


REHABILITATION IN DVA

BETTER OUTCOMES FOR VETERANS

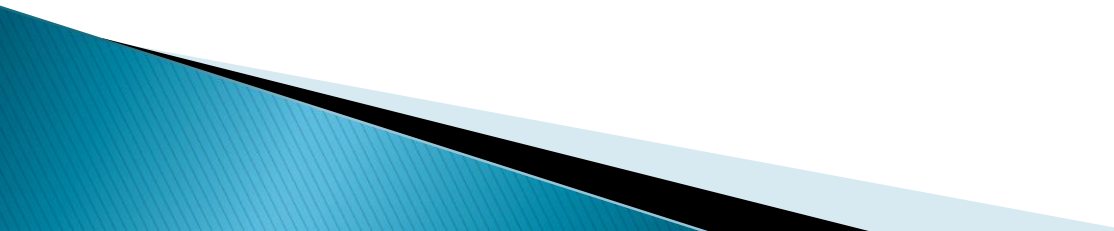
Presented by Mike Armitage, Director Rehabilitation Review



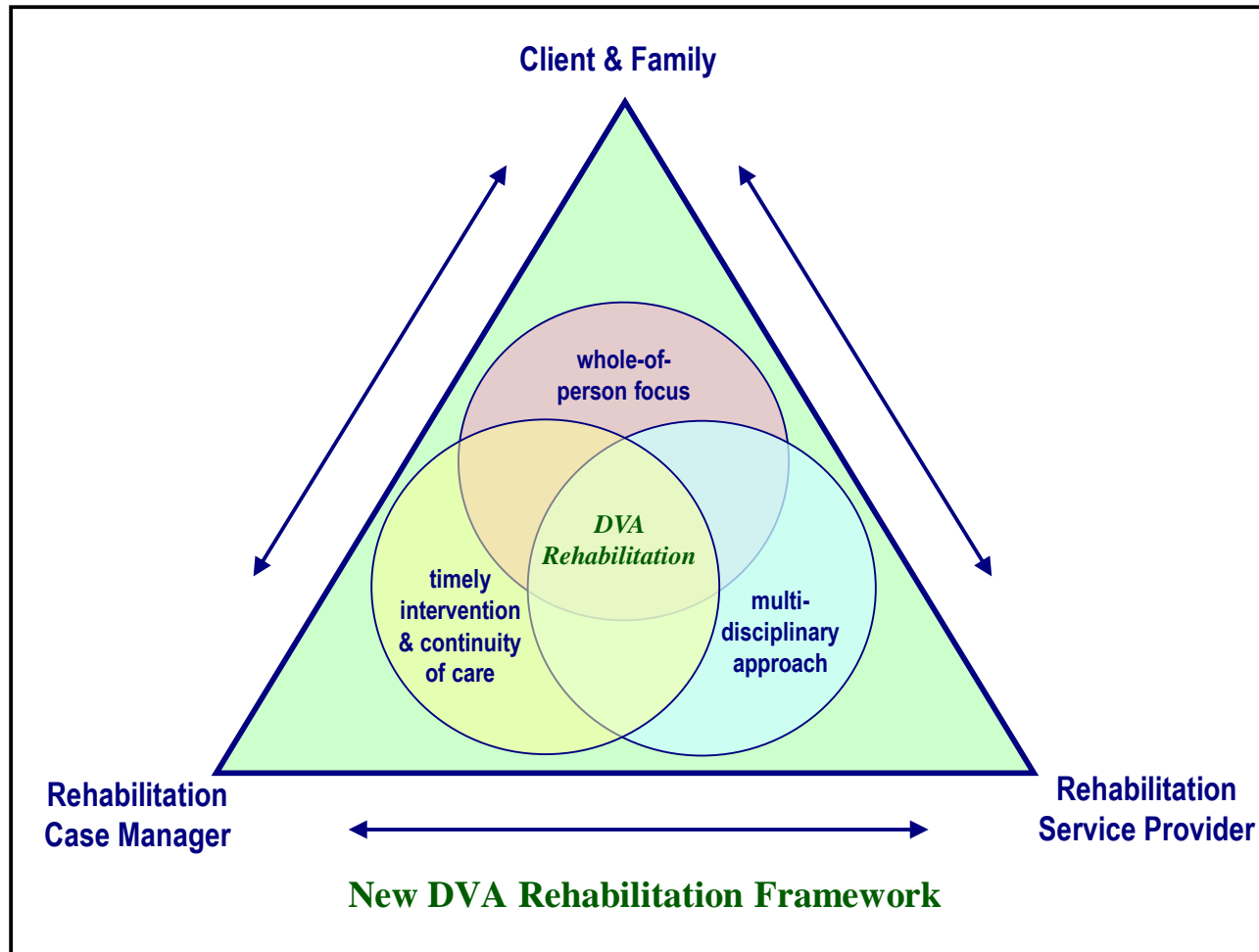
WHAT DOES DVA DO

- ▶ TREAT
 - ▶ REHABILITATE
 - ▶ COMPENSATE
 - ▶ COMMEMORATE
- 


WHY THE CHANGE

- ▶ NEED TO LOOK FOR BUSINESS IMPROVEMENT OPPORTUNITIES
 - ▶ ABANDONDED TENDER EXERCISE
 - ▶ MORE FOCUS ON WHOLE OF PERSON REHABILITATION
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FRAMEWORK FOR THE FUTURE



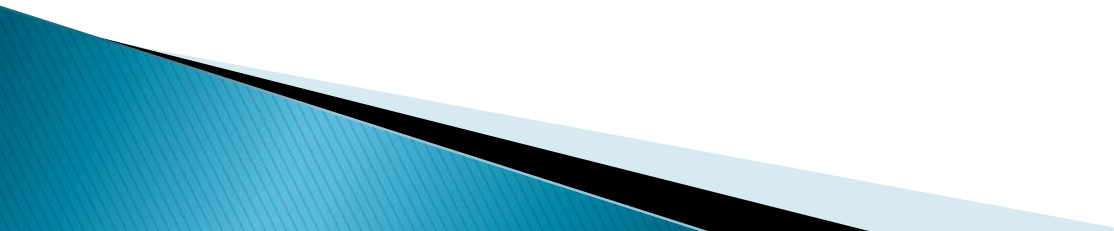
WHOLE OF PERSON FOCUS

- ▶ CULTURAL SHIFT FROM RETURN TO WORK
 - ▶ PROMOTE UNDERSTANDING AND USE OF PSYCHOSOCIAL SUPPORT AND CARE SOLUTIONS
 - ▶ ALL ELIGIBLE VETERANS GET THE SAME LEVEL OF SUPPORT
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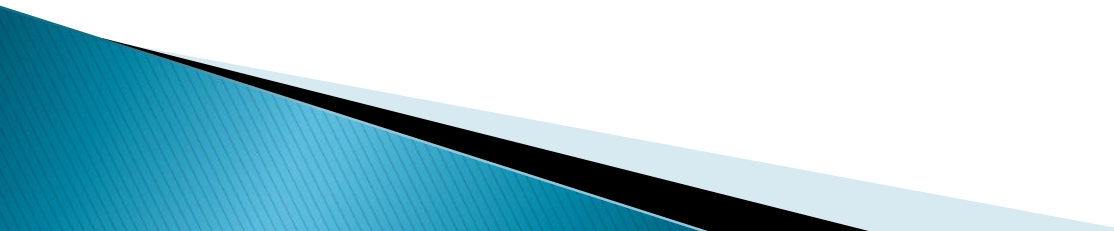
TIMELY INTERVENTION AND CONTINUITY OF CARE

- ▶ EARLY ACCESS TO VETERANS LEAVING ADF
 - ▶ BETTER SMOOTHER TRANSITION
 - ▶ PRE- DECISION REHABILITATION
 - ▶ AT RISK CLIENTS
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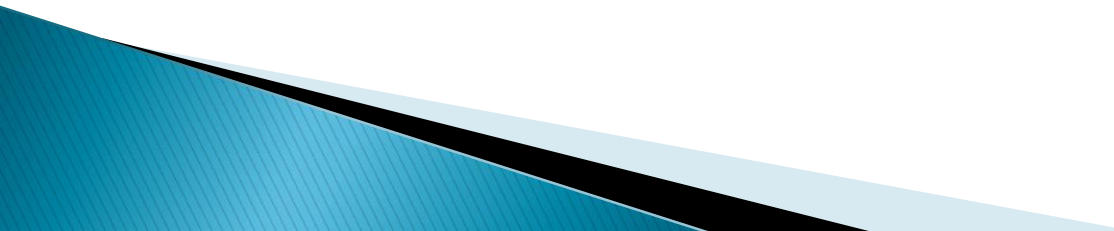
MULTIDISCIPLINARY APPROACH

- ▶ COLLABORATION OF ALL STAKEHOLDERS
 - ▶ WIDER USE OF EXISTING DVA SERVICES
 - ▶ BETTER EDUCATION AND SUPPORT FOR PROVIDERS AND MEDICAL PROFESSIONALS
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NEXT STEPS

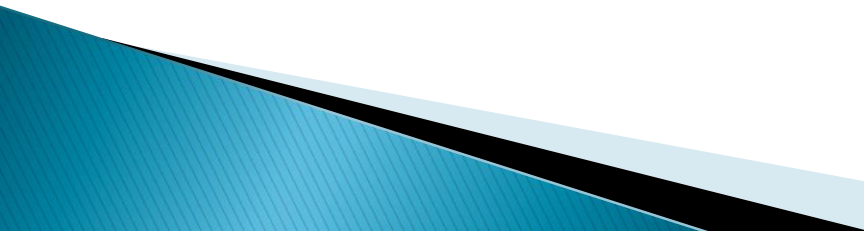
- ▶ MORE EFFECTIVE CASE MANAGEMENT PRACTICES
 - ▶ BETTER USE AND UNDERSTANDING OF PSYCHOSOCIAL REHABILITATION
 - ▶ MUTUAL SUPPORT ACTIVITIES BETWEEN DVA AND PROVIDERS
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MORE STEPS

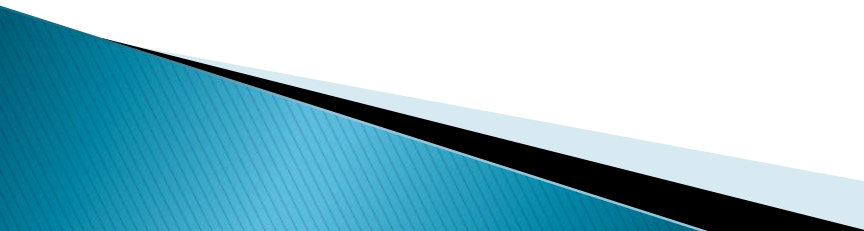
- ▶ PROMOTE REHABILITATION AS A STANDALONE BENEFIT
 - ▶ MORE INTERACTION WITH EX-SERVICE ORGANISATIONS
 - ▶ BETTER OUTCOME REPORTING
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GAS TRIAL 2009/2010

- ▶ GAS TRIAL IN 3 LOCATIONS
 - ▶ MAJORITY SUPPORT GAS AS A BETTER SERVICE TO CLIENTS
 - ▶ SOME PROVIDERS STILL USING GAS
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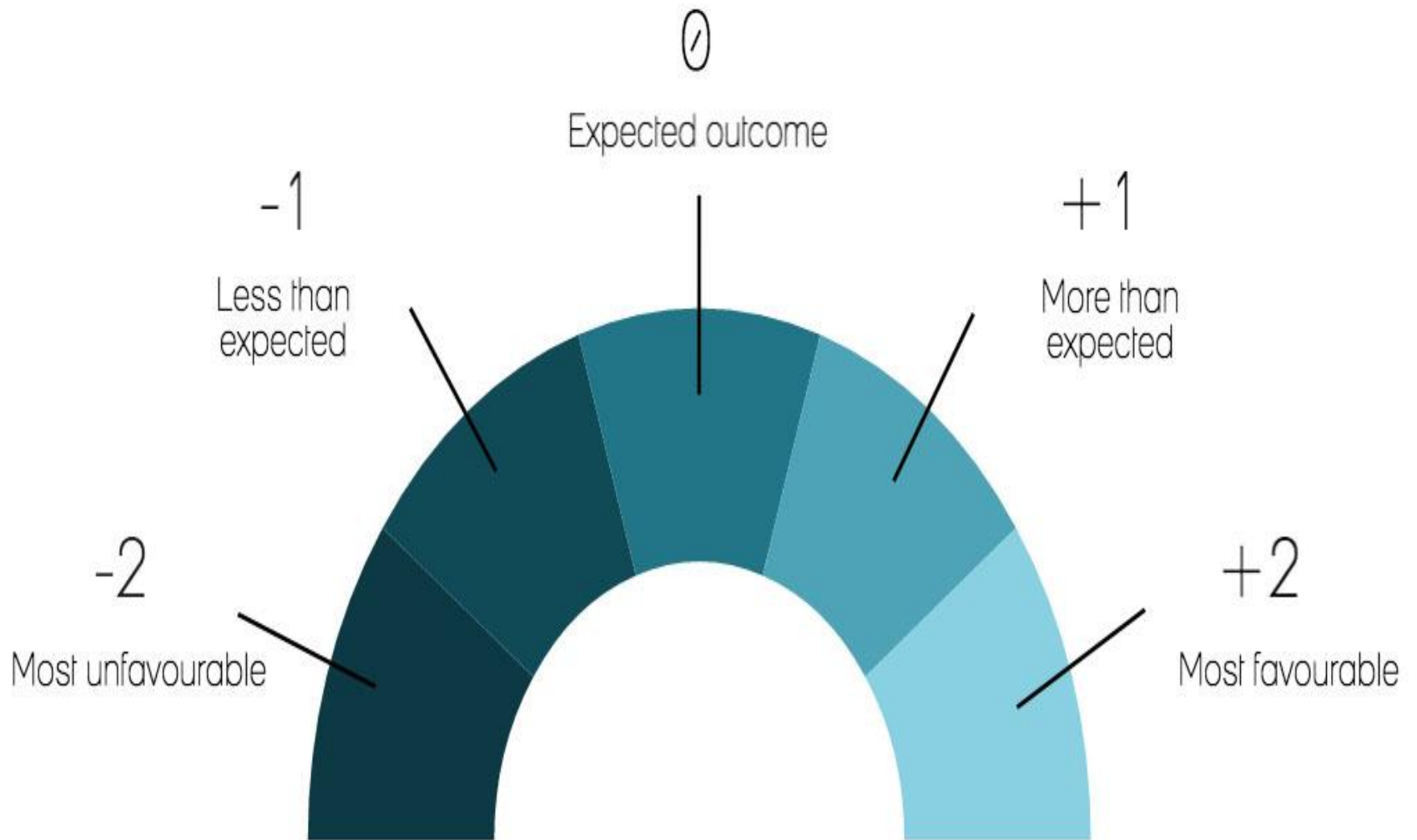
CLIENT OUTCOMES

- ▶ BETTER ENGAGEMENT WITH CLIENTS
 - ▶ CLEARER PLAN FOR CLIENTS
 - ▶ CLIENTS HAD OWNERSHIP
 - ▶ CLIENTS HAD BETTER UNDERSTANDING OF REHABILITATION PROCESS
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OTHER IMPACTS

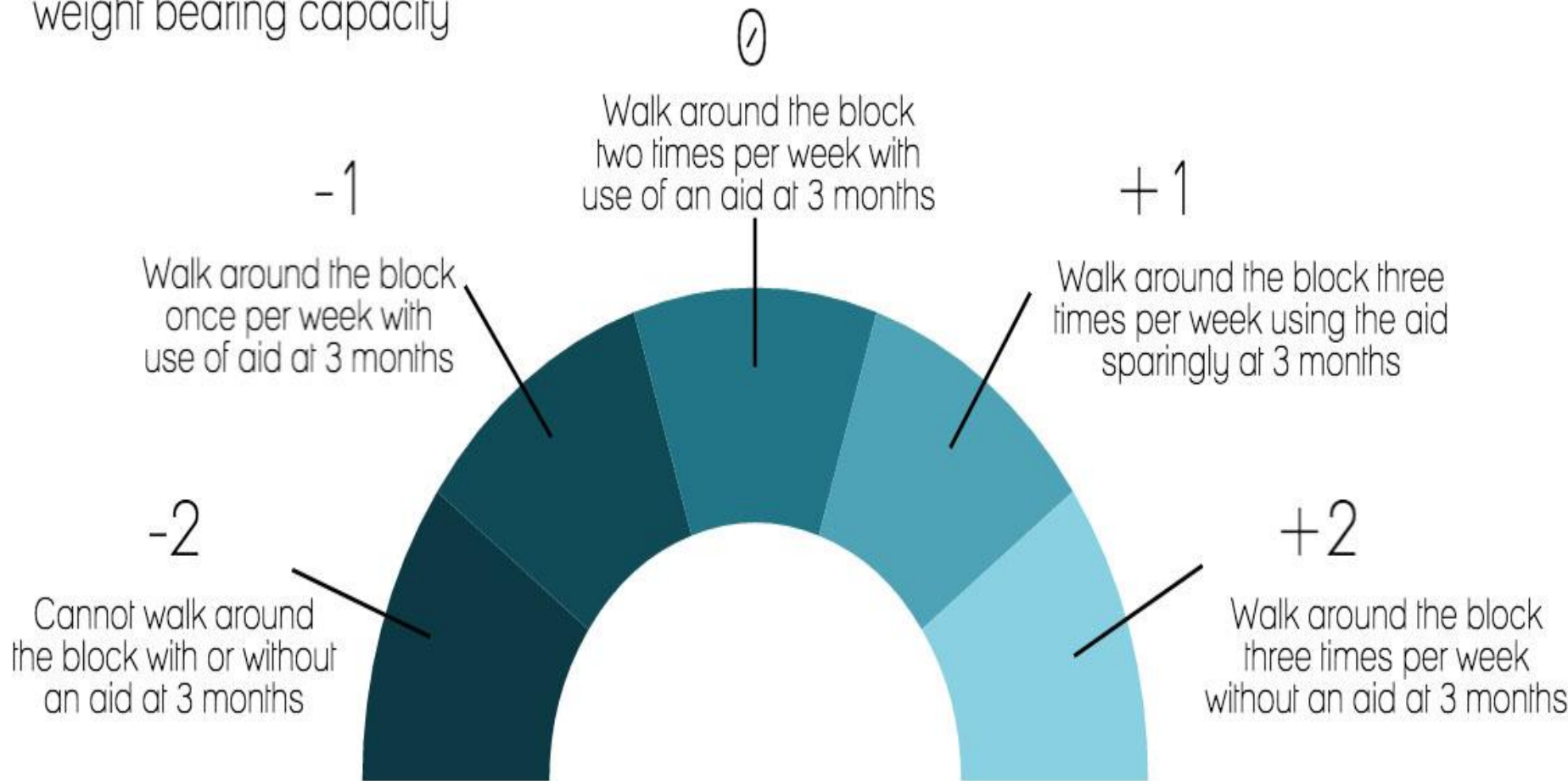
- ▶ PROVIDERS AND CLIENTS ESTABLISH THE GOALS AND MONITOR PROGRESS
 - ▶ ONCE ESTABLISHED MINIMAL IMPACT
 - ▶ NO EXTRA WORK FOR DVA COORDINATORS
 - ▶ OUTCOMES USED FOR REPORTING
- 

Five Point Scale



Five Point Scale

Goal: Increase mobility and weight bearing capacity



LIFE SATISFACTION INDICATORS

- ▶ A SNAPSHOT OF CLIENT LIFE SATISFACTION
- ▶ COVERS QUESTIONS FROM THEIR HOME LIFE TO ABILITY TO WORK
- ▶ SCORE OF 1-10 FOR QUESTIONS



GOAL BASED REHABILITATION PLAN

- ▶ GOALS ARE MADE
FOR REHAB PLAN
- ▶ UP TO 5 GOALS
- ▶ LSI UNDERTAKEN
AT TIME OF
REHABILITATION
ASSESSMENT



SCALE BASED PLAN PROGRESS

- ▶ GOAL ASSESSED AGAINST FIVE POINT SCALE AT REGULAR INTERVALS
- ▶ FLEXIBILITY AROUND REASSESSMENT PERIODS
- ▶ LSI REASSESSED



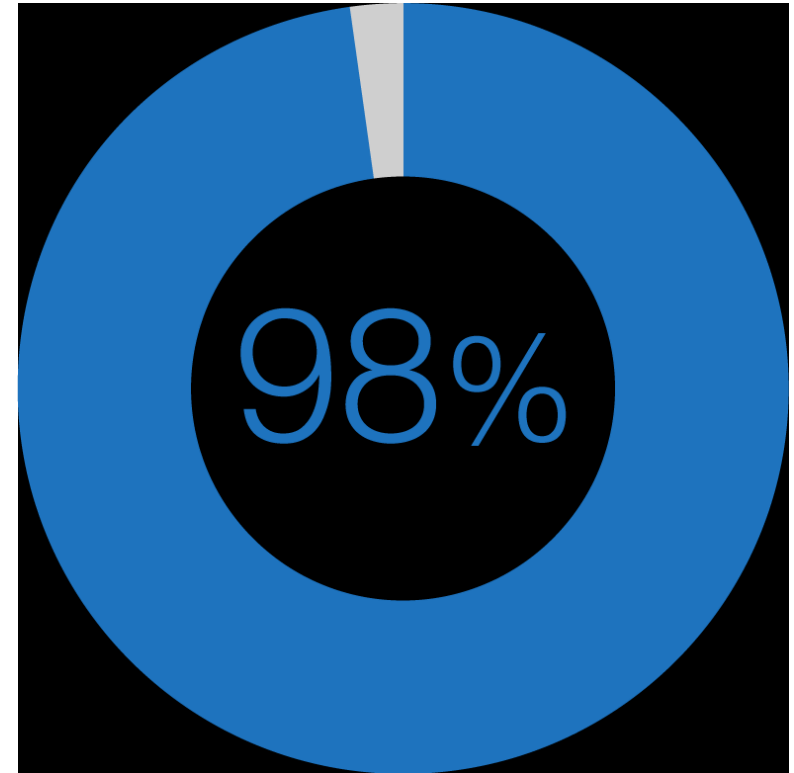
CHANGE OF GOALS

- PLAN CAN BE CHANGED IF:
- A CHANGE OF CIRCUMSTANCES
- GOALS BECOMES UNACHIEVABLE
- DIFFERENT TIMEFRAME NEEDED

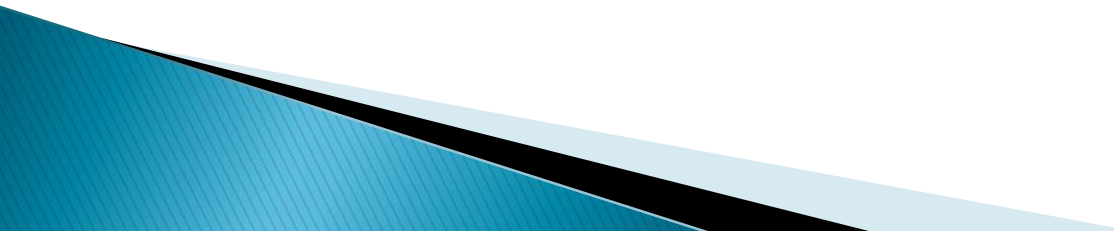


PLAN CLOSURE

- ▶ FINAL SCORE GIVEN FOR EACH GOAL
- ▶ FINAL LSI UNDERTAKEN
- ▶ SUCCESS IS AN OUTCOME (0) OR BETTER



HOW SCALING WILL BE USED

- ▶ TRANSPARENCY FOR VETERAN
 - ▶ VERIFY RESULTS BASED PROGRAMS
 - ▶ IDENTIFY MOST EFFECTIVE INITIATIVES
 - ▶ PROVIDER PERFORMANCE MANAGEMENT
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Links to DVA Towards 2020

Client-Focused

- ▶ A WHOLE-OF-PERSON REHABILITATION TOOL
- ▶ CLIENT HAS DIRECT INPUT TO THEIR OWN GOALS
- ▶ DEVELOPMENT OF INDIVIDUALISED PLANS IS COLLABORATIVE

Links to DVA Towards 2020

Responsive

- ▶ ENABLES REPORTING ON THE EFFECTIVENESS OF DIFFERENT TYPES OF REHABILITATION
- ▶ CLIENT GOAL SCORES IDENTIFIES AREAS FOR IMPROVEMENTS AND IMPLEMENT CHANGES
- ▶ TARGET CHANGES TO PARTICULAR AREAS

Links to DVA Towards 2020



- ▶ IMPROVED COMMUNICATION WITH PROVIDERS ABOUT CLIENT REHABILITATION
- ▶ DETAILED REPORTING ABOUT CLIENT REHABILITATION PROGRESS

WHERE TO VISION FOR DVA REHABILITATION

- ▶ VETERANS CONSISTENTLY IDENTIFIED FOR EARLY TRANSITION TO DVA CARE
 - ▶ ACCELERATED ACCESS TO REHABILITATION SERVICES
 - ▶ PSYCHOSOCIAL REHABILITATION RULES
 - ▶ MORE EFFECTIVE PARTNERSHIPS WITH PROVIDERS AND TREATERS
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