



GEVERSGODDARDJONES

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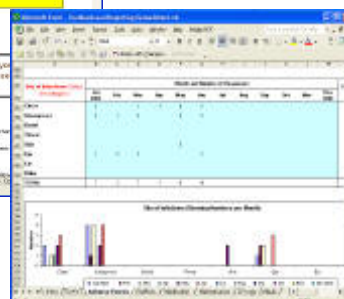
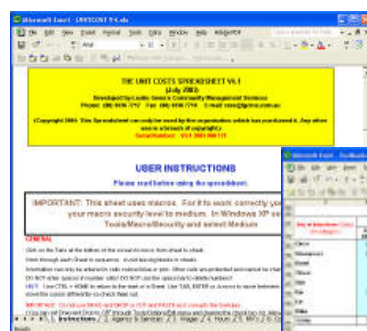


TABLE OF CONTENTS

RESIDENTIAL AGED CARE RESOURCES

Accreditation Application Proforma	1
Care Planning Guide	1
Continuous Improvement in Aged Care Services - Handbook	1
Feedback and Reporting Analysis System	1
Key Performance Indicator Spreadsheet	1
Management System Audit Tools	2
Management System for Aged Care Services (CD only)	2
Training Management System Spreadsheet	2

HACC AND PACKAGED CARE RESOURCES

Example Policy & Procedures Manual with CD in Word	3
Unit Costs Spreadsheet for HACC Services.....	3
Key Performance Indicators for HACC Services	3
Feedback and Reporting System for HACC and Packaged Care Services.....	3
The HACC Spreadsheet.....	3

CROSS SECTOR RESOURCES

Managing a Community Organisation in Australia	4
Evaluation & Continuous Improvement in Human Service Organisations	4
Example Policy & Procedures Manual with CD in Word.....	4
Keeping Books for a Small Community Organisation	4

RESIDENTIAL AGED CARE RESOURCES

ACCREDITATION APPLICATION PROFORMA

This is an Application for Accreditation based on our Aged Care Management System, but equally useful for services not using our system and starting the task of completing their Accreditation Application. It details the 'What we SAY we do', the 'What we DO' and the 'What are our RESULTS' sections of the Application Kit across all of the 44 outcomes. This proforma is an excellent starting point for completing your Self Assessment. If you would like to see some example outcomes - telephone or email us for details.

CARE PLANNING GUIDE

The purpose of the Care Planning Guide is to assist you in writing outcome statements and developing meaningful care plans for your residents.

The Care Planning Guide has example outcomes for you to refer to - these can be used to assist you in writing your resident's outcomes - you must ensure that the outcome matches the resident's outcome. The Guide also has a range of care interventions that can be included in the specific care plan to describe the care you provide to the resident to help them meet their defined outcomes - you must ensure that these match the care you actually deliver.

Also included in the guide is a care planning scenario that provides you with an example care plan and specific care plans for a fictitious resident. You can use this example to assist you in completing both the care plan and specific care plans for your residents. We provide the Care Planning Guide in a laminated version that can be kept where staff write their care plans and progress notes, for easy reference.

CONTINUOUS IMPROVEMENT IN AGED CARE SERVICES - HANDBOOK

This book provides detailed information on:

- Key concepts in evaluation and continuous improvement
- An easy to understand overview of continuous improvement
- How to implement an information collection system
- How to use audits and surveys
- How to develop questionnaires
- Obtaining resident/representative feedback
- Obtaining staff and management feedback
- Obtaining group feedback
- Other tools for continuous improvement
- Assessing the information you have collected
- Implementing changes
- A case study to highlight the continuous improvement process.

FEEDBACK AND REPORTING ANALYSIS SYSTEM

We have developed an Excel based feedback and reporting analysis system for summarising and graphically presenting the information collected from your key forms each month. This will assist you in analysing and trending your data over time.

The spreadsheets cover the following areas:

Improvement Project Logs, Resident/Staff Feedback Forms, Resident Accident/Incident Forms, Staff Accident/Incident Forms, Medication Incidents, Infection/Skin Condition Reports, Maintenance Requests and Meals Survey.

KEY PERFORMANCE INDICATOR SPREADSHEET

These excel spreadsheets allow you to keep tabs on your business - performance indicators assist management to assess how well it is doing in meeting its objectives or achieving its stated objectives. They are also used to monitor operations, track progress, and assess and improve performance.

The spreadsheets cover the following areas:

Bed Occupancy Rate; Waitlist/Admission/Discharges/Deaths; Income Budgeted - actual and variances; Expenses Budgeted - actual and variances; RCS Categories by bed days; and Surplus/Deficit - budgeted and actuals.

The spreadsheets allow you to set a baseline of expenditure for each category of current expenses across the whole of your facility and then plot your performance against these targets.

Graphs are generated from the data entered monthly to allow you to easily review and track your performance.

MANAGEMENT SYSTEM AUDIT TOOLS

This is a set of comprehensive audit tools to assist you in assessing compliance with your system and the Accreditation Standards.

The tools provide checklists to audit against and are provided on CD/disk so you can amend them to suit your service. The audit tools cover the following outcomes:

Continuous Improvement, Regulatory Compliance, Education and Staff Development, Resident Admission, Medication Management, Pain Management, Palliative Care, Nutrition and Hydration, Continence Management, Skin Care, Behaviour Management, Resident Mobility, Oral and Dental Care, Sensory Loss, Sleep, Resident Lifestyles, Leisure Interests and Activities, Security of Tenure, Catering, and Staff Recruitment and Management.

MANAGEMENT SYSTEM FOR AGED CARE SERVICES

Our Management System provides the framework for a comprehensive system for managing the operations of your service. It clarifies the roles of key players, establishes the links between players, provides the mechanisms for collecting and using information and includes examples of policy, procedures and forms.

Our Management System is based on 4 key policy and procedures files plus related documents.

The key files are:

1. Management and Administration Manual
2. Staff Management Manual
3. Resident Care Manual
4. Safety, Security, Cleaning, Laundry and Catering
5. Original Forms File, a Key Documents File, which will include your Staff Handbook, Resident Handbook, Quality Plan, Plan for Continuous Improvement and Audit and Improvement Plan.

The system also includes:

- MS Word copies of our Example Policy and Procedures Manuals which includes fully developed examples of policy and procedures which conform to the practice requirements of the Accreditation Standards;
- examples of many of the forms a service requires;
- examples of key documents including a quality plan, a staff handbook and a resident's handbook;
- file covers and spines for the key files and summary sheet files for collating your monthly feedback and reporting sheets

The strengths of our management system are

- it is organised in functional areas;
- it is written in plain English;
- it is very readable;
- it includes simple visual flow charts when appropriate;
- it does not include any information which does not help the reader to do their job;
- it has document control built in;
- it has one major point of entry which directs people to where they want to go.

We can provide you with a complete copy of our system in MS Word ready for you to use as a framework for your service.

Alternatively, we can help to document your system for you.

We also provide a consultancy service to review your system, measure compliance with the Accreditation Standards, help plan future improvements and provide ongoing support for the development of your system.

TRAINING MANAGEMENT SYSTEM SPREADSHEET

The Training Management System is an excel based spreadsheet designed to allow you to easily plan your training calendar, record attendance at mandatory and other training, and record performance reviews and current qualifications of each staff member. The spreadsheet allows you to see at a glance your training gaps as well as providing an accurate record of training attendance for all staff.

HACC PACKAGED CARE RESOURCES

EXAMPLE POLICY & PROCEDURES MANUAL WITH CD IN WORD

This loose leaf manual in an A4 ring binder provides best practice examples of policy and procedures in the following tabbed sections:

- Agency Information
- Incorporation
- Management Committee
- Funding Agreements
- Service Delivery
- Client Rights and Responsibilities
- Planning and Evaluation
- Financial Management
- Assets Management and Insurance
- Staff Recruitment
- Position Descriptions and Conditions of Employment
- Staff Management and Development
- Volunteers
- Occupational Health and Safety
- Administration and Office Procedures

This file with its tabbed dividers has been designed for use by community organisations for setting up their own policy and procedures and is guaranteed to save services many weeks of work.

The examples and pro-formas provided can be adapted to meet services' specific requirements and are included on disk to make the development of policy and procedures as easy as possible.

UNIT COSTS SPREADSHEET FOR HACC SERVICES

This is a spreadsheet developed in Microsoft Excel for computing the Unit Costs for HACC services. It allows services to quickly and easily cost multiple services and has recently been rewritten to make the entry of information error free and to accommodate the requirements of the HACC Minimum Data Set.

This spreadsheet can be used by any service interested in working out the cost of services being provided.

Included with the Unit Costs Spreadsheet is a booklet which provides information on:

- What are Unit Costs?
- Why do them?
- Ways to make them easier.
- Detailed instructions on using the spreadsheet

KEY PERFORMANCE INDICATORS FOR HACC SERVICES

This excel workbook allows you to keep tabs on your service - performance indicators assist you to assess how well you are doing in achieving your objectives. They are also used to monitor operations, track progress, and assess and improve performance.

The workbook covers the following areas:

Client Turnover; Monthly Service Delivery; Income and Expenditure; Key Expense Items; Staff Turnover; Client Complaints; Accidents Incidents and Hazards; and Medication Incidents.

The workbook allows you to set benchmarks for each performance measures and automatically graphs your performance against your targets. The graphs show at a glance if you are achieving your targets.

FEEDBACK AND REPORTING SYSTEM FOR HACC AND PACKAGED CARE SERVICES

We have developed an Excel based feedback and reporting analysis system for summarising and graphically presenting the information collected from your key forms each month. This will assist you in analysing and trending your data over time.

The spreadsheets cover the following areas:

Improvement Project Logs, Resident/Staff Feedback Forms, Resident Accident/Incident Forms, Staff Accident/Incident Forms, Medication Incidents, Infection/Skin Condition Reports, Maintenance Requests and Meals Survey.

THE HACC SPREADSHEET

This simple Excel spreadsheet allows HACC services to keep track of:

- Key Events
- Contracted Outputs
- Refusals of Service
- Contact Details for Key Agencies
- Feedback and Complaints
- Strategic Plan Priorities
- Staff Performance
- Staff Training
- Assets

CROSS SECTOR RESOURCES

MANAGING A COMMUNITY ORGANISATION IN AUSTRALIA

This handbook, for Managers, Coordinators and Management Committee Members, has been in use in the human services sector for 10 years. The handbook is continually updated and is a simple, easy to use and comprehensive reference manual for:

- Managers and Coordinators
- Management Committee Members
- Funding Program Managers and Program Officers
- Students in Human Service Courses

It includes up-to-date information on:

- Responsibilities of incorporated associations
- Legal issues including tax, employer responsibilities, insurance
- Contemporary approaches to management
- Financial management
- Office management
- Roles and responsibilities of Management Committee Members
- Understanding government funding
- Recruiting and managing staff
- Planning your service
- Improving your meetings
- Focusing on clients

EVALUATION AND CONTINUOUS IMPROVEMENT IN HUMAN SERVICE ORGANISATIONS

This book provides a step by step approach to the evaluation of human services with an emphasis on processes for continuous improvement. Example evaluation tools and examples of continuous improvement in action are included. The book covers:

- An overview of evaluation and continuous improvement concepts
- Implementing a continuous improvement strategy
- Implementing evaluative studies

EXAMPLE PROCEDURES MANUAL WITH CD IN WORD

This loose leaf manual in an A4 ring binder provides best practice examples of policy and procedures in the following tabbed sections:

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- Management Committee
- Funding Agreements
- Service Delivery
- Client Rights and Responsibilities
- Planning and Evaluation
- Financial Management
- Assets Management and Insurance
- Staff Recruitment
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This file with its tabbed dividers has been designed for use by community organisations for setting up their own policy and procedures and is guaranteed to save services many weeks of work.

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KEEPING BOOKS FOR A SMALL COMMUNITY ORGANISATION

This is an easy to use handbook providing a simple, detailed system for financial management in a small community organisation.

Example forms and worksheets are provided for groups to adapt and use. Areas covered include:

- Setting up the books
 - Paying wages
 - Bank reconciliations
 - Budget preparation
 - Petty cash
 - The GST
 - Assets management
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