Process Flow Chart for developing a Model of Care (MoC)

This document is used to illustrate the process for developing a Model of Care. It encompasses the work owned by the project manager and the functions that the Clinical Redesign and Implementation Team assist with.

Project Initiation
Identify an area of need, build a case for change and obtain sponsorship to proceed with the program of work
Issue or opportunity arises:
• Clinician/ACI Network/Consumer identified innovation
• Unwarranted clinical variation
• Priority area (Minister/DG/LHD/CEC)
• Out of date MoC
Create the initial high level 'case for change' - quantify the extent of the issue and the cost of continuing business as usual
Develop and agree project aim, objectives and scope
Generate Sponsorship
• ACI executive sponsorship/prioritisation for the program of work
• Seek direction from LHD clinicians, managers and stakeholders - is this a piece of work they will value?

Diagnostic
Define the problem - understand the root cause to treat the real problem and not just the symptoms.
Define the problem using a variety of tools:
• Consultation such as workshops, interviews and brain storming
• 'As is' analysis - what does it look like now?
• Data review including demand analysis, epidemiology and service utilisation.
• Financial analysis of the cost of continuing business as usual
• Review literature and analyse any innovation already in this field
Finalise case for change identification and prioritisation of issues
Revisit aims and objectives to ensure project is on track

Solution Design
Develop and select solutions. Create and document the MoC
Develop a vision for what services should look like
Develop a range of solutions that address the problems defined in the diagnostic
Test these solutions widely including economic appraisal and/or piloting to select the most appropriate solution
Develop evaluation framework
Develop and document the MoC
Seek endorsement of the MoC from appropriate stakeholders
Plan for disinvestment - what older models or technologies will no longer occur as a result of the new model?

Implementation
Support the health system to execute the changes needed to implement the MoC
Define the change clearly
Develop business case
Assist LHDs to conduct a self assessment/gap analysis
Seek endorsement of the business case/resourcing strategy
Generate local executive sponsorship and create a governance structure
Build the capability of front line clinicians and managers to change the process/system
Develop a Communication plan and identify risks to implementation
Develop reinforcement strategies for LHDs

Sustainability
Optimise use of the MoC, monitor the results and evaluate the impact
Ongoing monitoring and local accountability
Review the impact of the MoC and adjust practices to optimise use
Ensure disinvestment occurs
Final evaluation of economic and clinical outcomes
Knowledge Management "sharing our lessons"

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