



**Agreed Performance Statement**

*The ACHS strongly believes in the public availability of appropriate information resulting from accreditation surveys, and is actively encouraging all members to make this information available to interested parties, most notably consumers. As part of our public disclosure initiative the ACHS survey team provides an Agreed Performance Statement (APS) to be placed on the ACHS website. The member organisation may also provide an APS to be placed on the website. The APS should include reference to strengths and/or weaknesses identified during survey.*

<b>Name of member organisation:</b>	<b>GMHBA Care Coordination Service</b>
<b>Org Code</b> :	<b>226415</b>
<b>Date</b> :	<b>24 August 2017</b>

Organisation's Comments

The GMHBA Care Coordination Service (CCS) is a phone based post hospitalisation coordination service for members of GMHBA who have chronic disease and are at risk of an unplanned readmission to hospital. The aim of the CCS is to enhance services access for members in their home, with the goals of improving self-management techniques and encouraging members to be involved in their health care team.

The CCS was launched in March 2016 and completed a successful certification survey with ACHS in May 2016. In August 2017, the CCS met the requirements for full accreditation for the optimal period of 3 years.

The CCS and the broader Health Services businesses within GMHBA are focussed on co-creating health services with our members and communities in order to improve the health and wellbeing of members and their communities.

Survey Coordinator's Comments

The Care Coordination Service (CCS) commenced operations in March 2016 to provide a specialised telephone based client care coordination program for GMHBA members following their discharge from hospital.

Over the last 18 months CCS has evaluated policies, procedures and systems associated with the delivery of care and the organisation has made several improvements and enhancements to systems so as to improve service delivery. There is a strong understanding and commitment to the EQulP6 Standards.

There is evidence that the CCS service, with its committed staff, have worked hard to implement a range of key improvements across clinical, support and corporate areas over the last 18 months. The service promotes a culture of professionalism and is open to addressing new ideas and any problems towards the further growth of client services, safe practices and contribution to the overall effectiveness of the GMHBA fund.