HNELHD Update: Effective Service Delivery for People with an Intellectual Disability

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- Metropolitan / regional / rural
- Provides services to ~850000 people
- CORE Values
- NDIS Launch Site
HNELHD Disability Action Plan 2012 - 2015

• Principles:
  – Equity
  – Inclusion
  – Participation
  – Access
  – Accountability

• Priorities:
  – Remove barriers
  – Accessible information
  – Accessible facilities
  – Encourage participation in consultations / advisory committees
  – Employment opportunities
• Compared to the general population, people with intellectual disabilities have:
  – Poorer health outcomes
  – Poorer healthcare system experiences.

• So, how are we doing in HNE Health?
Achieving effective service delivery

• Current initiatives:
  – Tools & tactics of Excellence
  – Adapting to the changing landscape of disability services
  – Patient and family centred care initiatives
  – Clinical specialist multidisciplinary healthcare teams that work in partnership with families
  – Family advisory council
  – Accessible facilities & services
Achieving effective service delivery

• Further considerations:
  – Improving understanding of ID by health staff
  – Case management / care planning
  – Accessible information / visual aides
  – Opportunistic needs assessments and linkages
  – Communication, interagency partnerships and transition
  – Accurate data
  – Best practice models of care for supporting people with ID