

# Health Care Management Policy



## **Policy: Health Care Management**

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### **Purpose**

Achieve Australia ensures that supports accessed by people we support (clients) across our range of services promotes, upholds, and respects the legal and human rights of each person. This includes the rights of clients to access supports that respect and protect their dignity and right to privacy.

This policy sets out our responsibilities to ensure safe and efficient health care management of the people we support.

Health care management is based on evidence and best practice when providing support to our clients, working collaboratively with others who share responsibility in the management of the client's health. Staff responsible for health care management must understand health care risks and rationale of health care management and follow procedures which reduce risks.

In line with other policies and procedures, this policy is based on

- our recognition of the legal and human rights of each client
- ensuring the client's health status is subject to timely and regular review by an appropriately qualified health practitioner
- acknowledging the client's right to choice and control with respect to supports delivered by Achieve Australia
- our commitment to communicating with clients in the language and mode that they identify and best understand and providing information in their preferred format
- recognising and respecting the individual identity of each client
- ensuring as far as possible that the client is supported to engage with family, friends and their chosen community
- ensuring that the values, culture, diversity, and beliefs of each client are identified and responded to in a sensitive manner
- ensuring staff are appropriately skilled and trained in each stage of the process they are involved in
- Ensure health care is delivered in consultation and collaboration with the person's chosen health care providers.

### **Scope**

This policy applies to all staff at Achieve Australia who are involved in the direct delivery of client services as well as managers who supervise staff directly and indirectly.

### Legislative Context

- National Disability Insurance Scheme Practice Standards 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Amendment (2021 Measures No. 1) Rules 2021
- Guardianship Act 1987
- The Children and Young Persons (Care and Protection) Act 1998 and Regulation 2012

### Reference Documents

- Achieve Australia Health Care Management Procedure
- Achieve Australia Health Care Planning Guide
- Achieve Australia Decision Making and Choice Policy
- Achieve Australia High Intensity Personal Activities Policy
- Achieve Australia Individual Needs and Planning Policy
- Achieve Australia Support Provision Environment
- Achieve Australia VOOHC Case Planning Policy

<b>Policy Owner</b>	Chief Operations Executive
<b>Approved By</b>	Chief Executive Officer
<b>Date Approved</b>	01/12/2018

Objective	Policy Description
People we support have a right to quality health care	Each person we support that a right to high quality health care that is timely, based on the individual needs and preferences of the person and that has evidence-based best practice as its foundation.
Choice and control	<p>Each person (to the greatest extent possible) should be actively involved in decision making regarding their health care and should be supported to exercise their choice and control regarding their health care and treatment.</p> <p>Achieve Australia supports people with disability, in a way that is appropriate to their circumstances and capacity, to maximise opportunities to make choices and have control over decisions that affect their lives. We also recognise the role of family, carers and advocates in representing people’s interests and promoting choice and control in the planning and delivery of supports (with the person’s consent).</p>
Decision making and consent	<p>In accordance with the client’s wishes, health planning and support is provided wherever it is required by the family, person responsible or guardian, health professionals and support workers.</p> <p>All people, including people with a disability, have the right to make decisions, exercise choice, and provide informed consent.</p> <p>When developing and delivering health supports to a client as part of their health care plan, best practice is to obtain agreement/consent from the client, or from someone who is authorised to make decisions on their behalf. This may be a legally appointed person responsible.</p> <p>When required, people are supported to make informed decisions and give consent. This is known as <b>supported decision-making</b>. Support is provided in ways preferred by the person and by a supporter of their choice and aligns with the person’s preferences, cultural, religious and other beliefs.</p> <p>When support is not enough, there are circumstances when another person can make a decision on behalf of a person with a disability. This may be a legally</p>

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	<p>appointed person responsible or the Public Guardian. The Public Guardian is a public official appointed by the Guardianship Division of the NSW Civil &amp; Administrative Tribunal (NCAT) or Supreme Court of NSW to make healthcare, lifestyle and medical decisions for a person who lacks decision-making ability.</p> <p>It is the responsibility of the treating Doctor and/or Allied Health Professional to obtain consent from the client (where required) or their person responsible prior to initiating medical treatments or interventions.</p> <p><u>Refer to Achieve's Policy: Decision-Making and Choice.</u></p>
Person-centred guiding principles	<p>The delivery of all health care services and supports including nutrition, chronic disease, medication, epilepsy and end of life care planning are in consultation with the client, their support person and the relevant medical practitioner.</p> <p>The client is central to health planning and, where possible, is supported to understand health related discussions and to make healthy lifestyle decisions.</p>
Aboriginal and Torres Strait Islander people	<p>Cultural sensitivity is fundamental in a client centred approach to health and wellbeing.</p> <p>When supporting Aboriginal and Torres Strait Islander clients, culturally sensitive matters will always be considered when managing their health and wellbeing.</p> <p>We understand that recognising a client's culture is vital in acknowledging and valuing their identity.</p> <p>Health planning and management takes cultural and religious beliefs and customs into account as they relate to health and wellbeing.</p>
Cultural and Linguistic Diversity	<p>A client's cultural and religious preferences for health and wellbeing will be ascertained early in support planning and monitored on a regular basis through formal and informal opportunities.</p>
Health advocacy and communication	<p>Clients are encouraged to self-advocate where able and are supported to communicate health needs and treatment preferences to health care professionals.</p>

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	<p>Each client, who has the capacity to give consent, has the legal right to give their own consent, to choose their own doctor and to agree to, or refuse, medical, dental or other health care treatment.</p> <p>Health care professionals are supported to understand the client's health and wellbeing needs and given the means to communicate health information in a way the person understands.</p>
Inclusion of others and consent	Where a person lacks capacity to provide informed consent regarding their health care, consent is obtained from a person responsible, such as a legally appointed guardian.
Service access	Every client is supported to access mainstream health services of their choice, as well as disability specific specialist health services.
Recommended care management and administration timeframe	Timeframes for recommended care management and administration are dependent on the activity and support being delivered. They are communicated via the individual's health care plan and other clinical management plans as relevant to the activity.
Training and qualification requirements for staff	<p>When delivering health care</p> <ul style="list-style-type: none"> <li>• staff must have completed the relevant Mandatory training be trained in each relevant clinical skill</li> <li>• staff must have read and understood the relevant policy, procedure and / or work instruction</li> <li>• staff must have a training plan that relates to the clinical support provided to each client</li> <li>• Managers are responsible for monitoring staff training and qualifications via TMS reporting.</li> </ul>
Health, hygiene and safety precautions	Following effective hygiene and infection control procedures, monitoring health conditions and ensuring any equipment use is in appropriate condition and maintained, where required, are key aspects for minimising risk regarding the provision of client supports across Achieve Australia.
Record keeping	<p>The types of records maintained include</p> <ul style="list-style-type: none"> <li>• Client assessment and individual planning documents</li> </ul>

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	<ul style="list-style-type: none"><li>• Health practitioner details and related records</li><li>• Records of provision of supports</li><li>• File notes (recorded in Visicase)</li><li>• Staff competence and training records (maintained in the TMS)</li></ul>