



Template 6.2.3: Description of the Current Situation (Service Operational Model)

Purpose

This template assists you to define and describe your current Service Operational Model, to outline the current baseline and to describe the measures that are in place. It acts as a foundation to guide change activities.

How to use it?

Describe the current situation/baseline of your service in Column 2 based on the prompts outlined in Column 1. Indicate measures that are in place or agreed in Column 3.

| | | |
|--|--|--|
| Service: | | Date: |
| Current Service Operational Model | Baseline of the service – describe the current situation <small>Your answers in this column will auto-fill into Baseline column in 6.3.3</small> | Measures – outline what is in place |
| Model of Care or Service Provision | | Model of Care or Service Provision |
| ▶ Overall philosophy of care (medical, psychosocial, therapeutic, holistic, etc.) | | |
| ▶ Who will use the service? | | |
| ▶ Who will deliver the service? | | |
| ▶ Who will the service interact with most, i.e. referral sources, other teams or agencies, etc.? | | |

Template 6.2.3: Description of the Current Situation (Service Operational Model) (continued)

| Service: | | Date: |
|--|---|--|
| Current Service Operational Model | Baseline of the service – describe the current situation <small>Your answers in this column will auto-fill into Baseline column in 6.3.3</small> | Measures – outline what is in place |
| ▶ Eligibility and access criteria | | |
| ▶ Service delivery arrangements – location, time, opening hours, etc. | | |
| Governance and Leadership Arrangements | | Governance and Leadership Arrangements |
| ▶ Service team purpose, structure and reporting relationships | | |
| ▶ Leadership and decision-making arrangements (including governing groups and legal or regulatory requirements) | | |
| ▶ Clinical governance arrangements: Supervision practice Monitoring of professional standards, policies and procedures | | |

Template 6.2.3: Description of the Current Situation (Service Operational Model) (continued)

| Service: | | Date: |
|--|--|--|
| Current Service Operational Model | Baseline of the service – describe the current situation <small>Your answers in this column will auto-fill into Baseline column in 6.3.3</small> | Measures – outline what is in place |
| ▶ Business governance including finance, human resources, etc. | | |
| ▶ Service level agreements, memorandums of agreements or other inter-agency agreements | | |
| Key activities required to deliver the service: | | Key activities required to deliver the service: |
| Pathways and Processes of Care | | Pathways and Processes of Care |
| ▶ Referral, assessment, diagnostic, intervention pathway | | |
| ▶ Shared care arrangements or protocols | | |
| ▶ Transfer or discharge pathway | | |

Template 6.2.3: Description of the Current Situation (Service Operational Model) (continued)

| Service: | | Date: |
|---|---|-------------------------------------|
| Current Service Operational Model | Baseline of the service – describe the current situation <i>Your answers in this column will auto-fill into Baseline column in 6.3.3</i> | Measures – outline what is in place |
| <ul style="list-style-type: none"> ▶ Supporting process, i.e. booking arrangements, pharmacy systems, notification to other services, etc. | | |
| Business Processes | | Business Processes |
| <ul style="list-style-type: none"> ▶ Service planning | | |
| <ul style="list-style-type: none"> ▶ Policies, procedures, protocols and guidelines (PPPG) | | |
| <ul style="list-style-type: none"> ▶ Budget and financial processes, procurement arrangements | | |
| <ul style="list-style-type: none"> ▶ Costing model for the service (income generation, etc.) | | |

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| Service: | | Date: |
|--|---|-------------------------------------|
| Current Service Operational Model | Baseline of the service – describe the current situation <small>Your answers in this column will auto-fill into Baseline column in 6.3.3</small> | Measures – outline what is in place |
| ▶ Information and data management processes (data bases, etc.) | | |
| ▶ e-Health and ICT requirements | | |
| ▶ Communication and information sharing processes (internal and external) | | |
| ▶ Administrative support processes and services | | |
| ▶ Procurement Processes | | |

Template 6.2.3: Description of the Current Situation (Service Operational Model) (continued)

| Service: | | Date: |
|---|---|-------------------------------------|
| Current Service Operational Model | Baseline of the service – describe the current situation <small>Your answers in this column will auto-fill into Baseline column in 6.3.3</small> | Measures – outline what is in place |
| Human Resources | | Human Resources |
| ▶ Workforce planning, talent management succession planning | | |
| ▶ Roles and responsibilities | | |
| ▶ Individual and team performance | | |
| ▶ Work practices and methods | | |
| ▶ Work distribution, caseload management | | |

Template 6.2.3: Description of the Current Situation (Service Operational Model) (continued)

| Service: | | Date: |
|---|--|--|
| Current Service Operational Model | Baseline of the service – describe the current situation <small>Your answers in this column will auto-fill into Baseline column in 6.3.3</small> | Measures – outline what is in place |
| ▶ Learning and development requirements – knowledge, competencies and skills | | |
| ▶ Human Resources business processes – time and attendance, performance systems, etc. | | |
| ▶ Staff engagement processes | | |
| ▶ Scheduling, rostering and work flow | | |
| ▶ Staff health and wellbeing | | |

Template 6.2.3: Description of the Current Situation (Service Operational Model) (continued)

| Service: | | Date: |
|--|---|--|
| Current Service Operational Model | Baseline of the service – describe the current situation <small>Your answers in this column will auto-fill into Baseline column in 6.3.3</small> | Measures – outline what is in place |
| ▶ Health and safety arrangements | | |
| Quality, Patient Safety and Measurement | | Quality, Patient Safety and Measurement |
| ▶ Quality, standards and measurement processes (including compliance arrangements, dealing with service feedback/complaints, etc.) | | |
| ▶ Indicators – performance measurement (quantitative and qualitative) | | |
| ▶ Key performance indicators | | |
| ▶ Risk management processes | | |

Template 6.2.3: Description of the Current Situation (Service Operational Model) (continued)

| Service: | | Date: |
|---|---|-------------------------------------|
| Current Service Operational Model | Baseline of the service – describe the current situation <i>Your answers in this column will auto-fill into Baseline column in 6.3.3</i> | Measures – outline what is in place |
| Infrastructure | | Infrastructure |
| <ul style="list-style-type: none"> ▶ Utilisation of space/facilities, location of service delivery, service settings (capital expenditure plans, etc.) | | |
| <ul style="list-style-type: none"> ▶ Environmental changes | | |
| <ul style="list-style-type: none"> ▶ Equipment (assessment, diagnostic and intervention requirements) | | |
| <ul style="list-style-type: none"> ▶ ICT infrastructure | | |

Resources

Comment on the overall situation with regard to current resources for the service. Identify any anomalies or funding issues that need to be addressed: