

# POST-WORKSHOP PRACTICE CHANGES

## March 23 Together We're Better Workshop: Post-Training Commitments

The Together We're Better: Improving health outcomes for people with intellectual disability SIL Provider Session, held on Monday 23 March, prompted participants to reflect on, 2-3 things that they will do differently moving forward, outlined below. Responses are grouped into 8 categories.

Reflections highlighted a shared commitment to strengthening workforce capability, improving preparation for Annual Health Assessments (AHA) and CHAPs, enhancing engagement with GPs, and embedding practical, person-centred health profiling. Participants also identified the importance of consistent organisational systems to support high-quality, coordinated health care for people with intellectual disability.

### 1. Workforce Education, Training & Capability Building

- Encourage Operations Team Managers to attend future workshops
- Provide ongoing training for DSWs, Team Leaders, managers, and allied staff
- Build staff confidence in:
  - > Preparing for GP and specialist appointments
  - > Communicating with allied health and GPs
  - > Understanding their role in Annual Health Assessments (AHA) and CHAP
- Organise education sessions on:
  - > AHA and CHAP
  - > Intellectual disability-specific health needs
  - > Palliative care with a strengths-based and positive outlook
- Share learnings at:
  - > Team meetings
  - > Supervisions
  - > Internal training forums

### 2. Annual Health Assessments (AHA) & CHAP Preparation

- Implement and consistently use AHA and CHAP checklists
- Better preparation ahead of CHAP assessments, including:
  - > Sending relevant information and data to GPs weeks in advance
  - > Ensuring information is easy to access and print
- Review and improve current CHAP preparation processes
- Train staff and managers on:
  - > Their role in pre-planning for GP visits
  - > Why AHAs and CHAPs are important
- Use AHA checklists as a training tool for DSWs and managers

### 3. Health Profiles, Care Planning & Documentation

- Develop and implement one-page health profiles / My Health Profiles
- Update and maintain:
  - > Personal profiles
  - > Hospital Support Plans
  - > Advanced Care Plans and Directives
- Use health profiles for:
  - > GP appointments
  - > Specialist visits
  - > Complex case discussions

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- Book appointments proactively and ensure My Health Record or equivalent information is prepared beforehand
- Improve charting by clearly explaining the rationale behind documentation

## 4. GP Engagement, Case Conferencing & Medicare Use

- Improve communication and relationships with GPs
- Support staff to better understand how GPs work and what information they need
- Encourage and facilitate:
  - > GP case conferences
  - > Complex case reviews
- Provide education and resources for managers and GPs on:
  - > Medicare item numbers
  - > Billing for complex care, including GP attendance at case conferences
- Support staff to break down complex issues when engaging with GPs

## 5. Reasonable Adjustments & Person-Centred Care

- Ensure services better respond to individual health needs
- Strengthen reasonable adjustments when engaging with GPs and health services
- Be more aware of:
  - > Client feelings and experiences
  - > Staff confidence and support needs
- Advocate strongly for participants within health systems
- Refer clients to the right services at the right time

## 6. Organisational Systems, Processes & Quality Improvement

- Review current organisational processes related to:
  - > Health assessments
  - > CHAP preparation
  - > Follow-up of agreed actions
- Advocate for organisational change where systems are not fit-for-purpose
- Ensure actions identified in CHAPs and assessments are:
  - > Clearly documented
  - > Followed up
  - > Reviewed regularly
- After audits or reviews, ensure sites are completing required actions

## 7. Resources, Alerts & External Supports

- Look up and share relevant:
  - > Educational resources
  - > NDIS Practice Alerts
  - > Specialist intellectual disability health teams within the LHD
- Integrate practice alerts into:
  - > Team meeting agendas
  - > Training sessions
- Build awareness of additional services and supports available for participants

## 8. Leadership, Advocacy & Culture

- Promote a culture that values:
  - > Good health care for people with intellectual disability
  - > Advocacy and preparation
  - > Team confidence when attending medical appointments
- Share enthusiasm, learnings, and commitment across teams

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- Network with others involved in disability and health improvement initiatives