

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

showed an

improvement in

mental wellbeing

in paired outcome

measure scores

12,363

service contacts

of consumers

3000 people vaccinated



immunisations go

Influenza

wouldn't be vaccinated if not for this project

didn't have the flu vaccination the previous year Steps to Wellbeing

improved wellbeing

(K10 scores)

workers

referrals

self referrals

requested lived

experience health





61% alcohol was principal drug of concern



Medication Support and Recovery Service



referred by health

15% professionals online 8% GP referrals online



average clinical episode of care

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

IN9 therapeutic counselling 83 nurse practitioner episod of care



An Australian Government Initiative



ISO Accreditation



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

Survey

Working at EMPHN

Continued focus

on training

and education

activities for

employees

Education and website performance exceeds benchmarks

Stakeholder Engagement

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

865 ວິວິວິວິດີ GPs attended events

Building Workforce

Capacity

934 continuing professional development events





68%

eligible

practices

the pilot

eReferrals

sent each

participated in

self-guided QI learning module

six months

QI video views in



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

Regional Integrated Networks

CarePoint



participants downgraded from 'high' risk of hospitalisation

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

也 health, data and

POLAR



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

increase in users 36% since previous year

2018-19

reduction in emergency department attendances

users rated the

service 4 or 5 stars

My Emergency Dr

3,398

12 months

36%

calls managed in

40% for children

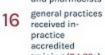
1000+

Axe the fax

SafeScript roll out



face-to-face joint training events for prescribers



community organisations and pharmacists engaged

675 meaningful consumer training (84 GPs)

engagements in one 2,567,866

My Health Record

150 +

health and

estimated reach through activities in Victoria and Tasmania