



## Case Study Tool

Date profile completed	d/m/y numerical field	
Interviewer	first name, last name	
Staff interviewed	position	
Unique study code assigned to service		
<b>1. HEALTH SERVICE FEATURES at end of the 2017/18 (or 2016/17) Financial Year</b>		<b>Source</b>
How long has the service been operating?	<input type="checkbox"/> <2 years <input type="checkbox"/> 2 – 5 years <input type="checkbox"/> 6 – 10 years <input type="checkbox"/> > 10 years	
Service type - Australian Standard Geographical Classification - (ASGC-RA) <sup>18</sup>	<input type="checkbox"/> Urban <input type="checkbox"/> Regional <input type="checkbox"/> Remote <input type="checkbox"/> Very Remote	
Postcodes covered by service		
Geographic description of area covered by service		
Number of Aboriginal and Torres Strait Islander peoples living within this area as at end 2017/18 (or 2016/17) financial year.		
Name of nearest hospital		
Number of kilometres to nearest hospital	numerical	
Client numbers – total on books at end of 2017/18 (or 2016/17) Financial Year	numerical	
Aboriginal and Torres Strait Islander clients – total at end of the 2017/18 (or 2016/17) financial year	numerical	



Percentage of transient Aboriginal clients  How was this calculated:  _____	Approximate percentage (%)	
Episodes of care for Aboriginal and Torres Strait Islander clients for the 2017/18 (or 2016/17) financial year	numerical	
Funding received for the 2017/18 (or 2016/17) financial year	Numerical (\$s)	
Number of different funding streams accessed for the 2017/18 (or 2016/17) financial year	<input type="checkbox"/> 1 to 10 <input type="checkbox"/> 11 to 20 <input type="checkbox"/> 21 to 30 <input type="checkbox"/> > 30	
What proportion of your total funding in 2017/18 (or 2016/17) came from Commonwealth and/or State governments ( <b>Government Funding</b> )?	Approximate percentage (%)	
What proportion of this <b>Government Funding</b> in 2017/18 (or 2016/17) came from Medicare (MBS or PBS)?	Approximate percentage (%)	
What proportion of this <b>Government Funding</b> in 2017/18 (or 2016/17) came from a State and/or Territory government?	Approximate percentage (%)	
How many reports were produced for external organisations written in the 2017/18 (or 2016/17) financial year?	<input type="checkbox"/> 1 to 10 <input type="checkbox"/> 11 to 20 <input type="checkbox"/> 21 to 30 <input type="checkbox"/> > 30	
How many grant applications were written in the 2017/18 (or 2016/17) financial year?	<input type="checkbox"/> 1 to 5 <input type="checkbox"/> 6 to 10 <input type="checkbox"/> 11 to 15 <input type="checkbox"/> > 15	
How many grant applications were successful in the 2017/18 (or 2016/17) financial year?	<input type="checkbox"/> 1 to 5 <input type="checkbox"/> 6 to 10 <input type="checkbox"/> 11 to 15 <input type="checkbox"/> > 15	



<b>2. Types of Services Available to Patients</b>		<b>Source</b>
General medical services	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Prevention and health promotion	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Social and emotional wellbeing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Maternal and child health	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Chronic disease	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Pharmaceutical services	<input type="checkbox"/> Yes <input type="checkbox"/> No	



3. Onsite workforce at end of 2016/17 (or 2015/16) Financial Year	Aboriginal and/or Torres Strait Islander Staff		Non-Indigenous Staff		Source
	FTE Equivalent	Number	FTE Equivalent	Number	
Total Workforce					
Aboriginal or Torres Strait Islander Health Practitioner					
Aboriginal or Torres Strait Islander Health Worker					
Aboriginal or Torres Strait Islander Maternal and Infant Care Worker					
Administration					
Aged care worker					
Allied health					
Diabetes educator					
Enrolled nurse					
General Practitioners					
GP Registrars					
Manager					
Registered midwife					
Registered nurse					
SEWB staff (specify) _____					
Other clinical (specify) _____					



Other non-clinical (specify)  _____					
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4. Regular visiting services in the 2016/17 (or 2015/16) Financial Year		If Yes, how many visits occurred in the 2016/17 (or 2015/16) financial year	Source
Alcohol/tobacco worker	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Cardiologist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Chronic disease nurse	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Counsellor	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Dentist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Diabetes educator	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Dietician	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Endocrinologist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
General Practitioner	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Mental health nurse	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Mental health worker	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Nephrologist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Occupational Therapist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Ophthalmologist or Optometrist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Paediatrician	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Physiotherapy	<input type="checkbox"/> Yes <input type="checkbox"/> No		



Podiatrist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Psychiatrist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Psychologist	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Social worker	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Other (please specify) _____			

5. Cultural safety/accessibility		Source
Are there separate men and women entrances and spaces?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> When requested <input type="checkbox"/> Never	
Are Traditional Healers accessible within or through the clinic? E.g Ngangkari	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> When requested <input type="checkbox"/> Never	
Are Traditional Healers paid for their consultations?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> When requested <input type="checkbox"/> Never	
Are there Cultural leave provision for Aboriginal staff?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> When requested <input type="checkbox"/> Never	
Do patients have access to interpreter services other than Aboriginal and Torres Strait Islander Health Practitioner or Worker?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> When requested <input type="checkbox"/> Never	



<p>Is there cultural safety training and on-going support provided to the onsite staff and visiting workforce?</p>	<p><input type="checkbox"/> Always                      <input type="checkbox"/> Sometimes</p> <p><input type="checkbox"/> When requested   <input type="checkbox"/> Never</p>	
<p>Are non-Indigenous staff provided with an Aboriginal or Torres Strait Islander mentor?</p>	<p><input type="checkbox"/> Always                      <input type="checkbox"/> Sometimes</p> <p><input type="checkbox"/> When requested   <input type="checkbox"/> Never</p>	
<p>Does the organisation display Aboriginal or Torres Strait Islander artwork?</p>	<p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>	
<p>Is transport provided to the service for patients?</p>	<p><input type="checkbox"/> Always                      <input type="checkbox"/> Sometimes</p> <p><input type="checkbox"/> When requested   <input type="checkbox"/> Never</p>	
<p>Does your service provide transport to other services?</p>	<p><input type="checkbox"/> Always                      <input type="checkbox"/> Sometimes</p> <p><input type="checkbox"/> When requested   <input type="checkbox"/> Never</p>	
<p>How many of the onsite staff speak local language/s?</p>	<p><input type="checkbox"/> &gt; 2                      <input type="checkbox"/> 1 to 2 staff</p> <p><input type="checkbox"/> None</p>	
<p>Other (please specify)</p> <p>_____</p>		



6. Community linkages		Source
Are you an Aboriginal Community Controlled Health Service?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does your organisation have a Governing Board?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
What percentage of the Governing Board identifies as Aboriginal or Torres Strait Islander?	<input type="checkbox"/> 100% <input type="checkbox"/> > 50% <input type="checkbox"/> 10 to 50% <input type="checkbox"/> < 10%	
How often does the Governing Board meet?	<input type="checkbox"/> Regularly <input type="checkbox"/> Irregularly  <input type="checkbox"/> Never	
Does the Governing Board have input on operational matters – e.g. Staff recruitment?	<input type="checkbox"/> High input <input type="checkbox"/> Some input  <input type="checkbox"/> No input	
Is the Governing Board actively involved in health service strategic planning, priority setting and health service performance?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes  <input type="checkbox"/> Never	
Does the broader Community participate in health service planning?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes  <input type="checkbox"/> Never	
Does your service provide community activities as a way of engagement?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes  <input type="checkbox"/> Never	
Are patients provided with a formal opportunity to assess their satisfaction with health service? e.g. through surveys	<input type="checkbox"/> Regularly <input type="checkbox"/> Sometimes  <input type="checkbox"/> Never	





7. Staff Support and Human Resources		Source
Are staff roles well defined and reflected in job descriptions	<input type="checkbox"/> Yes in all cases <input type="checkbox"/> For some staff <input type="checkbox"/> Not at all	
Are staff offered external professional development opportunities?	<input type="checkbox"/> Yes in all cases <input type="checkbox"/> For some staff <input type="checkbox"/> Not at all	
Are staff offered in-service training opportunities?	<input type="checkbox"/> Yes in all cases <input type="checkbox"/> For some staff <input type="checkbox"/> Not at all	
Are there support structures in place for staff?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	
What is the average time for clinical staff to remain with the service?	<input type="checkbox"/> >2 years <input type="checkbox"/> 1 to 2 yrs <input type="checkbox"/> < 1 year	
What is the average time for management staff to remain with the service?	<input type="checkbox"/> >2 years <input type="checkbox"/> 1 to 2 yrs <input type="checkbox"/> < 1 year	
What is the average time for administration and reception staff to remain with the service?	<input type="checkbox"/> >2 years <input type="checkbox"/> 1 to 2 yrs <input type="checkbox"/> < 1 year	
Were there any unfilled vacancies for more than 2 months during the 2016/17 (or 2015/16) year?	<input type="checkbox"/> Yes <input type="checkbox"/> No	



<p>Are there any positions you find particularly difficult to fill? If so which:</p> <p>_____</p>		
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8. Quality improvement	Source
<p>Is your service involved in a formal quality process in the 2016/17 (or 2015/16) financial year?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>	
<p>Where in the quality improvement cycle is your service currently?</p> <p><input type="checkbox"/> Just started                      <input type="checkbox"/> Mid cycle</p> <p><input type="checkbox"/> Accredited</p>	
<p>Is there senior staff support for quality improvements?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>	
<p>Does the service use its own data to review clinical practice?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>	
<p>If so is the service able to move from identifying needs to implementing practice improvements?</p> <p><input type="checkbox"/> Yes all the time                      <input type="checkbox"/> Sometimes</p> <p><input type="checkbox"/> Not at all</p>	
<p>Does the service use its own non-clinical information to review organisational effectiveness?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>	
<p>If so, is the service able to move from identifying needs to operational improvements?</p> <p><input type="checkbox"/> Yes all the time                      <input type="checkbox"/> Sometimes</p> <p><input type="checkbox"/> Not at all</p>	



<b>9. Systematic follow up</b>		<b>Source</b>
Is there a system for generating and actioning patient recalls and reminders?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is there a system in place for following up abnormal pathology and other test results?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is there a system to ensure that staff are registered or credentialed?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

<b>10. Continuity of care</b>		<b>Source</b>
Are there clear internal referral pathways?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there clear external referral pathways?	<input type="checkbox"/> Always <input type="checkbox"/> No	
Are staff available to support patients when they need to access mainstream specialist services?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
Is the service notified when a patient is discharged from hospital?	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	



11. Patient information systems		Source
Do you have an electronic information system?  If yes, what is the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No  _____	
Is there a current electronic list of clients that is regularly reviewed?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is there a system for ensuring patient diagnoses are routinely recorded on the client health summary?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do new clinical staff receive training on the information system?	<input type="checkbox"/> Yes <input type="checkbox"/> No	



12. CLINICAL DECISION SUPPORT		Source
Are evidence based guidelines availability and accessible electronically?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are they used as routine practice?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	
Is training/orientation provided to the use of these resources integrated into in-service training?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	
Is there GP support for nurses and Aboriginal and Torres Strait Islander Practitioners and Health workers?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	
If yes, is this support available on site?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	
Is there specialist support for GPs and other clinical staff	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	