

CAULFIELD COMMUNITY HEALTH SERVICE

Caulfield Community Health Service (CCHS) provides a range of clinical and health promotion services for people who live, work or study within the local community. CCHS operates within Caulfield Hospital; a member of Alfred Health.

Vision

Building a Healthier Community

Mission

Working together, in partnership with clients, carers and the community to optimise quality of life and wellbeing

MODEL OF CARE

This model of care document aims to highlight the principles and practices which underpin the way health services are delivered by CCHS.

Access

Achieving the best possible access to services by:

- Implementing objective and transparent prioritisation criteria based on health, social and economic needs and in accordance with funding agreements
- Effectively balancing service demands between existing consumers and those who are yet to access services
- Creating a social environment and organisational culture which is valuing of diversity and sensitive to the needs of consumers and community members
- Ensuring the physical location and design of services meets the needs of the community
- Promoting health equity among Aboriginal and Torres Strait Islander communities and others who experience barriers to accessing health services

Multidisciplinary Care

Providing the best possible quality of care by:

- Undertaking comprehensive assessment and reassessment processes for all clients
- Supporting multidisciplinary approaches to assessment and care
- Ensuring a coordinated approach to addressing the health needs of individuals
- Facilitating appropriate service transition and/or discontinuation to maximise client independence and self management

Partnerships

Developing, strengthening and maintaining valuable partnerships by:

- Involving consumers and carers in all aspects of decision making regarding their care
- Engaging the local community in evaluating current and planning future services to best meet community needs
- Creating opportunities for clients, carers, community members and other service providers to contribute to broader organisational decision making and activities
- Working alongside other service providers and organisations to promote the health of the community

Population Health

Advancing the health of the population by:

- Proactively integrating the principles of health promotion and prevention within all aspects of our work
- Seeking genuine opportunities to address key determinants of health for the local population

- Working across the health promotion continuum and ensuring an appropriate balance of 'downstream' and 'upstream' interventions
- Aiming to achieve social conditions that support the long term health of the community
- Continually developing organisational capacity to contribute significantly to local, state and national population health initiatives

Quality

Ensuring the best possible quality of services by:

- Basing our practice on the most appropriate available evidence base
- Remaining committed to measuring and improving what we do
- Contributing to the development and dissemination of new knowledge, evidence and research

Organisational Responsibility

Fulfilling or exceeding our responsibilities as a leading organisation by:

- Investing in and supporting our volunteers and employees to lead healthy and rewarding lives and careers
- Ensuring achievement of professional accountability requirements among employees and services
- Taking steps to achieving environmentally sustainable practices
- Maximising the value of our resources through effective and efficient systems and services
- Ensuring our services continually respond to new and emerging unmet needs
- Balancing our views of the present and future to achieve the most effective resource allocation and service configuration
- Aligning ourselves and our services with current policy and local, state and national directions