

capital and coast
CARE COORDINATION CENTRE
communiqué

Assessment, Care Planning and Coordination for Community-Based Health Services

Greetings from the team at the Care Coordination Centre and welcome to this issue of Communiqué, the newsletter for community-based service providers and referrers in the Capital & Coast District Health Board area. This issue features information about the continuing development of a single entry-point for community services, and highlights a recent senior appointment within the team.

Introducing the Care Manager role for non complex clients

Since the Restorative Home Care Packages were introduced in the Capital & Coast District Health Board (C&CDHB) district in February 2006 the DHB, the Care Coordination Centre (the Centre) and the Package of Care (package) providers have been working closely together to develop and improve the processes supporting the packages of care. A significant area of focus has been client goal setting as a foundation process for determining a package. This development work has resulted in the introduction of a new team within the Care Coordination Centre to ensure that goal setting is fully integrated into the assessment and care planning process.

The new Care Manager role for non complex clients will manage all referrals requiring non complex home and community care and support and will take on the role of assessment and goal setting for the non complex group. The current Care Managers will be undertaking the same function for the clients with complex needs as part of this development. This means the initial goal setting function will be carried out within the Centre rather than by the package providers, as is currently the case. The Care Managers for non complex clients will, for the most part, work with clients over the phone.

The new role will be introduced to the Centre in mid March 2007. Referral processes to the Centre remain unchanged by the introduction of the new role.



Orientation 2007

Following their success in 2006, the CCC will continue to offer regular introduction/orientation sessions for external services at the CCC on a monthly basis. These sessions run from 1.30 - 3.30pm and are limited to eight places per session. The December session will be held subject to demand. To book, contact Shelley on shelley@nursemaude.org.nz or 04 238 2020 ext 700.

- 22 February
- 29 March
- 26 April
- 31 May
- 28 June
- 26 July
- 30 August
- 27 September
- 25 October
- 29 November
- 13 December (if needed)

Referral Form feedback request

The pilot of the draft CCC Referral Form, distributed with the December issue of Communiqué, will run until 30 March 2007. The CCC would appreciate feedback about how the Referral Form has worked, along with any suggestions for improvement. The final design of the form will be completed through the Service Advisory Group. The feedback form is available on line at www.ccdhb.org.nz under HHS. Click through Community Health to Care Co-ordination and look for the Docs section.



noelette matthews

Care Management, Team Leader

profile

Born in South Africa, Noelette Matthews began her training in the late 1970's amid major civil unrest and huge personal suffering.

"I saw triage in action in the first few months of working, and it has always stayed with me and held me in good stead for future learning," she says.

"It also taught me very early on to appreciate the value of life, because things can change your life quickly and without your permission or knowledge."

After graduating from the University of the Western Cape, Noelette followed her heart to Durban where she married, had a son and completed a Diploma of Midwifery. The next five years at Durban's Addington Hospital included medical, surgical, oncology, orthopaedics, gynaecology, district nursing, maternity, ED, ICU, renal and CCU before finding a niche in an outpatient clinic.

In 1988 an opportunity for her husband demanded a move to Johannesburg and Noelette returned to midwifery, managing a shift in an exclusive private hospital. "It was an experience and an eye opener. It taught me life is precious and can change, and that affluence does buy different services and expectations."

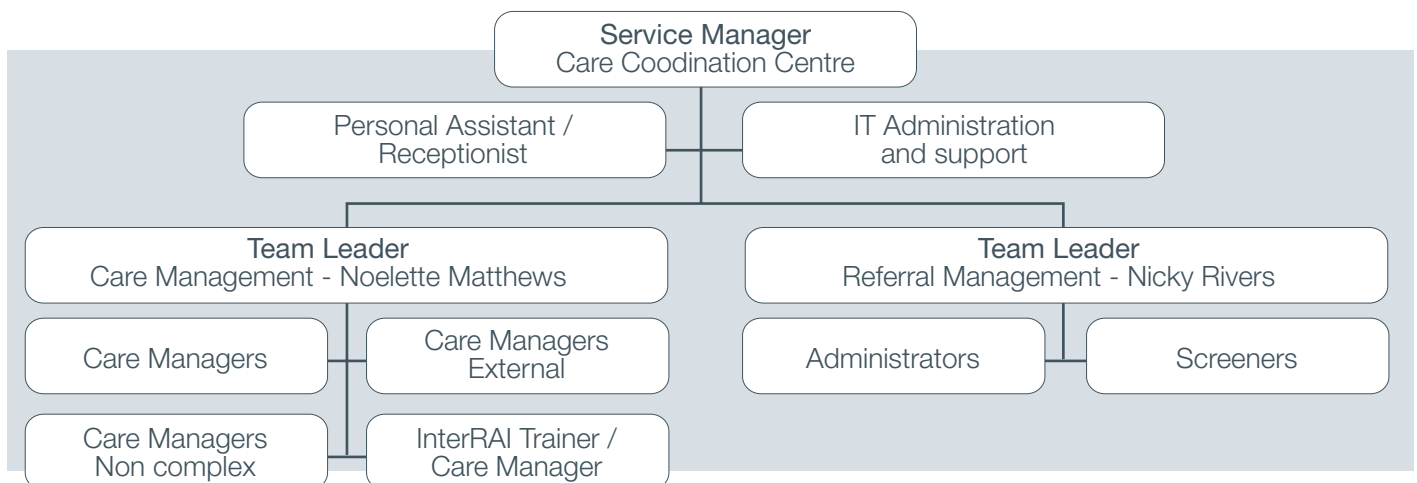
Sensing major changes ahead, Noelette moved to a community based service in 1989 as a city council health clinic nurse, and completed specialised training in 1990. During the next four years she gained expertise in immunisation, TB management, well-child health, developmental assessments, family planning, sexual health (including HIV testing and counselling) and clinic-based diagnosis and treatment services. This led to gaining a Certificate in Assessment and Treatment of Minor Ailments and Disease in 1994, and subsequently to a Post Graduate Diploma in the Management of Primary Health Care Systems. Following graduation, Noelette worked on the development of the first Primary Health Care Clinic in an urban area, serving nine million people in five cities.

In 1996 the Matthews family emigrated to New Zealand and Noelette moved into aged care, with the Wesley Hospital in Newtown, as the Care Manager. She says it was a huge learning curve, with 52 patients. Noelette moved within Wesley to the community to develop their Home Support Services, which soon grew to 140 clients and 60 support staff. During this time she developed

training programmes and a number of new protocols for home care.

Noelette then worked in women's health as a service leader before taking on a Care Co-ordination role, looking to integrate business units and optimise bed management, after hours and flight services, transit nurses, nursing and medical recruitment, and discharge planning. She joined the Care Co-ordination Centre in November 2006, following two years with ACC as the Programme Manager for Elective Surgery. "It's been a wonderful opportunity to come into a new organisation which is on the cutting edge and working well, and to look at ways of taking it to the next level," she says. "It is a great team to work with, and I'm feeling like I've found my real home." Her primary responsibilities are to manage relationships with external stakeholders and to support her team of 12 care managers, all of whom are assigned to various special projects and initiatives to develop the service collaboratively.

Outside of work, family is Noelette's major focus. She has been married to Kalvin for 25 yrs and has a son Rory (24) and a daughter Robynne (21).



Contact Us:

The Care Coordination Centre is staffed from 8am to 6pm, Monday to Friday, and 8am to 4pm weekends and public holidays. There is also an after-hours service for urgent calls.

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After Hours (for urgent matters) Phone 04 238 2020

The Care Coordination Centre is operated on behalf of the Capital and Coast District Health Board by the Nurse Maude Association, a community health organisation.

The Nurse Maude Association is a leader in the development of the coordination services which are a vital part of delivering health and support services outside of a hospital or health clinic environment.

www.nursemaude.org.nz