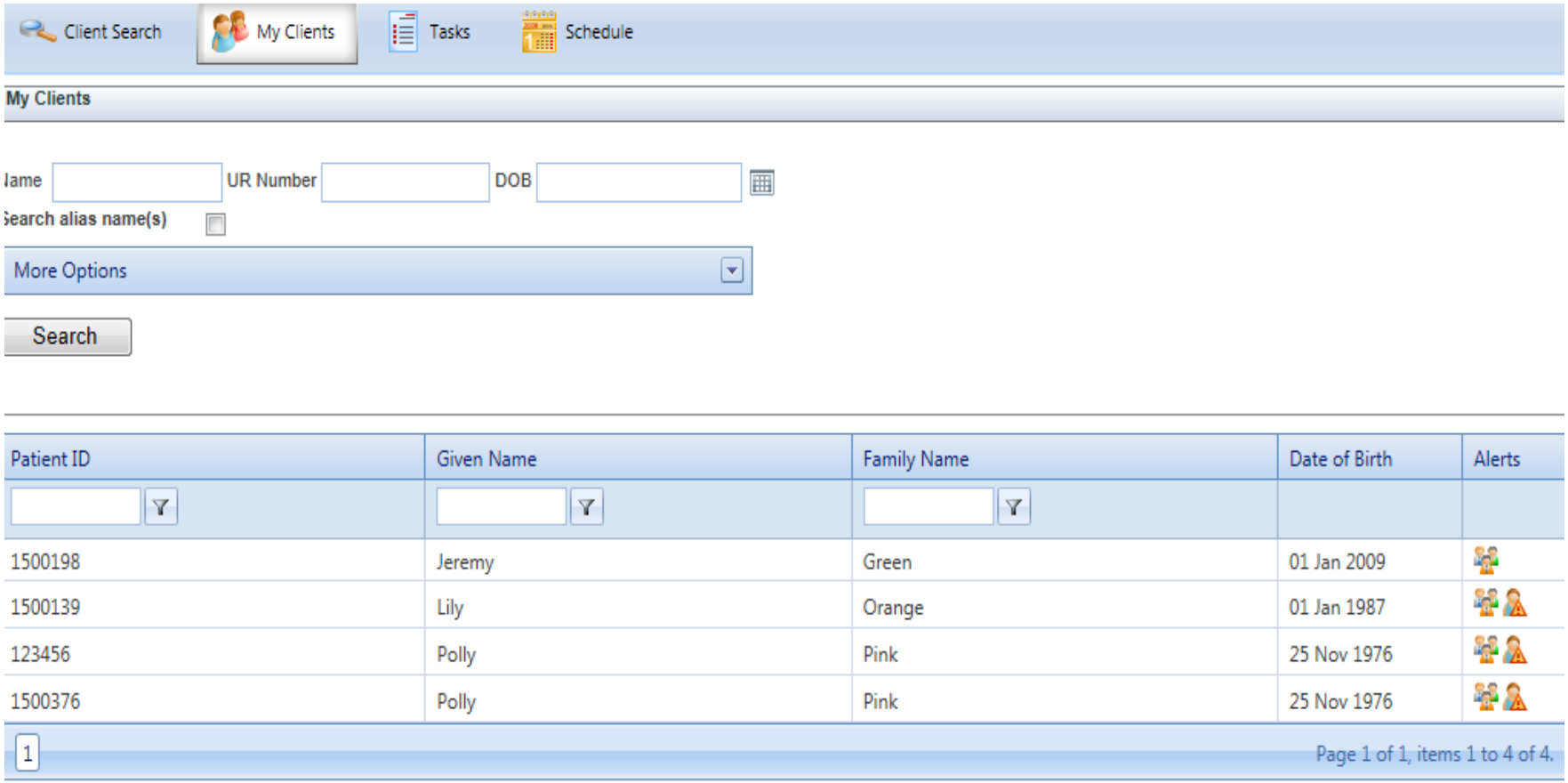
Quality Control

tweq

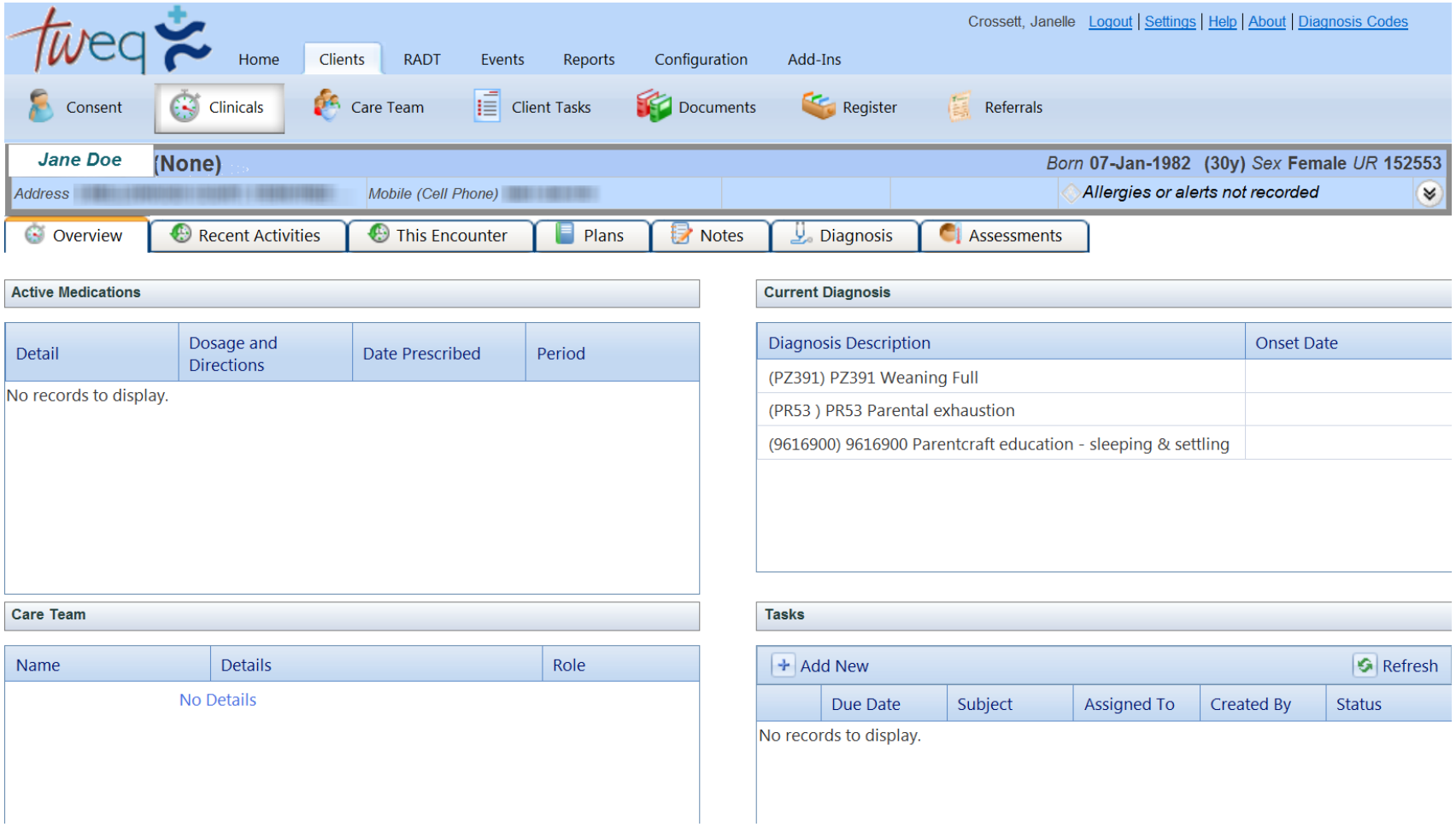
Challenges

- Culture change
- Small Project Management Team
- Impact on daily work
- Geography
- Documentation
- Maintaining Compliance

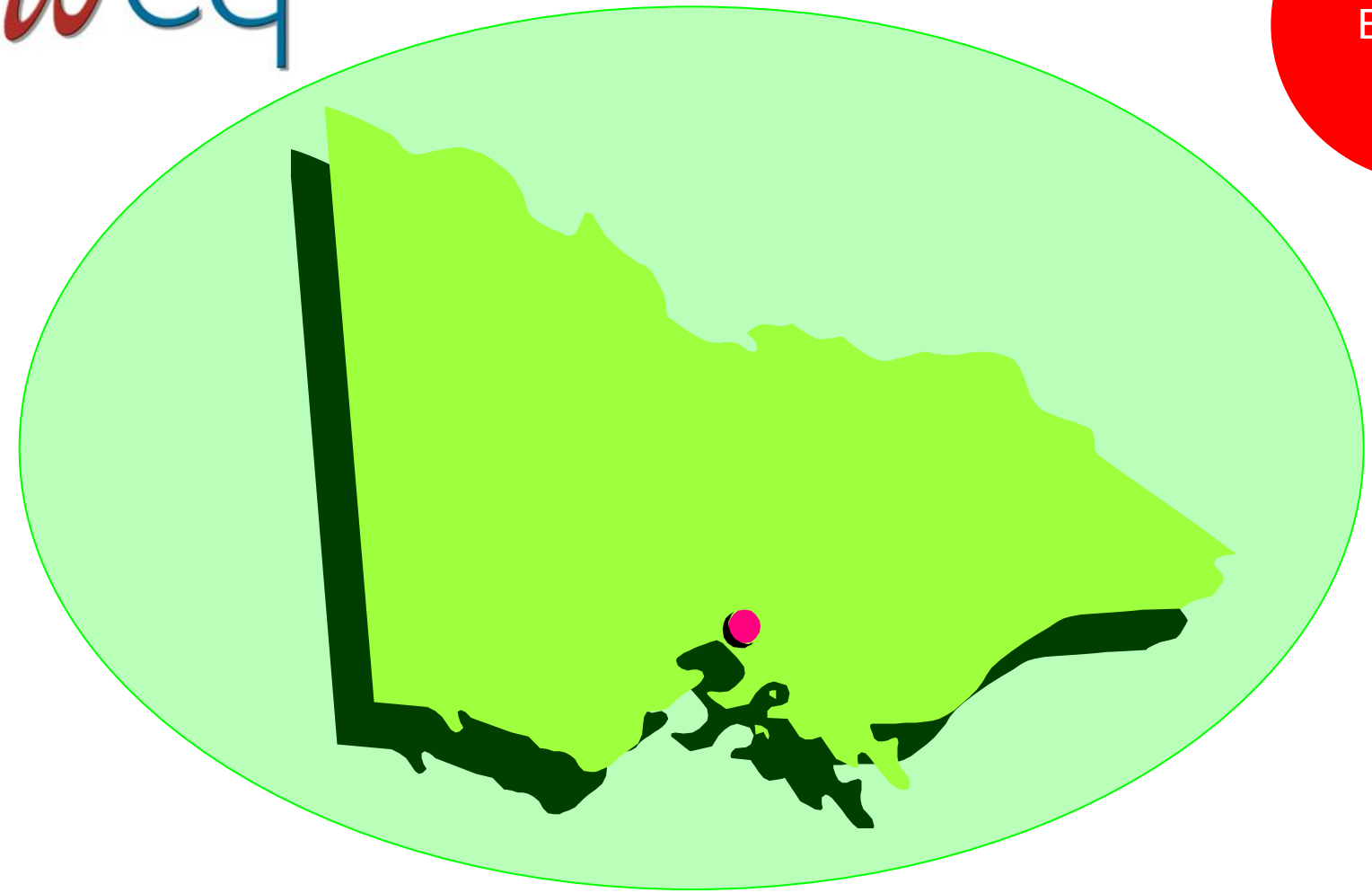
Benefits


Client Search
My Clients
Tasks
Schedule
My Clients
lame
UR Number
DOB
earch alias name(s)
More Options
Search
Patient ID
Given Name
Family Name
Date of Birth
Alerts
1500198
Jeremy
Green
01 Jan 2009
1500139
Lily
Orange
01 Jan 1987
123456
Polly
Pink
25 Nov 1976
1500376
Polly
Pink
25 Nov 1976
1
Page 1 of 1, items 1 to 4 of 4.

Benefits


Crossett, Janelle Logout | Settings | Help | About | Diagnosis Codes
Home
Clients
RADT
Events
Reports
Configuration
Add-Ins
Consent
Clinicals
Care Team
Client Tasks
Documents
Register
Referrals
Jane Doe
(None)
Born 07-Jan-1982 (30y) Sex Female UR 152553
Address
Mobile (Cell Phone)
Allergies or alerts not recorded
Overview
Recent Activities
This Encounter
Plans
Notes
Diagnosis
Assessments
Active Medications
Detail
Dosage and Directions
Date Prescribed
Period
No records to display.
Current Diagnosis
Diagnosis Description
Onset Date
(PZ391) PZ391 Weaning Full
(PR53) PR53 Parental exhaustion
(9616900) 9616900 Parentcraft education - sleeping & settling
Care Team
Name
Details
Role
No Details
Tasks
Add New
Refresh
Due Date
Subject
Assigned To
Created By
Status
No records to display.

Benefits



TWEQ Coverage state wide and into NSW

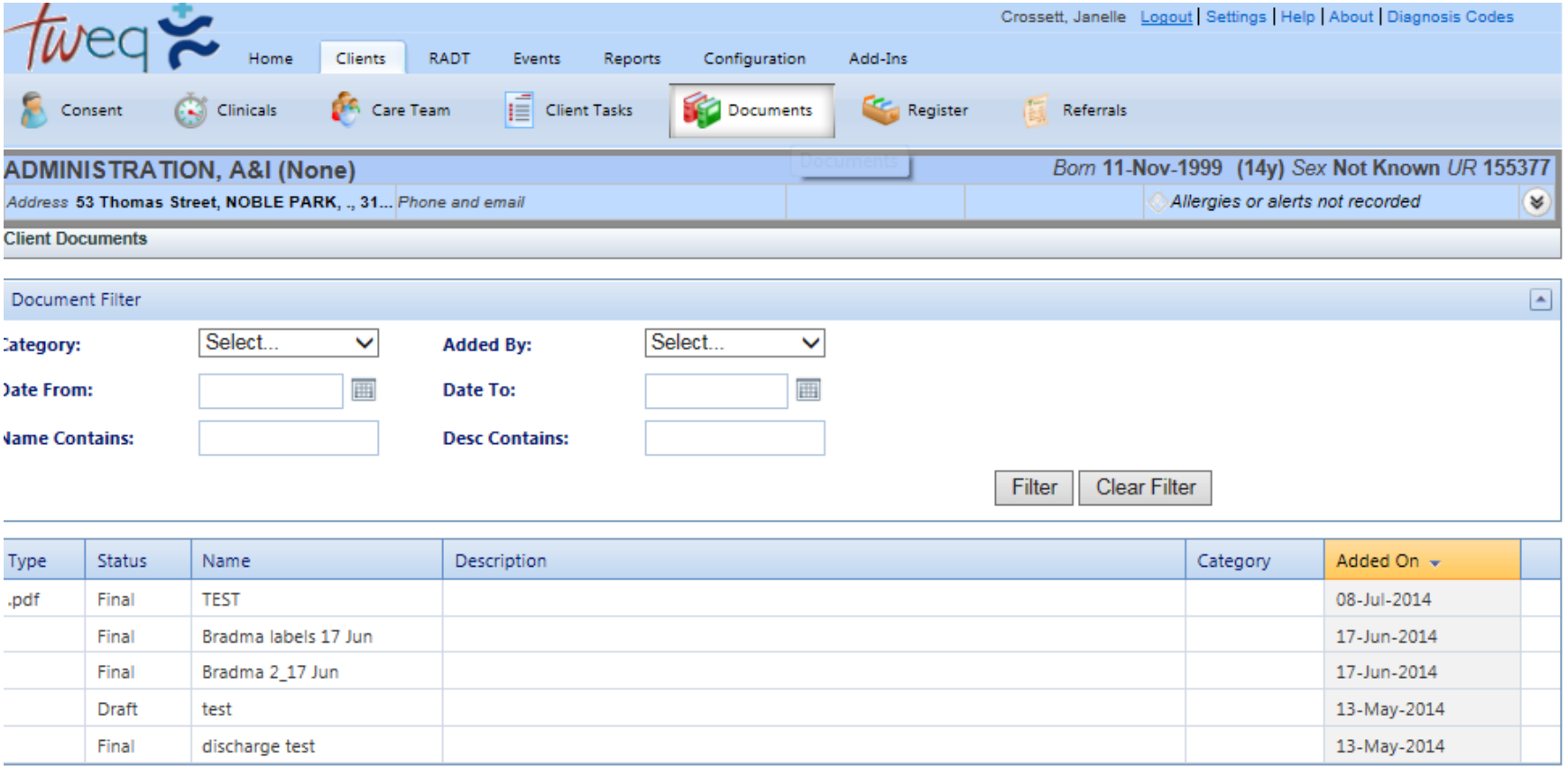
Benefits

Info	Referral Date	Admit On	Assigned Program	RADT Status	Progress Date	Created By	
	27-Mar-2012			Referral Approved	28-Mar-2012	Tawadrous, Marianne	Select...
	27-Mar-2012		Day Stay	Referral Declined	27-Mar-2012	Tawadrous, Marianne	Select...
	01-Mar-2012	20-Mar-2012	My Time	Discharged	20-Mar-2012	Blake, Tracey	Select...
	23-Jan-2012	08-Mar-2012	Parenting Plus	Discharged	13-Mar-2012	obsolete, obsolete - Marianne	Select...
	17-Jan-2012	23-Jan-2012	Residential Services (non PASDS)	Discharged	13-Mar-2012	Blake, Tracey	Select...
	17-Feb-2012	07-Mar-2012	Day Stay	Discharged	07-Mar-2012	Blake, Tracey	Select...
	17-Jan-2012	23-Jan-2012	Residential Services (non PASDS)	Discharged	23-Jan-2012	Blake, Tracey	Select...
	16-Jan-2012			Referral Approved	23-Jan-2012	Blake, Tracey	Select...
	01-Dec-2011			Referral Approved	23-Jan-2012	Blake, Tracey	Select...
	02-Nov-2011	01-Dec-2011	Day Stay	Discharged	01-Dec-2011	Blake, Tracey	Select...

Change page: < Prev Next > Page 1 of 2, items 1 to 10 of 11.

Staff access of client programs across Victoria

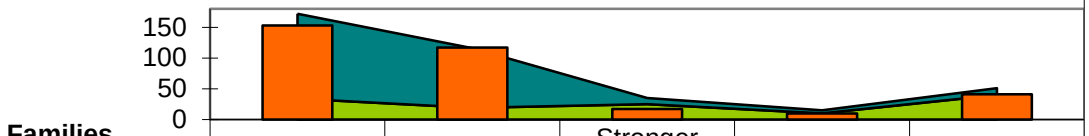
Benefits



Attach documents to create a minimal hard copy family file and a growing electronic file

Reporting

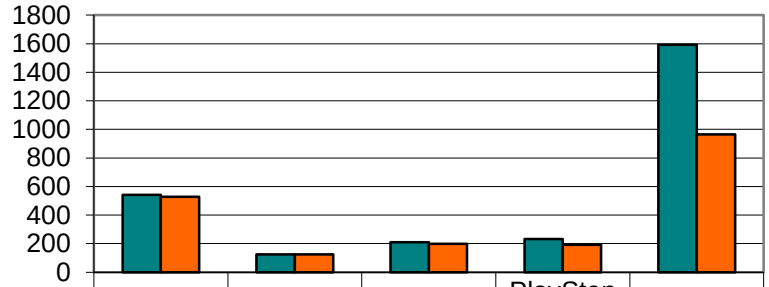
Home Based Families to Targets 2013-14 FY



	Home Based PASDS - All regions	Parenting Plus - SMR, Gippsland, Hume	Stronger Families (formerly Family Coaching)	Hey Babe - Gippsland	Cradle to Kinder - Dandenong, Gippsland
ACTUAL DISCHARGE (HB d/c at report)	138	97	10	5	11
Current Families	34	19	25	10	40
ANNUAL TARGET	153	117	17	10	41

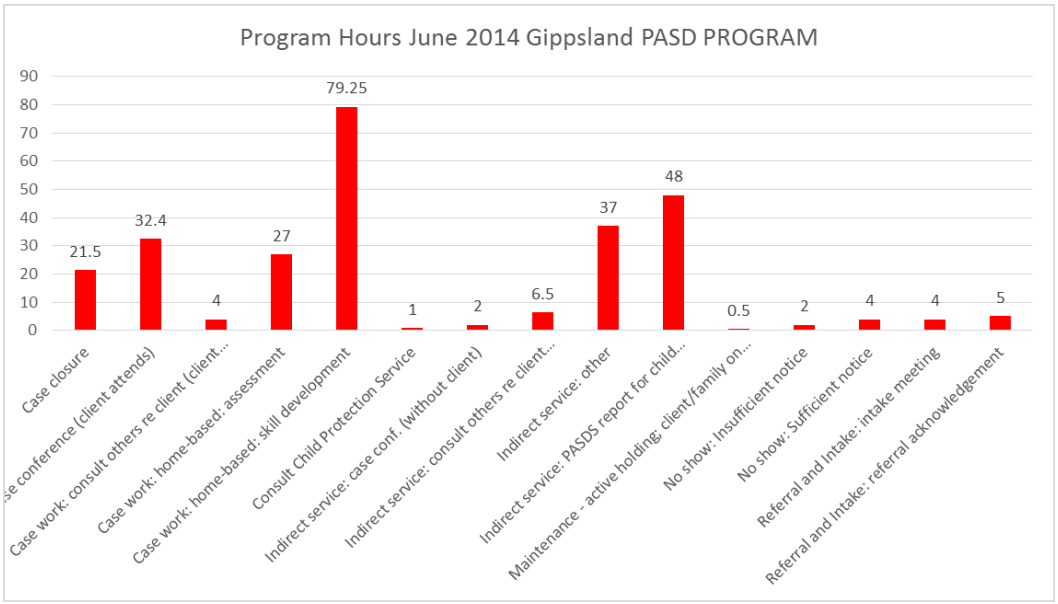
Thomas Street DHS Funded Programs 2013-14 FY

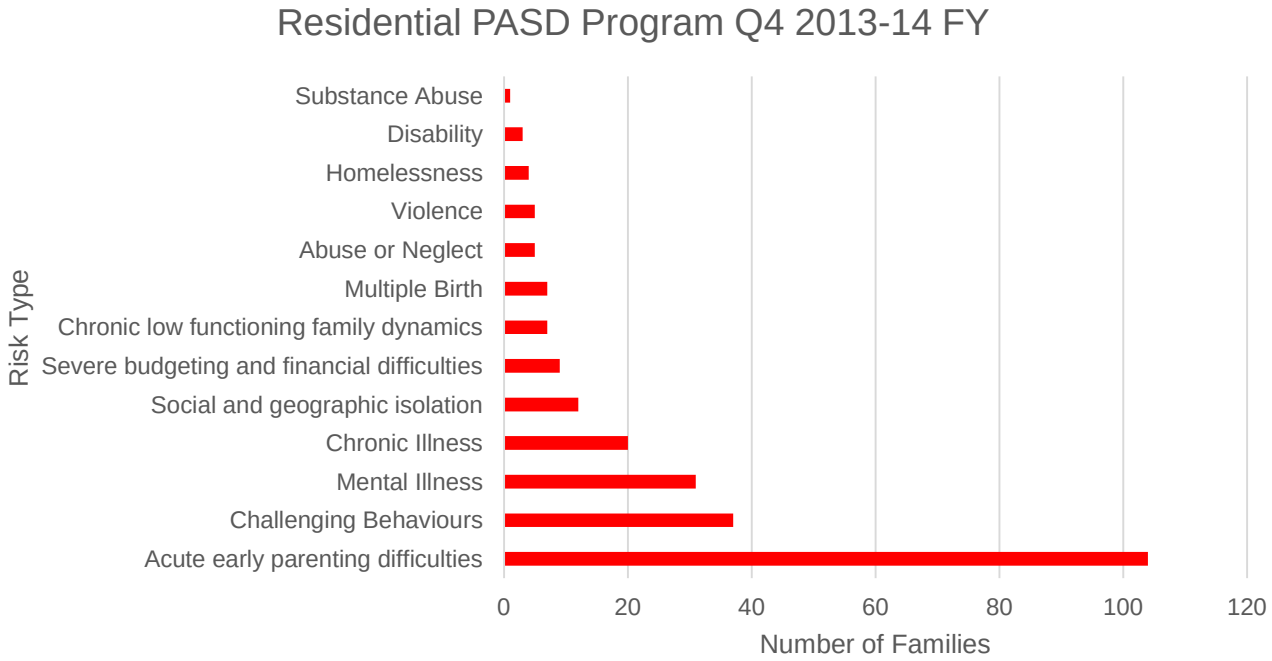
Program Target = 1 family



	Residential 5 day	Residential PASDS 10 day	DayStay	PlaySteps Noble Park Family Attendance swapped from Daystay	A&I Assessments for Phone Consultations
ACTUAL DISCHARGE	541	125	209	231	1593
YEAR TARGET	528	125	198	192	965

Reporting

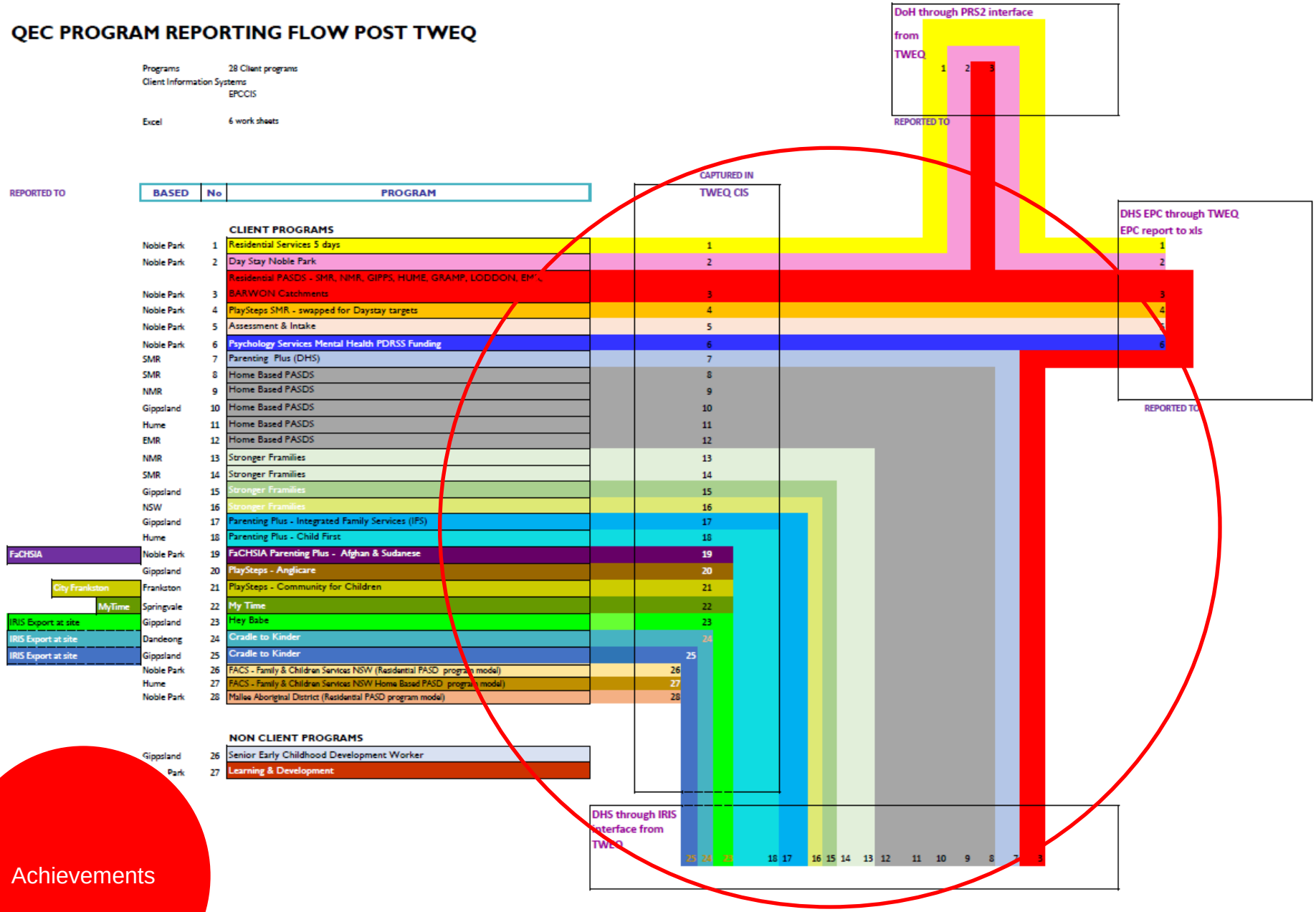

Program Hours June 2014 Gippsland PASD PROGRAM
90
80
70
60
50
40
30
20
10
0
21.5
32.4
4
27
79.25
1
2
6.5
37
48
0.5
2
4
4
5
Case closure
se conference (client attends)
Case work: consult others re client (client...
Case work: home-based: assessment
Case work: home-based: skill development
Consult Child Protection Service
Indirect service: case conf. (without client)
Indirect service: consult others re client...
Indirect service: other
Indirect service: PASDS report for child...
Maintenance - active holding: client/family on...
No show: Insufficient notice
No show: Sufficient notice
Referral and Intake: intake meeting
Referral and Intake: referral acknowledgement


Residential PASD Program Q4 2013-14 FY
Risk Type
Substance Abuse
Disability
Homelessness
Violence
Abuse or Neglect
Multiple Birth
Chronic low functioning family dynamics
Severe budgeting and financial difficulties
Social and geographic isolation
Chronic Illness
Mental Illness
Challenging Behaviours
Acute early parenting difficulties
0
20
40
60
80
100
120
Number of Families

QEC PROGRAM REPORTING FLOW POST TWEQ

Programs 28 Client programs
Client Information Systems
EPCCIS

Excel 6 work sheets



Achievements

Information Reporting

Department of Health (PRS2)
- Residential 5 days & PASD 10 days
- Daystay

Victorian Parliament

-Annual Report

Department of Human Services (EPC reporting)
- Residential 5 days
- Daystay
- Assessment and Intake
- PlaySteps Noble Par
- Family Counselling
- Parenting Plus

Department of Health (Agency of Information Management System AIMS)

•Daystay

•Residential 5 days and PASDS

•Home Based PASDS

•Home Based Parenting Plus

•Stronger Families



Department of Human Services (IRIS)
- Residential PASDS
- HomeBased PASDS
- Parenting Plus
- Stronger Families
- Cradle to Kinder

Department of Justice

-Subpeonas

-Summons

-Freedom of Information

QEC Board of Management

Individual Program Funders
- City of Latrobe
- Anglicare
- City of Greater Dandenong
- VACCA
- Frankston Council
- MyTime

Achievements

Achievements

- Interface with 2 client information systems
- 70 Excel worksheets to 6
- 4 days work per month to 4 hours
- Quality of data entry improved
- Increased knowledge of programs we offer

Future
Growth

- Web portals
  - Health Professionals
  - Clients
  - Stakeholders
- Benchmarking data
- New programs developed ✔
- Increased medium use ✔
  - SMS
  - IT Tablets ✔


tweq


QEC
LEARNING. PARENTING. TOGETHER.