

## REFERRAL CRITERIA

Referrals to the ConnectED Key Worker in The Alfred Hospital Emergency Department. **PH: 9076 8446.**

- ▶ Clients must have complex psychosocial issues. This is defined as conditions that have a profound effect on a person's ability to function and on their emotional well-being and may include non-acute mental health issues, homelessness or addiction issues.
- ▶ Clients based or experiencing homelessness within the Bayside catchment area.
- ▶ Clients who are not able to access youth, aged care or mental health services.
- ▶ One or more avoidable presentations to an Alfred Health hospital within the last 12 months, or at risk of presenting to an Alfred Health hospital.

**Alfred**Health



**Alfred**Health

**ConnectED**  
Hospital Admissions Risk Program - Complex Psychosocial Stream

**Outreach support  
for people with  
psychosocial needs**

**Ph: 9076 8446**

**Fax: 9076 5336**

**Hospital Admission Risk Program  
(HARP)**

**Case Management Stream**

**CONNECT ED**

## ABOUT THE PROGRAM

ConnectED is a Hospital Admission Risk Program (HARP) program that aims to:

- ▶ Improve outcomes for people with complex medical, psychological and social needs
- ▶ Improve responsiveness to client needs
- ▶ To provide integrated seamless care within and across community sectors
- ▶ To reduce avoidable emergency department presentations and hospital admissions; and
- ▶ Ensure equitable access to healthcare

## HOW WE WORK

- ▶ Develop an agreed care plan with clients that is client centred and goal directed.
- ▶ Provide care coordination to improve access to services.
- ▶ Intensive short term outreach case work
- ▶ We assist people to access healthcare, welfare, housing and community services for long term care needs.
- ▶ Developing strategies to improve environments that adversely impact on people's health and wellbeing

## WHO WE ARE

Alfred Health manages the program & the Community Key Workers are based at the Community Partner Agencies.

The team comprises of a multi-disciplinary team that undertakes assertive outreach in a variety of community settings. The team includes:

- ▶ Social Workers
- ▶ Registered Nurses
- ▶ Housing Worker
- ▶ Consultant Psychiatrist

ConnectED work in collaboration with other services, providing holistic care to people with complex needs.