



Conducting a Review of a Client's Support Plan

PURPOSE

This factsheet provides information on the new Support Plan Review function in My Aged Care.

THE INTENT OF THESE CHANGES

This functionality provides assessors with the ability to conduct review(s) of a client's Support Plan from within the Assessor Portal. This change will allow assessors to review and, where appropriate, to amend a client's Support Plan. If necessary, assessors will also be able to initiate a new assessment for a client following the review. This enables assessors to ensure that a client's needs continue to be met through the services and strategies identified in the Support Plan.

WHAT IS A REVIEW?

A review by an assessor relates to the effectiveness and appropriateness of the client's support plan. An assessor may set a review date of the support plan at the time of the assessment. A review may also be requested by a client or a service provider. It may be completed over-the-phone with the client.

A review by an assessor will look at the following aspects:

- The reason a review has been requested and its impact on the client's existing assessment information and support plan
- The appropriateness of the services in meeting the client's goals
- Any new goals for the client, and associated referral(s) for service
- The appropriateness of setting another review date or an end date for service delivery.



The outcome of a review by an assessor may be no change or an increase or decrease in services. Where the results of a review by an assessor affects the current delivery of services to the client, the assessor is to contact the service provider and discuss the results of the review and the recommendations as it relates to the delivery of the service.

Where changes to the support plan no longer reflect the outcomes of the assessment, a new assessment is to be undertaken.

Hint: Instances in which assessors would set a review date include where a client is identified as benefiting from reablement and high intensity services for a short period of time are established. This provides the assessor with a scheduled review date on which the Support Plan and services may be adjusted.

HOW TO UNDERTAKE A REVIEW IN THE ASSESSOR PORTAL

1. An assessor will be able to initiate the review from within the Client Record, by selecting 'Start support plan review'.



The screenshot displays the My Aged Care Assessor Portal interface. At the top left, the Australian Government Department of Health and myagedcare logos are visible. A navigation bar contains icons for Assessments, Find a client, Find a service provider, Reports, My Aged Care interactors, and Tasks and notifications. The main content area shows the breadcrumb 'Home | Jeryn Hogarth | Plans' and a header for 'Jeryn Hogarth Plans' with a 'Start support plan review' button. A notification bar indicates that reports are ready for download. A bottom navigation bar includes links for Client Details, Approvals, Plans, Attachments, Services, My Aged Care interactions, and Notes. The main content area is currently empty, with a 'Current episode' label at the bottom.

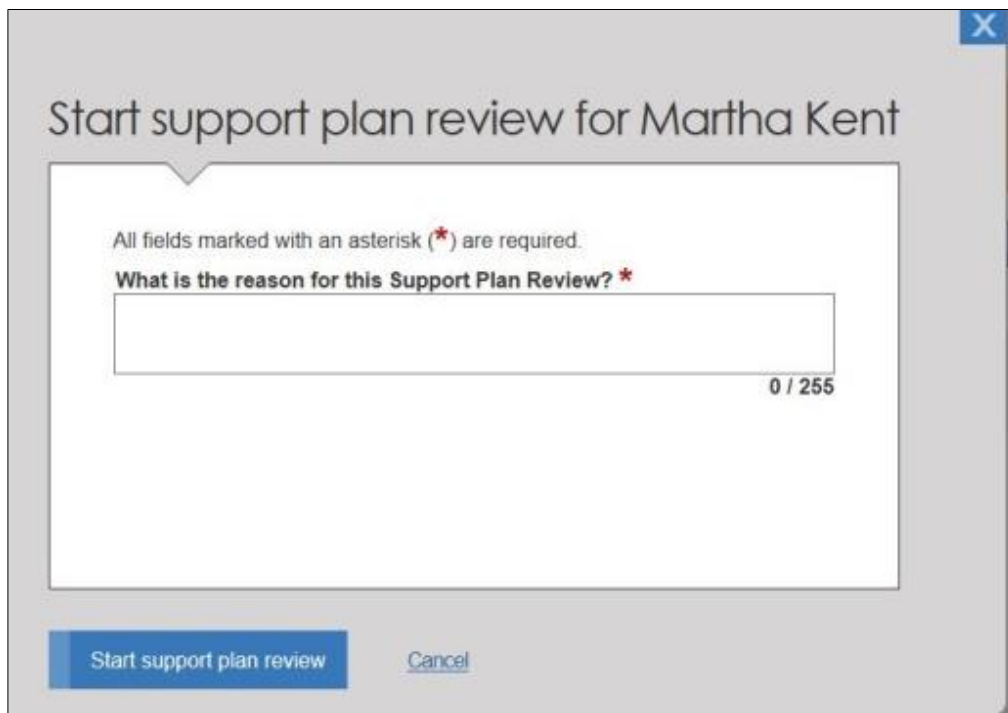


'Start support plan review' will display:

- For the assessor that created the original support plan or for an assessor that is associated to the same outlet as the original assessor
- If there is no active assessment referral for the client; and
- If there is no assessment currently in progress; and
- If the existing Support Plan has been finalised.

Hint: Only Assessors from the organisation that conducted the original assessment will be able to conduct a review

2. An assessor will be prompted to record the reason for support plan review (mandatory).



Start support plan review for Martha Kent

All fields marked with an asterisk (*) are required.

What is the reason for this Support Plan Review? *

0 / 255

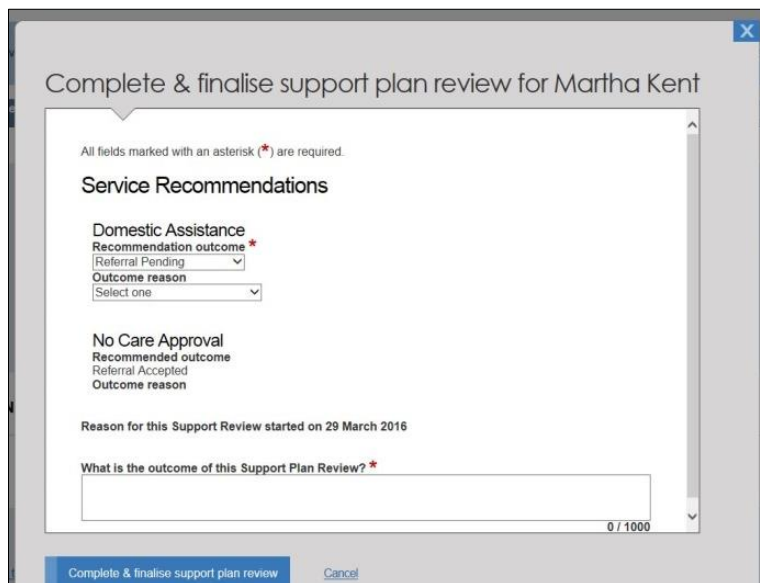
Start support plan review Cancel



3. An assessor will be able to make changes to information in the following sections of the client's Support Plan:
- Assessment summary
 - Client motivations
 - Goals & recommendations
 - Manage services & referrals
 - Associated People
 - Review

Hint: During a review of the client's Support Plan, Comprehensive Assessors cannot make recommendations that require delegate approval. This will require the assessor to initiate a new assessment.

4. An assessor is to record the outcome of the Support Plan Review before selecting 'Complete & finalise support plan review'. After selecting 'Complete & finalise support plan review' no further changes can be made to the Support Plan as part of the review.



Complete & finalise support plan review for Martha Kent

All fields marked with an asterisk (*) are required.

Service Recommendations

Domestic Assistance
Recommendation outcome *
Referral Pending
Outcome reason
Select one

No Care Approval
Recommended outcome
Referral Accepted
Outcome reason

Reason for this Support Review started on 29 March 2016

What is the outcome of this Support Plan Review? *

0 / 1000

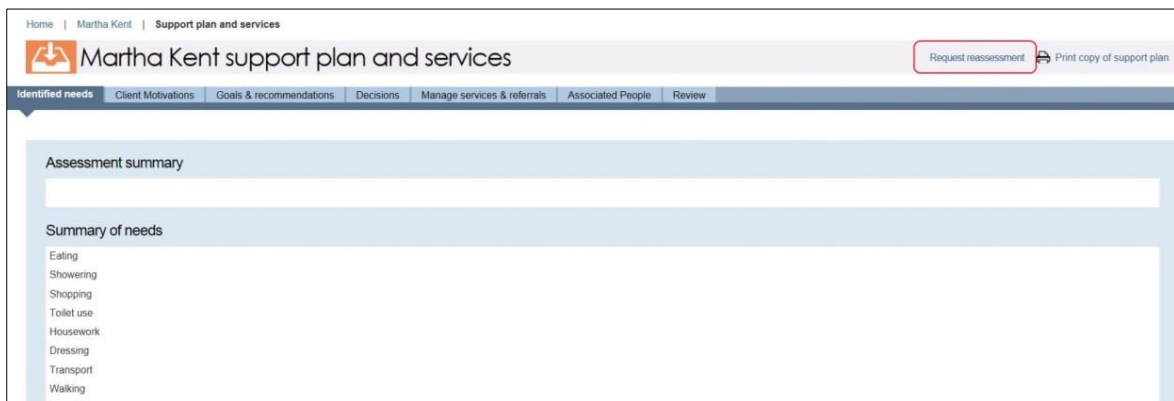
Complete & finalise support plan review Cancel

Hint: A client can have multiple reviews of their support plan. Assessors should consider whether the client requires a new copy of the support plan as a result of a review.

INITIATING NEW ASSESSMENT

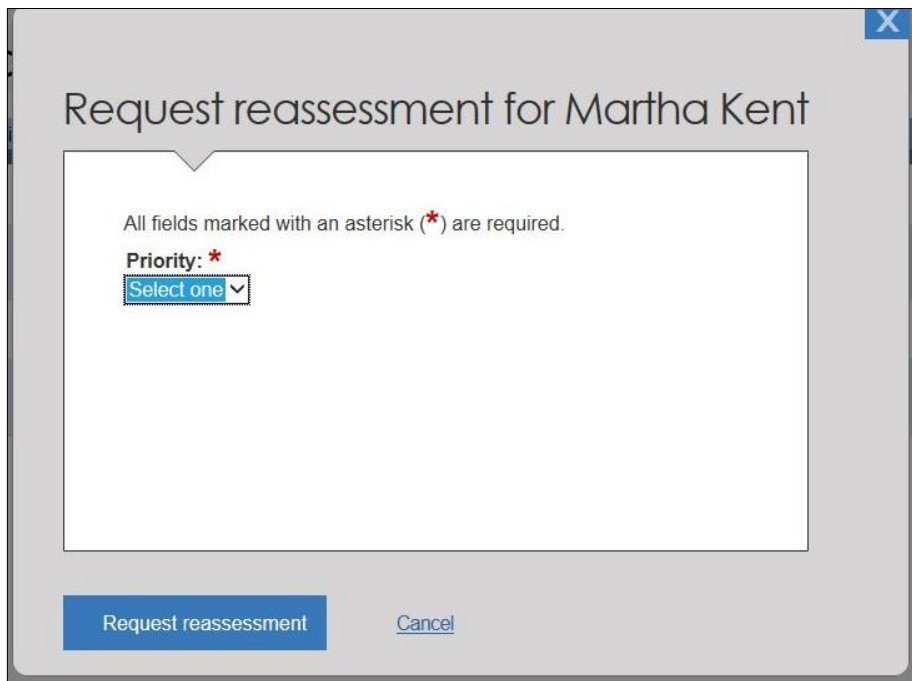
Where there is a significant change in a client's needs or circumstances which affect the objectives or scope of the existing support plan, a new assessment may be undertaken. A new assessment can be requested by a client, or following a review by a service provider or assessor.

1. An assessor can initiate a new assessment for the client by selecting 'request reassessment'.



The screenshot shows the 'Martha Kent support plan and services' page. The breadcrumb trail is 'Home | Martha Kent | Support plan and services'. The page title is 'Martha Kent support plan and services'. There are two buttons in the top right: 'Request reassessment' (highlighted with a red box) and 'Print copy of support plan'. Below the title bar is a navigation menu with items: 'Identified needs', 'Client Motivations', 'Goals & recommendations', 'Decisions', 'Manage services & referrals', 'Associated People', and 'Review'. The main content area has a section for 'Assessment summary' and a 'Summary of needs' list containing: Eating, Showering, Shopping, Toilet use, Housework, Dressing, Transport, and Walking.

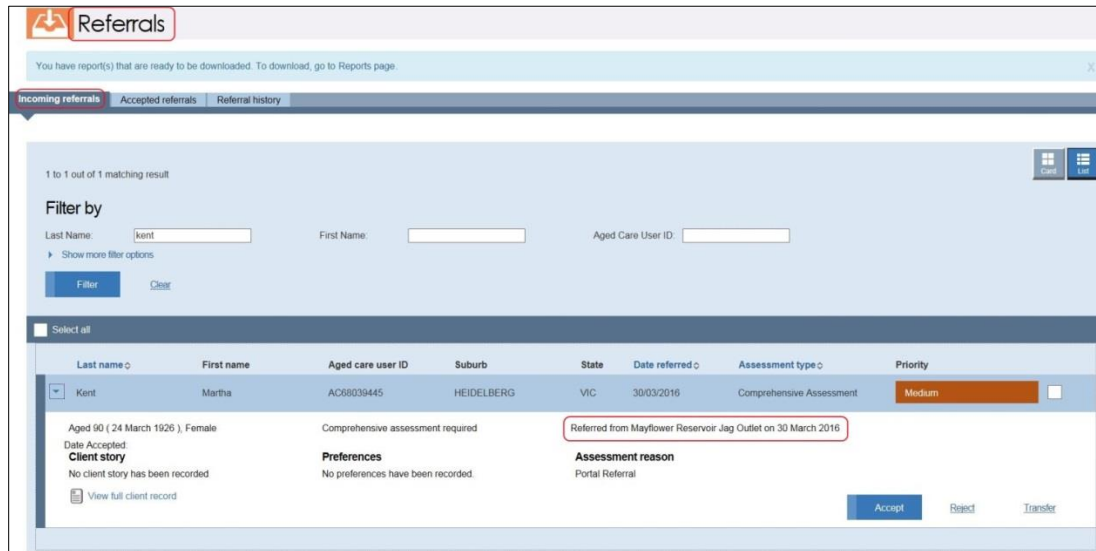
2. Assessors will be required to select a priority for the new assessment and select 'Request reassessment'.



The dialog box is titled 'Request reassessment for Martha Kent'. It contains the text: 'All fields marked with an asterisk (*) are required.' Below this is a 'Priority: *' label followed by a dropdown menu showing 'Select one'. At the bottom of the dialog are two buttons: 'Request reassessment' and 'Cancel'.



- The new assessment will appear in the organisation's 'Referrals' queue for the Team Leader to accept.



Referrals

You have report(s) that are ready to be downloaded. To download, go to Reports page.

Incoming referrals | Accepted referrals | Referral history

1 to 1 out of 1 matching result

Filter by

Last Name: First Name: Aged Care User ID:

Show more filter options

Select all

Last name	First name	Aged care user ID	Suburb	State	Date referred	Assessment type	Priority
Kent	Martha	AC68039445	HEIDELBERG	VIC	30/03/2016	Comprehensive Assessment	Medium

Client details:
 Aged 90 (24 March 1926), Female
 Date Accepted: 30/03/2016
 Client story: No client story has been recorded.
 Preferences: No preferences have been recorded.
 Assessment reason: Referred from Mayflower Reservoir Jag Outlet on 30 March 2016
 Portal Referral

VIEWING CLIENTS DUE FOR A SCHEDULED REVIEW

Assessors will be able to generate a report to display all clients who have a scheduled review in the next 14 days. This report can be generated by selecting 'BIP Upcoming Support Plan Reviews' on the 'Reports' tab.



Home | Reports

Reports and forms

Reports | Forms

Recently Requested Reports

Name	Requested Date	Status
ACB3101709_CLARK Noah_Screening_30032016	30 March 2016	Ready - View
ACB3101709_CLARK Noah_Screening_24032016	24 March 2016	Downloaded - View

Reports

Name	Description	Formats
BIP Upcoming Support Plan Reviews		PDF, XLSX
BIP ACG Assessment Management Report		CSV, PDF
BIP RAS EOM Preparation Report		PDF
BIP RAS EOM Report		PDF

FUTURE CHANGES ARE PLANNED

Further modifications to the Assessor Portal are planned to:

- Allow assessors to view a queue which includes all clients' due for a scheduled review, rather than needing to generate a report (as above).
- Allow an assessor to initiate a new assessment of the same or a different type and refer it to themselves or another organisation, in addition to their organisation's queue (as above).

