



The Map for the Future

An explanation of the change process undertaken by a state wide children's service

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Acknowledgement



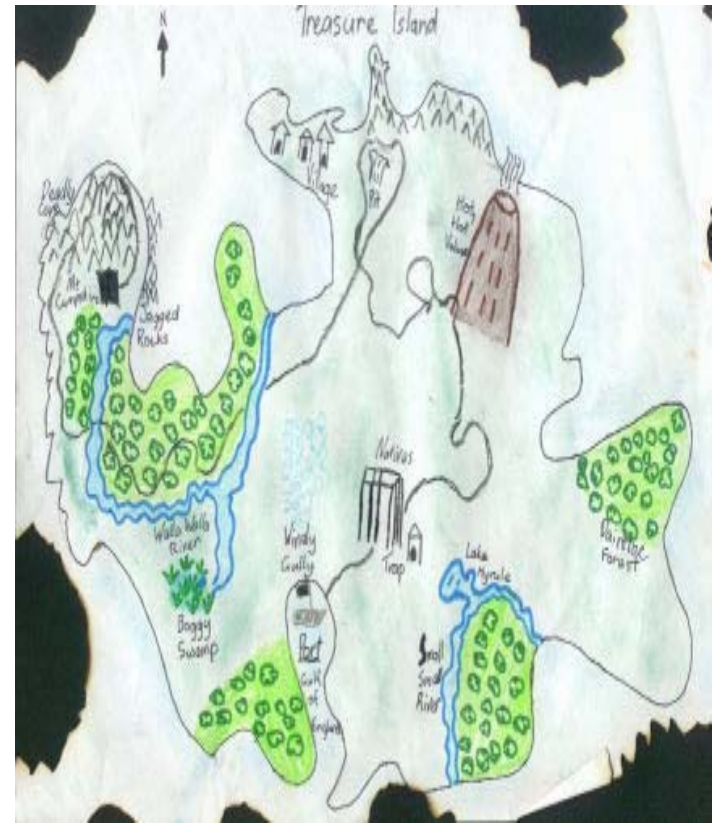
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Today's Map

- Novita at the start of our journey
- the reasons for the journey
- the destination
- the road map
- how Novita read the map
- developing the road forward
- road signs along the way
- how will we know when we get there?



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- Novita Children's Services provides a variety of services to South Australian children (0-18yrs) who have a physical disability.
- Client Services includes Therapy and Family Support Services.
- NovitaTech

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Novita Children's Services

Client Services

Central

- Family Support Service
- Acquired Brain Injury Service

Regional

- Therapy Service (inclusive of equipment)

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The reasons for the journey

- Staff feedback
 - Work load management issues
 - To avoid entry point waiting lists
- Parent and client feedback
 - Weakest in the area of information provision
- Lack of service accountability
 - Absence of output and outcome measures

Destination

- families and children have access to the services & information they need
- staff are assisted to manage their workload
- no entry point waiting lists
- family centred practice and community based service delivery continue to be valued.



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The road map

Comprehensive literature
and service review

The Life Needs Model of
Paediatric Service Delivery

The Project Plan

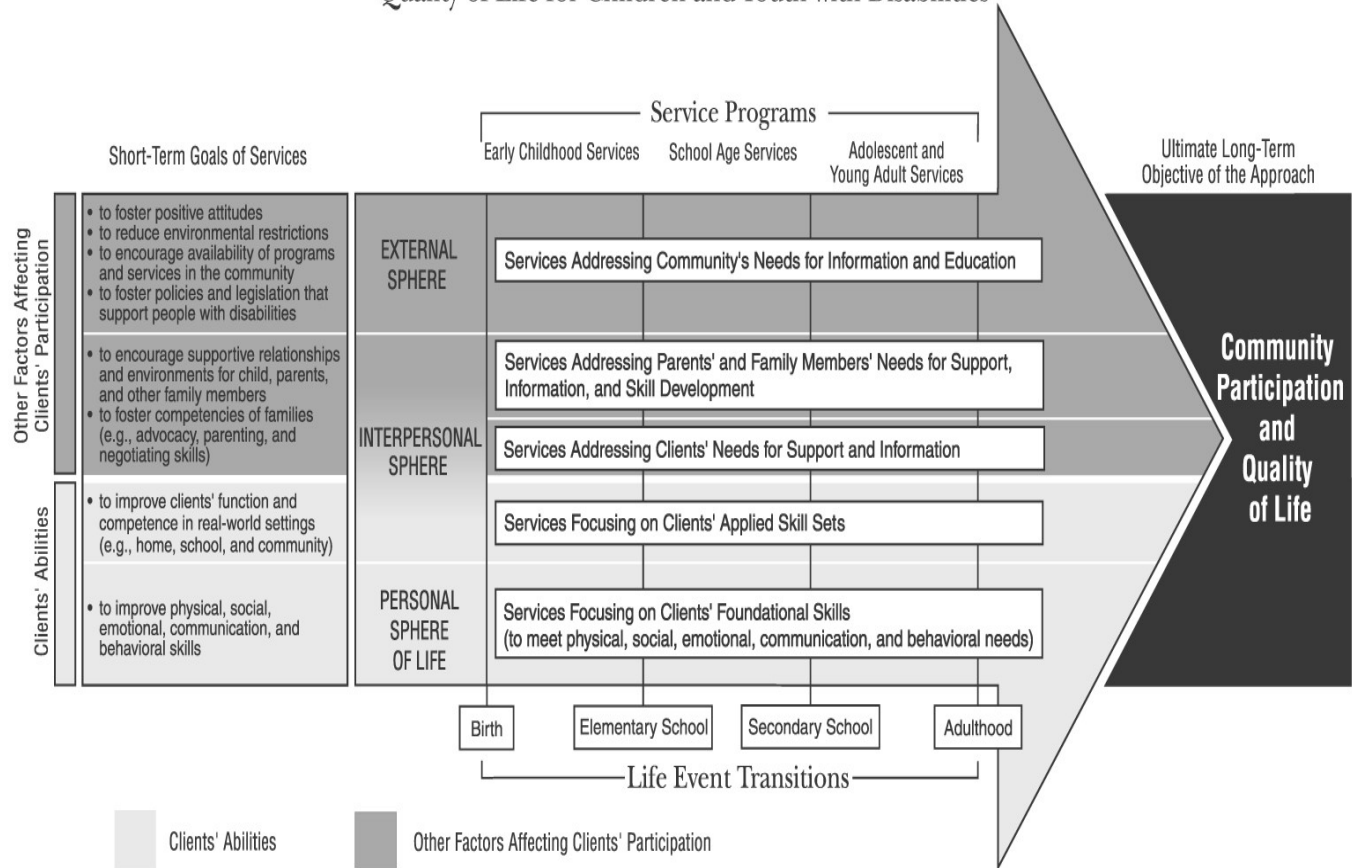
- Timetable of deliverables
- Communication plan
- Decision making structure
- Evaluation plan



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A Life Needs Model of Service Delivery

Services to Support Community Participation and Quality of Life for Children and Youth with Disabilities



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The road map

Recommendations from literature & service review:

- Time limited services
- Outcome measures
- Key worker model
- Cultural competency
- Empowerment of families and clients



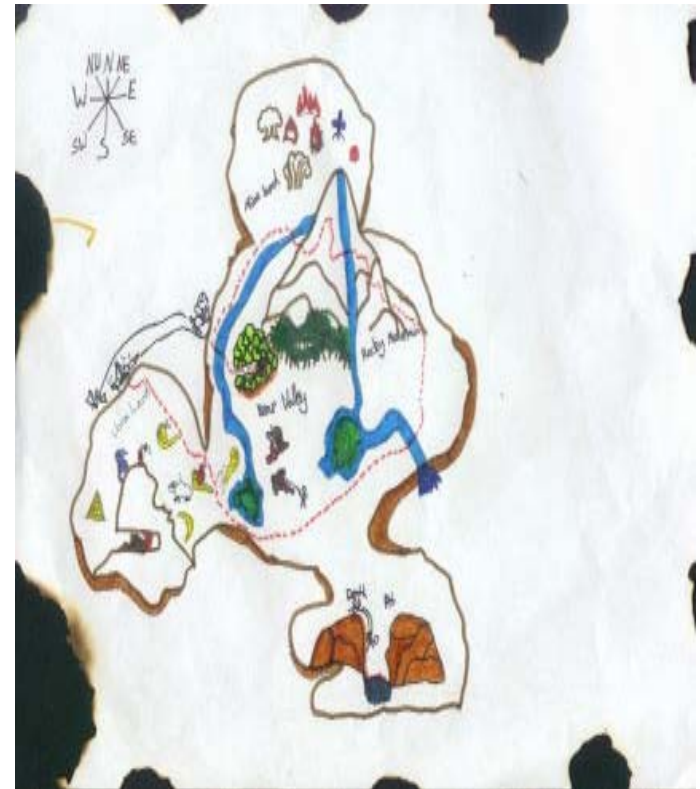
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How Novita read the map

Align client services with:

- Ages & stages
- Transitions
- Key events e.g. surgery
- Self, family & community



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Developing the road forward

Look out for road blocks:

- structures
- culture
- contextual issues

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Developing the road forward

- Client at the centre of all planning processes
- Combine family support services and therapy services
- Divide services into Early Childhood Services, Child & Adolescent Services and Specialist Services
- Introduce a single contact point for families

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Developing the road forward

- Defined programs and activities
- Give equal status to information, training and support services with direct “interventions”
- Develop the detail of how the new model will operate



Future service structure

Overview of Novita Client Services						
Regional Client Services			Specialist Services			
Early Childhood Service	Child & Adolescent Service	Country Outreach Service	Rehabilitation Service	Equipment Service	Information & Resource Service	Inclusion Support Service
Welcome Program Baby & Toddler Program School Readiness & Entry Programs	Welcome Program Kids Programs Teens Programs Young Adults Programs High Support Needs Programs	Welcome Programs Regional Country Outreach Programs Country Outreach Service Review	Welcome Programs Acquired Disability Program Physical Rehabilitation Program	Welcome Program Equipment Prescription Program Equipment management Program	Toy & Resource Centre Program Development Central Intake	

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Road signs along the way

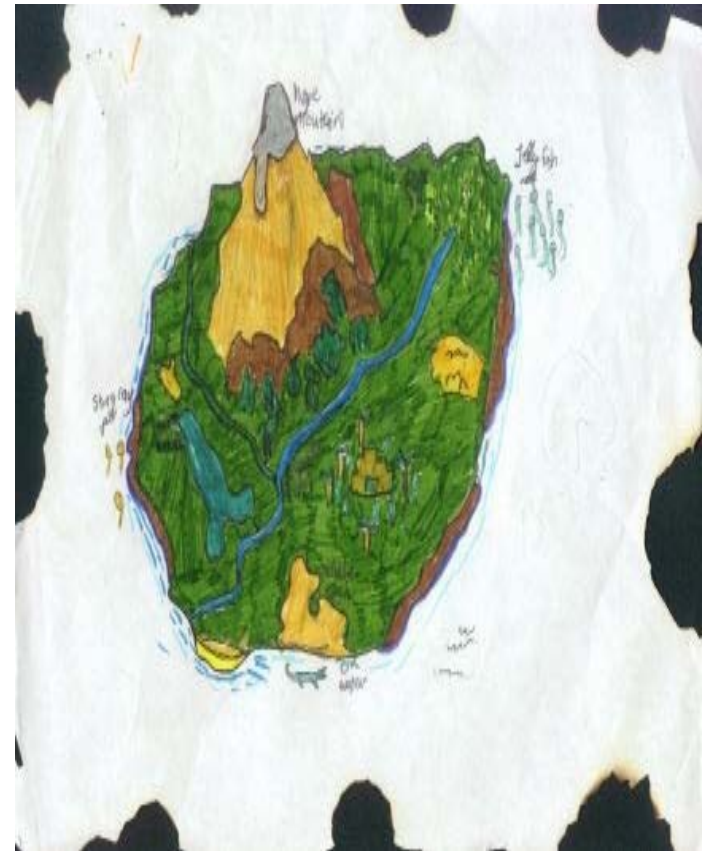
- Transparent decision making process
- Communication plan
- Change agents
- Don't underestimate cultural differences within staff teams and between staff teams
- Be prepared to change direction
- Repeat, repeat, repeat.

How will we know when we get there?

Project deliverables are achieved

Evaluation project:

- Staff feedback
- Family feedback
- External stakeholder feedback



References

- King, G., Tucker, M., Baldwin, P., Lowry, K., La Porta, J. and Martins, L. (2002). A Life Needs model of Pediatric Service Delivery: Services to Support Community Participation and Quality of Life for Children and youth with Disabilities. *Physical & Occupational Therapy in Pediatrics*, Vol. 22 (2).
- King, G., Tucker, M., Baldwin, P. and La Porta, J. (2006). Bringing the Life Needs Model to Life: Implementing a Service Delivery Model for Pediatric Rehabilitation. *Physical & Occupational Therapy in Pediatrics*, Vol. 26 (1).

