



# Hospital Admission Risk Program

## What is HARP?

- HARP is a DHS initiative arising from the Victorian Government Hospital Demand Strategy.
- HARP is a coordinated multidisciplinary team approach to managing chronic disease.
- HARP is a partnership between the public hospital system and community organisations.

## What does HARP do?

- HARP aims to decrease avoidable hospital admissions and emergency department use.
- HARP is targeted at people who either frequently present, or who are at risk of presenting, to hospital because of chronic disease or complex medical and/ or social issues.
- HARP aims to improve health outcomes for people by providing short term coordination, case management, education and linking people to longer term community supports where appropriate.

## What about all those acronyms?

Each health service has its own HARP program that all have their own individual names and acronyms, but essentially they all do the same things.

St. Vincent's Hospital has 3 HARP streams of care.

**1. TRAAC**  
(Treatment, Response & Assessment for Aged Care)  
TRAAC provides a rapid response assessment and short term case management and service coordination for older people with complex needs who are experiencing a recent change in health or functional status and are at risk of hospital presentation. TRAAC has access to a geriatrician. TRAAC clinicians are located in the hospital and in the LGA offices of Boroondara, Darebin, and Yarra, and with RDNS (Yarra centre)

**2. ALERT**  
(Assessment, Liaison, & Early Referral Team)  
The ALERT team provide risk screening, assessment and discharge planning in the emergency department.

ALERT aims to improve health outcomes by providing advocacy and support for socially disadvantage people with complex psychosocial needs. ALERT Care Coordinators are located in the ED and at the Inner East, North Richmond, and North Yarra CHC's. ALERT also has partnerships with the RDNS homeless persons program, St Vincent de Paul, and the Brotherhood of St Laurence.

**3. Restoring Health**  
The Restoring Health team provide multidisciplinary disease management and disease education to people with a confirmed diagnosis of chronic lung disease, chronic heart failure, or diabetes. Services available within this stream include pulmonary and cardiac outpatient rehabilitation, care planning, outreach nursing and allied health. Care Coordinators are located at St. Vincent's inpatient services, Darebin Community Health Centre and Inner East Community Health Centre.

## What do I do if I want to refer a client?

Ring 1300 131 470 to discuss the client and which HARP response would be most suitable. Alternatively, if you already have a HARP contact person within your organisation, you can discuss the client's eligibility directly with them.

There are no specific referral forms to complete, however we will ask you to provide a medical and social history, demographic information, GP contact details, and a list of current medications.



## ALERT – Assessment Liaison & Early Referral Team

*ALERT is one of the streams of care within St. Vincent's HARP.*

*The team aims to improve health outcomes by co-ordinating care for people who present (or are at risk of) to the ED including those with complex needs.*

### Services available

- Risk screening, multidisciplinary assessment and discharge planning in the ED
- Care co-ordination, referral, discharge planning and facilitation of appropriate accommodation options for recruited patients
- Advocacy for access to services to improve health outcomes
- Provision of short to medium term outreach care co-ordination in the community for those people who are not adequately linked to community based services.

### Target group

Adults with complex psychosocial issues impacting on health. These may include:

- Homelessness
- High prevalence mental health issues, such as anxiety or depression
- Substance use
- Disability.

### Information required for referral

- Purpose of referral, current issues and risk factors
- Medical & social history
- Current medications
- Treating doctor
- Details of any other services involved with care (in order to avoid service duplication)
- Patient demographics and contact details
- Patient consent for HARP involvement.



### Please phone

1300 131 470 to discuss your referral  
or fax the above information to:  
St. Vincent's HARP  
ACCESS fax 9288 2787



**St Vincent's**

*Continuing the Mission of the Sisters of Charity*