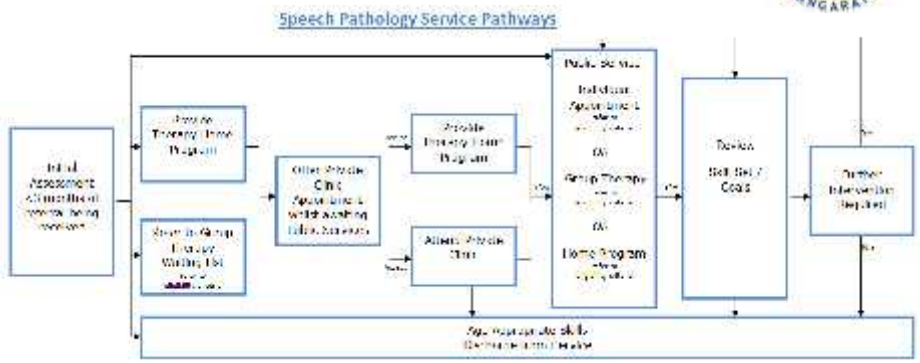
Providing the Right Health Care to the Right People at the Right Time

Northeast Health Wangaratta (NHW) is committed to providing high quality rural health care. The Community Health Speech Pathology Service provides single disciplinary assessment and intervention to children birth to school age, and adults over 18 years with swallowing and communication difficulties.

The NHW Speech Pathology Service identified an increasing trend in demand for Speech Pathology services in the northeast. This prompted a review of service delivery to ensure capacity and access to services for the northeast community.



Prior to Service Review

Referral Priority	No. Referrals	Waiting Time for Ax
1	28	11 months
2	129	22 months

Speech Pathology Services were traditionally provided on an individual fortnightly basis

Service Review: January 2016 – July 2016

The Speech Pathology Services processes, therapy pathways and intervention options were reviewed and updated. This was achieved through consultation with peer organisations and best practice research.

Outcomes:

- Eligibility criteria for individual therapy, group therapy and home programs
- Intervention Pathways
- Individual therapy frequency options – weekly, fortnightly and monthly pathways with SP or AHA
- Group Therapy options– process specific articulation groups & language target groups

Post Service Review

Referral Priority	No. Referrals	Waiting Time for Ax
1 & 2	2	1 month

Innovative service delivery, paired with evidence based intervention provides quality and timely care to rural Victorians.

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