



# Casino Aboriginal Medical Service

## USING TOOLS TO PLAN SERVICES



Casino Aboriginal Medical Service management and staff are focused on tackling chronic illness and contributing to positive health outcomes for Aboriginal people. Casino AMS provides outreach services to the communities of Muli Muli, Box Ridge and Tabulum as well as to the local prison.

About three years ago, the team at Casino AMS reviewed their data and services, and found that clinic schedules had meant that local people were competing with the local prison population to be seen by clinic staff. The team rearranged their schedules to provide outreach services for each remote community as well as to the local prison. The reorganization of these clinics meant local people had greater access to services and attendance rates increased.

Evaluate and change services using data

Local population health data has many uses

Involve all staff to improve data quality



This experience led to Casino having an increasing focus on using data to plan services. A partnership with the local Division of General Practice in Lismore resulted in using the local population health data to review and plan their services. For example, the Casino AMS Women's Health Program now includes a nutrition and exercise component, which is highly valued by community participants.

**"This program, well, it's been a lifesaver for me, not only just for me, but for my family as a whole."  
Amanda Wilkinson, Patient.**

The data enabled Casino AMS to identify business opportunities. For example data on Medicare billing allowed the identification of opportunities to increase access to these funds, and these added funds are then used to support provision of additional services to the community.

Overall, Casino AMS staff have an increasing awareness of the importance and value of data to help with service planning, and of the contribution of correctly completing client records to achieve high quality data.

**"I always say to my workers, whatever you do, wherever you go, come back and put your data on the computer - it's all for funding reasons and it's also for client reasons."  
Annette Olive, Programs Coordinator**

