

# Creation and evaluation of an AHA Care Coordination model in regional Victoria

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Following participation in the Allied Health Assistant (AHA) Implementation Program and finding that 30% of allied health professional time for clinical and non clinical tasks could be transferred to an AHA, the Hume Region Strategic Plan recommended that Gateway Health Wangaratta work to improve service access and efficiency by creating a new model of care coordination that utilizes the skills of an AHA.

Gateway Health has developed a new role for Allied Health Assistants to deliver flexible and timely care coordination. The AHA Care Coordination role, piloted between October 2014 and June 2015, is the first of its kind in Australia. The outcomes of this pilot project include comprehensive documentation of a new care coordination model for the management of complex HACC clients, including:

- care coordination guidelines
- interagency agreements
- resources and tools to support integrated care
- referral pathways and processes
- a scope of practice and position description new competencies developed in consultation with TAFE
- professional and clinical supervision and delegation arrangements
- orientation, training, and professional development resources

Evaluation of the role has demonstrated a range of benefits, including a transfer of care coordination tasks from AHP to AHA and a high level of satisfaction for the clients, AHA and AHP.

This presentation will describe the process of developing and implementing the new AHA Care Coordinator role. It will detail major findings from the project's evaluation and observed improvements in the capacity of Gateway Health's rural HACC allied health team to deliver well-coordinated, timely, and flexible interventions to people with complex care needs.