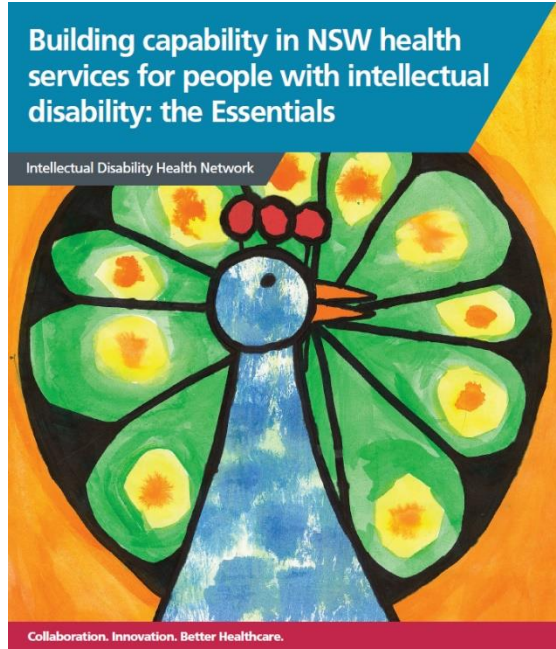


# Tracey Szanto

[www.aci.health.nsw.gov.au/resources/intellectual-disability/id-essentials](http://www.aci.health.nsw.gov.au/resources/intellectual-disability/id-essentials)



[www.aci.health.nsw.gov.au/networks/intellectual-disability](http://www.aci.health.nsw.gov.au/networks/intellectual-disability)

## About ACI

The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW.

# The purpose of the Essentials?

Building capability in NSW health services for people with intellectual disability: the Essentials

Intellectual Disability Health Network



**To guide and resource health service staff and other service providers to better understand and meet complex and multiple health needs of people with intellectual disability and their carers**

# What, Why, How ...of the Essentials

Building capability in NSW health services for people with intellectual disability: the Essentials

Intellectual Disability Health Network



Why do we need this resource?

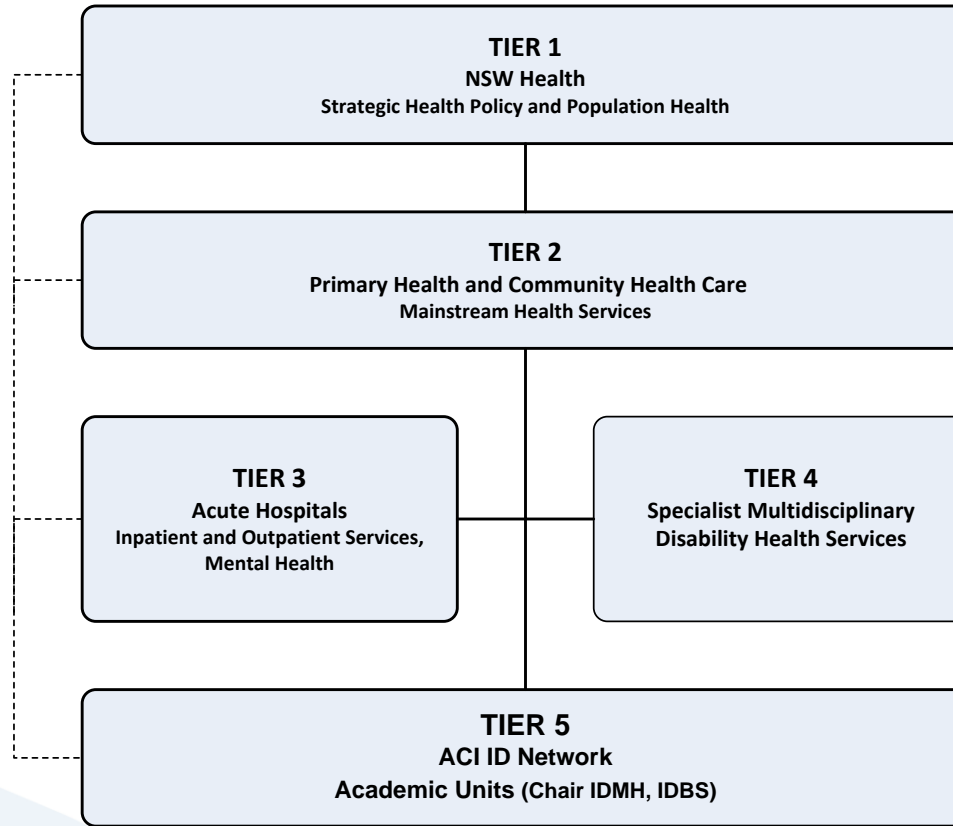
How did we get it?

What is in it?

How will we use it?

What difference will it make?

## NSW Health Service Framework for People with ID and their Carers





# Why is this resource needed?

Building capability in NSW health services for people with intellectual disability: the Essentials

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Collaboration. Innovation. Better Healthcare.

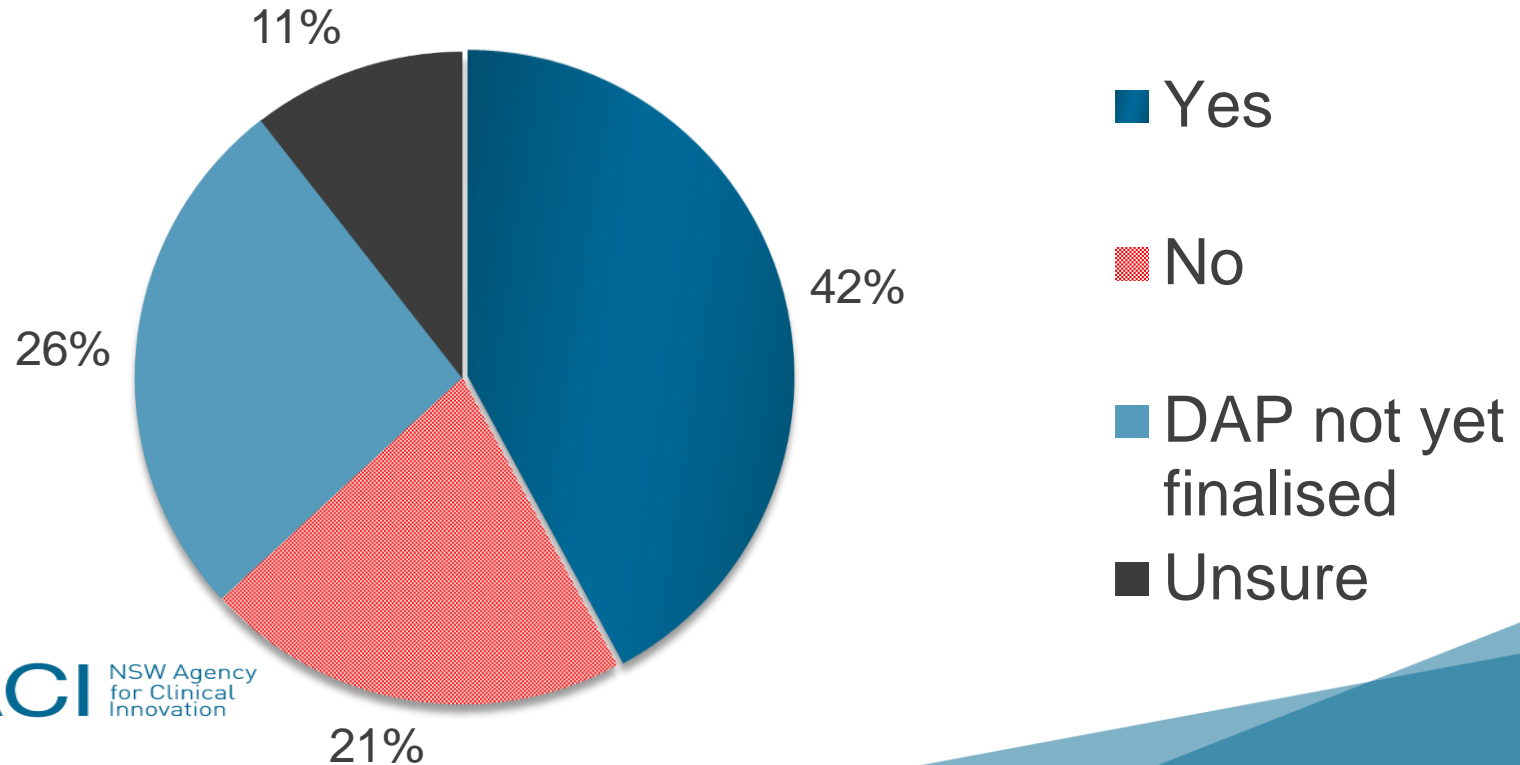
“ I think they avoid dealing with him because they don't have much experience with people with Disabilities.”

”

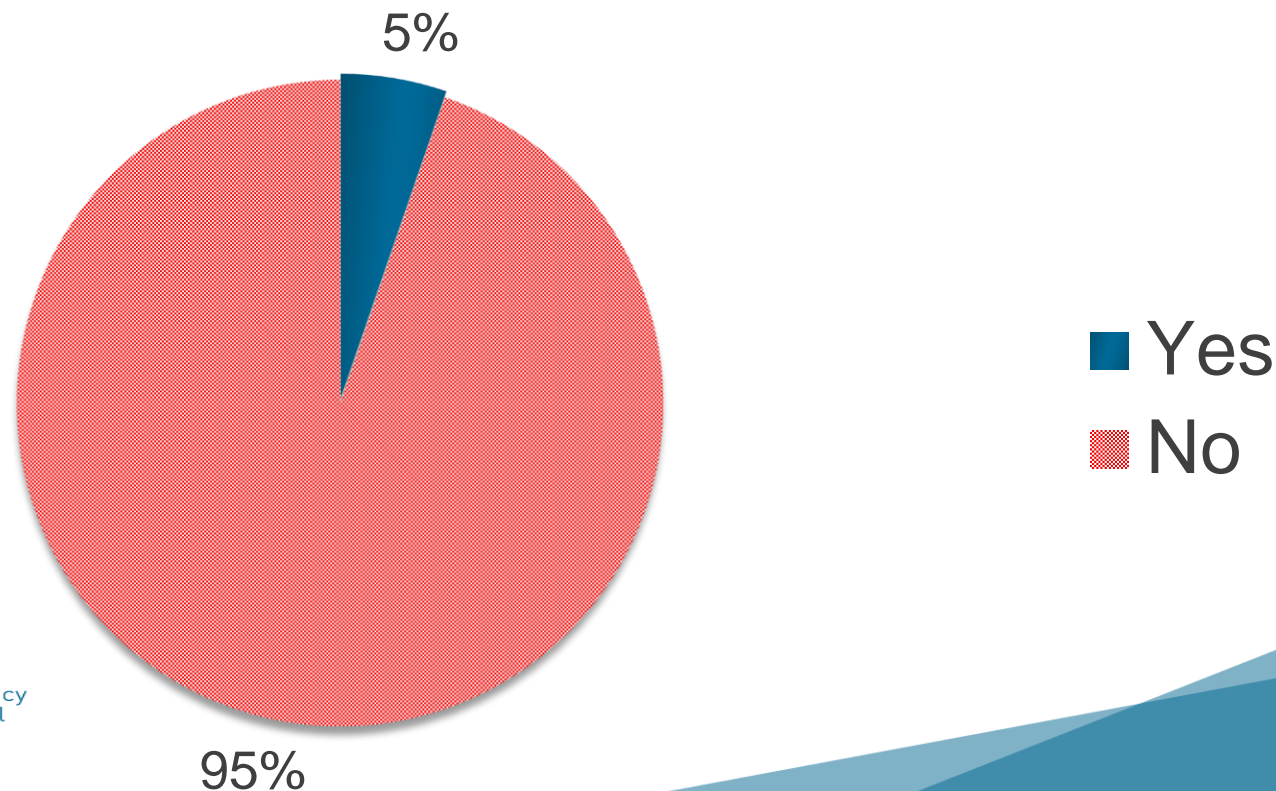
*Josie & Geoff*

*(From Real People Real Lives)*

## Does LHD Disability Action Plan include support for people with ID? <sup>2015</sup>



# Routine reasonable adjustments? <sup>2015</sup>





# Why is this resource needed?



# The Resource pack and the Essentials

## Overview – the resource pack and the Essentials





REPORT

# Context Report and Toolkit for Health Services for People with Intellectual Disability, 2015

ACI Intellectual Disability Health Network

# How was this resource developed?

Building capability in NSW health services for people with intellectual disability: the Essentials

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# Daniel's Story



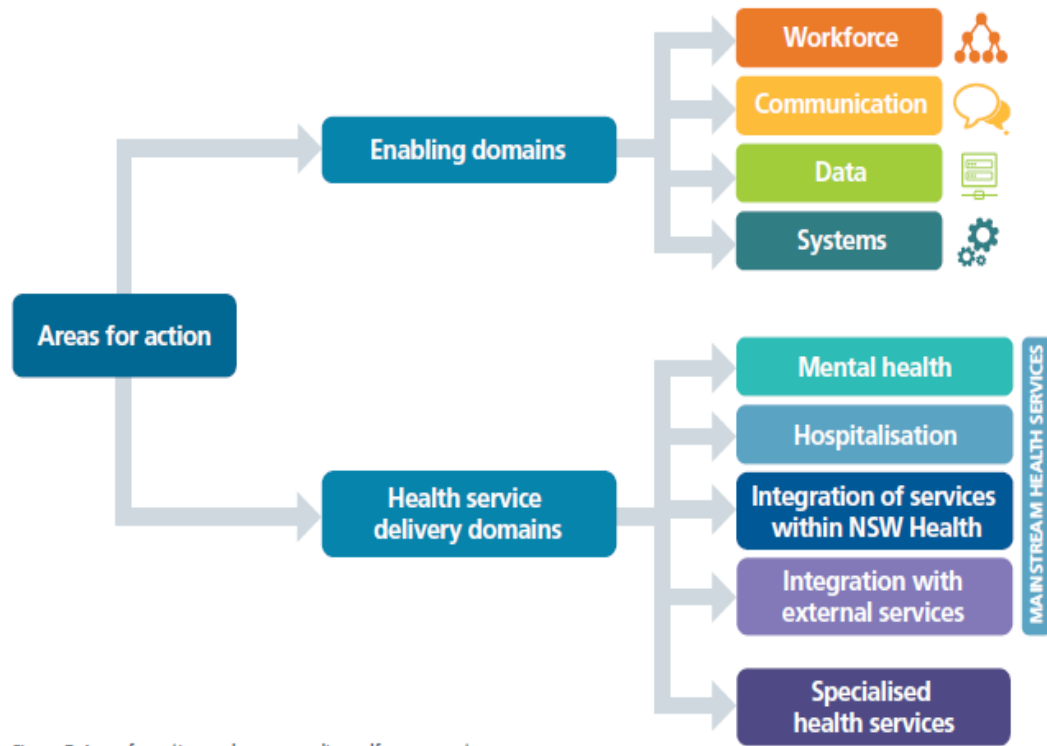
**ACI** NSW Agency  
for Clinical  
Innovation



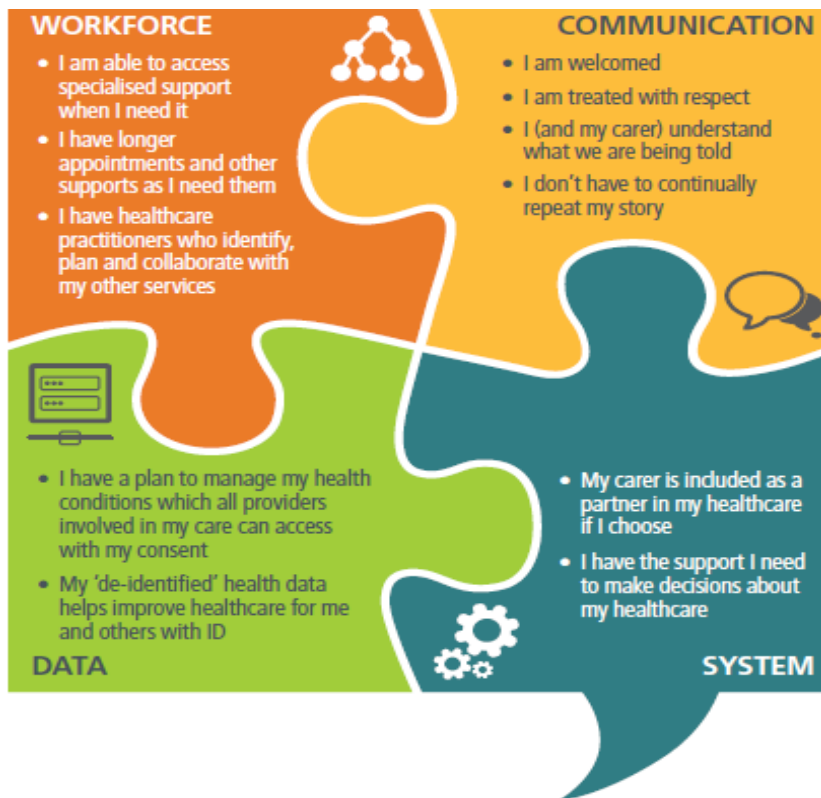




# Areas for Action



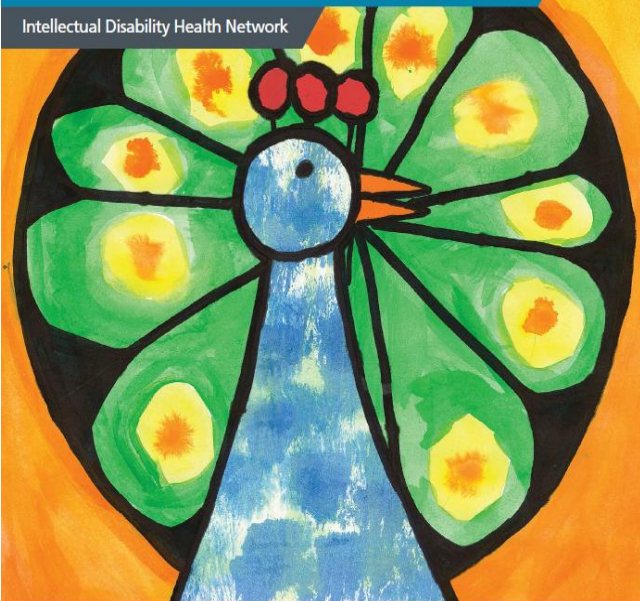
# Experiences of People with Intellectual Disability aligned with Enabling Domains



# What does the resource contain?

Building capability in NSW health services for people with intellectual disability: the Essentials

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- **Self-Assessment Tool**
- **Prioritised Actions**
- **Resources**
- **Consumer Experience Measures**
- **Opinion piece on the role and importance of specialist services**
- **Guiding Principles**



# The Essentials

<https://www.aci.health.nsw.gov.au/resources/intellectual-disability/id-essentials>

Microsoft Outlook Web App interface showing the inbox. The left sidebar lists folders: Favorites, Unread Mail (168), Inbox (168), Sent Items, Tracey Szanto, Drafts (12), Deleted Items (197), Junk E-Mail, MIGRATED Junk E-mail, Notes, RSS Feeds, and Search Folders. The main inbox list shows several emails, with the selected email titled "Results - Self-Assessment..." from aci-web@health.nsw.gov.au, dated 9:50 PM. The email content is partially visible, showing "Expression of Interest: Ex..." and "Conversations: LBVC LBVC".

## Workforce actions

Thank you for using ID Essentials Self-Assessment tool - Workforce.

Score  
2

Your results are displayed below:

### Question

- 1 There is a local champion(s)/mentor(s)/key contact for improved healthcare for people with ID within the LHD?

### You answered Next steps

Yes

[Context report and toolkit for health services for people with intellectual disability, 2015](#) – Section 16 page 57 speaks about the role of the specialised nurse and illustrates this with a case study

[Daniel's story](#) – A video in which a carer and medical professional speak about improving access through local champions

[Discharge case studies](#) – A summary of findings including how a key contact was important



## Standard 2- (AUST. COMMISSION on SAFETY and QUALITY in HEALTH CARE)

|       |   |
|-------|---|
| 2.4.2 | Action is taken to incorporate consumer and/or carers' feedback into publications prepared by the health service organisation for distribution to patients  |
| 2.5.1 | Consumers and/or carers <b>participate in the design</b> and redesign of health services  |
| 2.6.1 | Clinical leaders, senior managers and the workforce <b>access training</b> on patient-centred care and the engagement of individuals in their care  |
| 2.6.2 | Consumers and/or carers are involved in <b>training</b> the clinical workforce eg using <b>video or audio recordings of personal stories</b> from consumers and/or carers. <b>Community groups</b> provide input and feedback on training resources<br>Information on <b>collecting patient stories</b> is utilised |
|       |   |

# Evidence for implementation of NSW Health DIAP

| 6.2 | Ensure feedback and complaints mechanisms are accessible to people with disability. This may include a range of formats and alternative avenues.  | Feedback mechanisms are audited and found compliant   |
|-----|---|---|
|     | <p>Promote a patient based care model in service delivery organisations. This will be supported by a range of programs that support coordinated care including but not limited to:</p> <p>Partnering with Patients program led by the Clinical Excellence Commission (CEC) including:</p> <ul style="list-style-type: none"><li>○ the 'TOP 5' program</li><li>○ the 'In Safe Hands' program</li><li>○ Patient Reported Measures</li></ul> | <p><b>Increase in % of people with identified disability who answered 'Very good' and 'Good' overall rating of care in the NSW Patient Survey</b></p> <p>Proportion of service settings using relevant programs</p> |



# Implementing NSW Health PD2017-001 : Responding to the Needs of People with Disability during Hospitalisation

3.4

.... people with disability are offered pre-admission meetings for all planned episodes of hospitalisation.

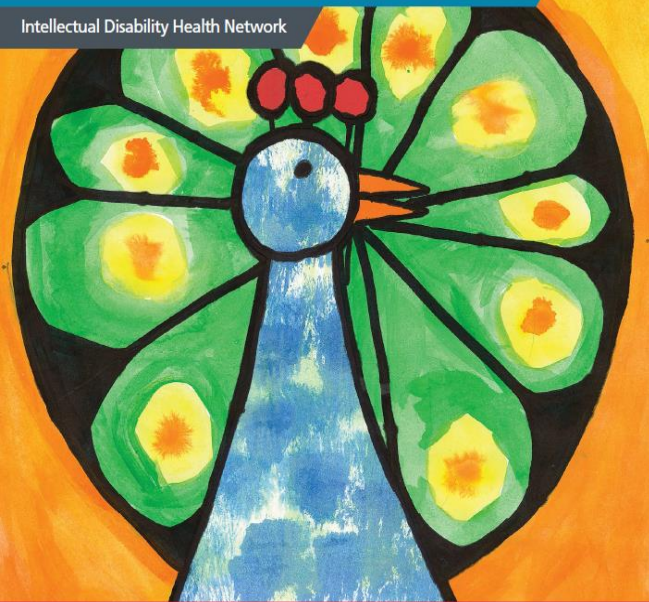
Consider:

- Identification of whether the person is a participant of the NDIS or in the process of making an application to the Scheme
- Procedures for determining informed consent
- Clarification of the role of parties involved in the care of a person with disability during the hospital stay, including the role of hospital staff, carer / family and disability support staff
- Adjusting communication methods, including using easy read information brochures

# The process continues...

Building capability in NSW health services for people with intellectual disability: the Essentials

Intellectual Disability Health Network



- The Self Assessment
- The Resources and Partnerships
- The System

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## Building capability in NSW health services for people with intellectual disability: the Essentials

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Collaboration. Innovation. Better Healthcare.

**Collaboration.  
Innovation.  
Better Healthcare.**

Tracey Szanto

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