

About Programs

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Introduction

A program is described as a specific course of treatment or services delivered to an individual or group by one or more providers. Generally these are of a fixed duration and at a recurring interval (e.g., weekly), but could also be daily, bi-weekly or fortnightly.

A program would be made up of sessions which denote instances of service delivery.

Examples

Jenny has developed a "Positive Attitude" program. She runs the program on Tuesday evenings and Thursday mornings. She is able to accept up to 10 patients in each session. The program has 4 weekly sessions and new programs start on the first week of the month February through November.

John runs an "Anger Management Support" program. This program is a drop in program run on Wednesday mornings with no end date. Each week the attendance can vary with few regular attendees. This program is a follow up for patients that have completed a more substantial program and looking for additional support.

CareRight Terminology

Program Category

A program category is a description of a course or type treatment offered.

Program Schedule

Once a program category is defined, then the specific dates that the sessions will be delivered is planned out.

For example, the "Improving Moods" program runs each month for four weeks. This program is run on Tuesdays and Thursdays, with patients signing up for either session. To cover March and April, there will be 4 program schedules: one for each month and one for each of the evening it is run.

- March on Tuesdays
- March on Thursdays
- April on Tuesdays
- April on Thursdays

Each Program Schedule will have providers responsible for delivering the sessions —there may be more than one provider. Each Program Schedule can have one or more patients enrolled. Patients may enter a program at any time and, as long as they complete the required number of sessions, they will complete the program schedule.

Program Session

A program session is a specific occurrence of a service delivery for that program as part of a program schedule. So for a 4 week program schedule with sessions twice a week there would be 8 program sessions.

For each program session there is a date and a list of patient attendees. The list of attendees may be different from the enrolled patients, as not all enrolled patients will attend and other ad-hoc attendees may be allowed.

It is important to capture the attendees for each session as this has an impact on billing/funding and completion eligibility

for enrolled participants.

Each program will have one or more providers as facilitators for the service delivery.

Program Waitlist

Programs have a finite number of participants. Patients can be waitlisted for a specific program and when space is available patients in the waitlist will be contacted to see if they want to attend the program.

Status:

- Waiting
 - Cancelled
 - Enrolled
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