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# A Model for Service Reviews

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# Outline



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- Background to Service Reviews at Darebin Community Health (DCH)
- Model for Service Review
  - including examples and experiences from DCH
- Questions & discussion

# Service Reviews at Darebin Community Health (DCH)



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- commenced in 2003
- conducted every 3 years
- purpose: to evaluate a service ....
- formal structure introduced - 2005

# The Model



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- components described in handout

# Components



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- title
- table of contents
- executive summary
- purpose of report

# Components



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- description of service
- background of service
- policy and planning context
- evidence base

# Components



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- service objectives
- target population
- staffing/location/hours of service

# Components



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- service delivery model
- elements of service provision
- skills
- data

# Components



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**Safety:** the safe progress of consumers since the client journey avoiding harm arising from care

- Eg. Pharmacotherapy service review looked at the number Category 1 and 2 DHS reportable incidents

# Components



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**Effectiveness:** the extent to which the intervention achieves the desired outcomes

- Eg. Pharmacotherapy service review looked at use of care planning (GP management plans and mental health care plans) and rates of Hep B immunisation

# Components



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**Appropriateness:** evidence of the right thing (intervention) to the client at the right time

- Eg. Pharmacotherapy service review investigated multi-disciplinary care

Conclusions drawn by reviewing:

- number of services accessed
- number of referrals made
- staff, client and clinical expert surveys

# Components



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**Acceptability:** the degree to which the service meets or exceeds the expectations of informed consumers

- Eg. Client surveys included questions such as:
  - what is the one thing you would like to see changed about this service?
- focus groups with cultural groups

# Components



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**Access:** equitable access to health services on the basis of need

- Eg. Pharmacotherapy service review – in addition to demographics the client survey included questions about access:
  - number of other programs tried
  - how they found out about DCH
  - why they chose to attend
  - family background

# Components



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**Efficiency:** resources are utilised to achieve value for money

- Eg. Outreach Needle and Syringe Program reviewed:
  - syringe return and supply rates
  - distribution pattern across the region

# Components



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- interpretations and conclusions
- recommendations
- references
- appendices

# Reflections from DCH experience



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- complex task that takes time
- a clear structure and format for writing the report is required
- clarity about audience for report
- reinforce the link between recommendations made and operational planning

# Questions & discussion



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1. Pro's and cons of this model
2. Alternative models in use
3. Frequency of service reviews