



Integrated Diabetes Education and Assessment Service

↓ 1.16% reduction in HbA1c over 6 months

😊 94% of patients reported a good, very good or excellent experience

Mental Health Stepped Care Model

🌸 47% of consumers showed an improvement in mental wellbeing in paired outcome measure scores

👏 12,363 service contacts

Influenza Immunisations go mobile

👤 3000 people vaccinated

👤 59% refugee or asylum seeker background

👤 47% wouldn't be vaccinated if not for this project

👤 61% didn't have the flu vaccination the previous year

Steps to Wellbeing

↑ 62% improved wellbeing (K10 scores)

👤 40% requested lived experience health workers

👤 476 referrals

👤 260 self referrals

Drug and alcohol programs

🍷 61% alcohol was principal drug of concern

💊 26-35 year olds largest age group represented

Medication Support and Recovery Service

👤 22% self-referred online

👤 15% referred by health professionals online

👤 8% GP referrals online

📅 85 days average clinical episode of care

👤 62% reported outcomes of reduced risk, reduction in use and abstinence

CLIENTS ENGAGED:

- 109 therapeutic counselling
- 37 withdrawal nursing
- 83 nurse practitioner episode of care
- 21 participants for peer support



ISO Accreditation

EMPHN received full certification against the internationally recognised AS/NZS ISO 9001 2015 Quality Management Systems standard

Working at EMPHN

💡 Continued focus on training and education activities for employees

Stakeholder Engagement Survey

Education and website performance exceeds benchmarks

EMPHN's overall performance among allied health providers improved 5% on the previous survey

⭐⭐⭐ 57% of GPs rated our support 'high' or 'very high'

Key highlights 2018-19



Fracture Diversion Project

👤 1,619 total diversions from emergency departments to fracture clinics Jan-Apr 2019

Building Workforce Capacity

👤 865 GPs attended events

👤 934 continuing professional development events

Quality Improvement in general practice

📄 Launch of online self-guided QI learning module

👤 232 QI video views in six months



Better Health North East Melbourne

🕒 365 days

↓

🕒 90 days reduced waiting time to see an Austin Health paediatrician

Eastern Melbourne Primary Health Care Collaborative

Regional Integrated Mental Health, AOD and Suicide Prevention Plan IDEAS

Regional Integrated Networks

CarePoint

👤 31 participants downgraded from 'high' risk of hospitalisation

👤 84% participants reported improved knowledge, skills and confidence in managing their own health and healthcare



POLAR

📊 66% compatible general practices have POLAR installed. Now 80%

📄 305 practice reports presented to general practices in 2018-19

HealthPathways Melbourne

📄 129 new pathways!

👤 12,047 users in 2018-19

📈 36% increase in users since previous year

My Emergency Dr

📞 3,398 calls managed in 12 months 40% for children

↓ 36% reduction in emergency department attendances

👤 97% users rated the service 4 or 5 stars ★★★★★

Axe the fax

👤 68% eligible practices participated in the pilot

📧 1000+ eReferrals sent each month

SafeScript roll out

👤 6 face-to-face joint training events for prescribers and pharmacists

👤 16 general practices received in-practice accredited training (84 GPs)

My Health Record

📞 150+ health and community organisations engaged

👤 675 meaningful consumer engagements in one week

👤 2,567,866 estimated reach through activities in Victoria and Tasmania