Organisational Self-Assessment (Page 1 of 3)

RATE	SHARING POINT	EVIDENCE
	SHARING WITH PEOPLE	
	Consumer and Community Engagement – People:	
	› are informed of timeframes before the transfer occurs (and their carers)	
	› are provided with access to their own information	
	› are asked to nominate their general practice home	
	Professional and Provider Interaction – Organisational staff:	
	› discuss transfer of care timeframes with people and their families	
	› provide people with access to their own information	
	› ask people for their General Practitioner's contact details if not already provided	
	System Integration – Systems are in place:	
	› to ensure that people and their carers are fully informed of the transfer of care timeframes before the transfer occurs	
	› to provide people with access to their own information, including but not limited to their personal health record, a copy of the transfer summary and ongoing management plan	
	› to prompt people and their carers to identify their general practice home	
	SHARING ACCOUNTABILITY	
	Consumer and Community Engagement – People:	
	› are aware of who is responsible for their care at any given time during the transfer of care, who they should contact and how to contact them	
	› understand the information provided to them and can follow instructions about their care	
	› are supported to self-manage their health conditions	
	Professional and Provider Interaction – Organisational staff:	
	› initiate the transfer of care, coordinate follow-up care, resources and appointments to another provider	
	› utilise techniques to ensure information is understood by people and their carers and make sure that people understand the information provided to them	
	› educate people about strategies to support their self-management	
	System Integration – Systems are in place:	
	› to prompt providers to coordinate follow-up care, resources and appointments before transferring the person	
	› to ensure the organisation is health literate (refer to the Health Literacy Survey)	
	› to use resources to educate people about how to self-manage their condition	

Organisational Self-Assessment (Page 2 of 3)

RATE	SHARING POINT	EVIDENCE
	SHARING COMMUNICATION	
	Consumer and Community Engagement – People:	
	› information (including the transfer plan) is provided to the person in a format that respects a person's health literacy	
	› appropriate and timely information is shared between providers	
	› consumers are provided with a contact number of the organisation to address questions/concerns about their treatment	
	Professional and Provider Interaction – Organisational staff:	
	› information (including the transfer plan) is provided to the person in a format that respects a person's health literacy	
	› appropriate and timely information is shared between providers	
	System Integration – Systems are in place:	
	› to facilitate communication with General Practitioners	
	› to use standardised referral templates	
	› to support the timely communication of referrals	
	› to acknowledge receipt of referrals	
	› to audit referrals for quality and timeliness	
	SHARING DOCUMENTATION	
	Consumer and Community Engagement – People:	
	› receive a clearly documented transfer plan	
	› are not subjected to multiple assessments unnecessarily	
	› receive a copy of their medication list	
	Professional and Provider Interaction – Organisational staff:	
	› is person-centred, appropriate and timely	
	› is legible, free of acronyms and based on a clearly articulated plan	
	› provides a contact number of the organisation should further information be required	
	System Integration – Systems are in place:	
	› for a shared single assessment and transfer template in a secure, private and accessible format	
	› for patients to receive a current and legible medication list	
	› for the medication list to be provided to the general practice home and/or to the receiving provider	
	› to flag people taking more than 3 medications or high-risk medications for medication counselling	

Organisational Self-Assessment (Page 3 of 3)

RATE	SHARING POINT	EVIDENCE
	SHARING COORDINATION	
	Consumer and Community Engagement – People:	
	› experience coordinated transfers of care	
	› are aware of referred services, who, why and when they are attending	
	› are aware of future appointments	
	Professional and Provider Interaction – Organisational staff:	
	› understand the scope of their role during the transfer process	
	› follow protocols for the communication feedback loop	
	› participate in the evaluation of their transfers of care	
	System Integration – Systems are in place:	
	› best practice clinical guidelines are being used	
	› policies and procedures clearly outline transfer processes and role delineation	
	› a communication feedback loop exists (referring organisation>receiving organisation>referring organisation)	
	› there is a multidisciplinary approach to a person's care	
	› there are protocols to evaluate transfer of care processes and experience	
	› there are processes for consumer complaints, compliments and incident management that enable collaborative learning opportunities	