



Australian Government

Department of Health



An Australian Government Initiative

Activity Work Plan 2019-2021: Integrated Team Care Funding

Eastern Melbourne PHN

Introduction

The purpose of the Activity Work Plan is to identify key primary health care initiatives Eastern Melbourne Primary Health Network (EMPHN) will implement over 3 years - 2019/20 to 2021/22.

All Primary Health Networks (PHNs) are required to develop Activity Work Plans for the Department of Health based on the needs and priorities of their region.

These are in addition to the priorities established by the Australian Government when it established the PHNs in 2015.

Eastern Melbourne Primary Health Network (EMPHN) is one of 31 PHNs nationally. Our organisation's vision is to achieve better health outcomes for the community we serve, a better health care experience for all and a more integrated healthcare system.

Our Activity Work Plan is informed by our needs assessment and robust stakeholder consultation, and supported by evaluation of previous programs, data and evidence.

This approach ensures that the services we fund meet the clearly identified health and healthcare needs for our communities.

The EMPHN Strategic Plan describes transformative strategies our organisation has adopted to address health care issues and priorities in our community.

EMPHN's Strategic Plan for 2017-22 outlines the organisation's vision to achieve:

- Better health outcomes for the community we serve
- Better health care experiences for all
- A more integrated health care system.

Our strategic priorities to achieve this vision are:

- Addressing health gaps and inequalities
- Enhancing primary care
- Leveraging digital health, data and technology
- Working in partnerships to enable an integrated service system
- A high performing organisation.

EMPHN's Board has set six transformative strategies to help focus the organisation's resources over the next three to five years.

Addressing health gaps and inequalities

1. Listen to the consumer voice and design new mental health and chronic disease management approached that are truly person-centred.

Enhancing primary care

2. Support and encourage primary care to adopt collaborative interdisciplinary care approached that are person-centred

3. Increase use of practice-based evidence

Leveraging digital health, data and technology

4. Encourage health information continuity between providers

Working in partnerships to enable an integrated service system

5. Ensure commissioning and system change strategies encourage integration from a consumer perspective

A high performing organisation

6. Build a positive culture of high performance

EMPHN Transformative Strategies



These transformative strategies describe our overarching approach to addressing the health care priorities outlined in this Activity Work Plan.

1. (a) Planned activities funded by the Indigenous Australians' Health Program Schedule for Integrated Team Care Funding

Proposed Activity 1	
ACTIVITY TITLE	ITC1 – Care coordination and supplementary services
Program Key Priority Area	Indigenous Health
Needs Assessment Priority	Indigenous People: A healthy start to life A healthy childhood A healthy transition to adulthood Caring for older people Addressing risk factors Managing illness better with effective health services (p80)
Aim of Activity	This activity aims to improve health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through: <ul style="list-style-type: none"> • better access to care coordination • multidisciplinary care • support for self-management.
Description of Activity	<p>The program supports over 148 people at a time but many more people are provided assistance as part of the wider connection and relationship building with Aboriginal Communities necessary to build trust and knowledge of the service.</p> <p>Care coordinators will support the integration of services through communication and referral pathways and continue to develop and support the cultural and social needs of local Aboriginal Communities.</p> <p>Care coordinators respond to the needs of people with complex health conditions by assisting them with the coordination of their health plans which includes:</p> <ul style="list-style-type: none"> • explanation of health information to support health literacy • monitoring health conditions • assessment of health needs and service planning to address those needs • referral and introduction to new services and support including services address the social and emotional determinants of health and wellbeing • relationship building with their service and relevant services in the health service sector • advocating for and ensuring culturally sensitive health care • follow up with medical practitioners to ensure comprehensive and accurate health and treatment information is passed on • Assess for and subsidise medical specialist visits, allied health and medical equipment according to urgency and level of need. <p>Outreach workers build relationships with Aboriginal Community members through engagement at community events, through connection to Aboriginal</p>

	<p>Community organisations, attending network meetings and informing people from Aboriginal Communities of the support available. They provide transport to appointments and will attend appointments with clients when requested and provide assistance for clients to receive appropriate information and support for them to follow their health plans. They assist care coordinators in following up with support needs as part of their health plans.</p> <p>Provision of an additional Indigenous Health Project Officer (IHPO) position will be outsourced to provide extra support in developing access to mainstream health services, in particular GP practices and pharmacies.</p> <p>The role will support the development of more culturally appropriate information resources for Aboriginal Communities; work with Health Pathways to provide more comprehensive information on the ITC program; encourage and support Indigenous Health Incentives (IHI) registrations; support the Closing the Gap (CTG) scripts program; and will develop strategies to address issues around the identification of Aboriginal peoples in the health and community care systems.</p> <p>ITC workforce development will include training, workshops, support for database use and support to attend cultural activities and relevant conferences. Training in Mental Health First Aid for Aboriginal Communities, suicide prevention and other opportunities regarding chronic disease management will be offered throughout the next 2 years.</p>
Target population cohort	Aboriginal and Torres Strait Islander people with a diagnosed chronic condition
Indigenous specific	Yes
Coverage	Whole PHN Region
Consultation	<p>EMPHN has consulted with:</p> <ul style="list-style-type: none"> • CEOs, Executives and Aboriginal health workers from the Aboriginal Community Controlled Organisations (ACCOs) in EMPHN's catchment. • The Victorian Aboriginal Health Service who deliver services in the catchment. <p>A community consultation report was co-commissioned by the Eastern Integrated Service Planning for Aboriginal Communities. The consultation process included:</p> <ul style="list-style-type: none"> • Group Forums • Direct one-to-one discussions <p>This consultation sought input from community members and Aboriginal service staff.</p> <p>Consultation also occurs via direct case management with Aboriginal community members.</p>
Collaboration	EMPHN is collaborating with DHHS on program funding for Aboriginal Communities both now and in the future.

	<p>EMPHN is supporting Aboriginal Community organisations across the Eastern region to provide direction in future funding models through a self – determination approach based on their communities’ feedback.</p> <p>DHHS joint funded the Eastern Integrated Service Planning for Aboriginal Communities with EMPHN and local governments in the region.</p> <p>EMPHN is working with the Indigenous Eye Health Unit (IEHU) at Melbourne University to address the gap in eye health outcomes for Aboriginal Communities. This collaboration is developing health resources and data to identify priorities to develop improved service pathways to enhance access and utilisation of services.</p> <p>EMPHN is collaborating with Aboriginal service providers and Melbourne University on the <i>First 1000 Days Australia</i> project. This collaboration is enhancing program coordination of the health and wellbeing of Aboriginal children into the second year of life. The project will survey the Aboriginal community to provide further insight into the community’s needs and improve service delivery.</p>		
Activity milestone details	Activity is valid for full duration of AWP		
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity the result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? Yes</p> <p>NWMPHN and EMPHN both fund the Victorian Aboriginal Health Service and Banyule Community Health Service to provide the ITC program for our respective regions</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? Yes</p>		
Decommissioning	N/A		
Funding Source	2019-2020	2020-2021	Total

Planned Commonwealth Expenditure – Integrated Team Care Funding	770,031	780,951	1,550,982
Funding from other sources	N/A	N/A	N/A
Funding from other sources			

Proposed Activity 2	
ACTIVITY TITLE	ITC2 – Culturally competent mainstream services
Program Key Priority Area	Indigenous Health
Needs Assessment Priority	Indigenous People: Reconciliation Action to improve cultural understanding (p80)
Aim of Activity	Improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health, and specialists) for Aboriginal and Torres Strait Islander people
Description of Activity	<p>EMPHN will support service providers to improve culturally and socially sensitive practice and continue to support Aboriginal Community organisations and Aboriginal Communities to voice their concerns about service availability and inappropriate practice. This occurs through the IHPO and through the ITC care coordinators and outreach workers when they attend GP visits, allied health appointments and specialist appointments with clients. They advocate for clients through My Aged Care and when clients are trying to access the NDIS.</p> <p>The IHPO has been invited onto the Outer Eastern Regional Aboriginal Governance Committee formed by DHHS. It is hoped that this committee along with committees across Victoria will be a central focus for decision making regarding funding for Aboriginal Communities in the future. EMPHN will work closely with DHHS to ensure there is consistency and collaboration on projects undertaken as they are raised by Aboriginal Communities.</p> <p>The IHPO sits on the Indigenous Eye Health steering group in the East and North of our catchment. These committees engage with community organisations who provide eye health services. The committee addresses access and utilisation issues. EMPHN have developed an action plan that covers areas such as identification, transport, geographical availability, culturally sensitive practice and addressing service gaps and support services for better utilisation of eye health services.</p> <p>The care coordinators and outreach workers will continue to support general practices to engage with and support Aboriginal patients to receive appropriate assessments and screening, as well as the subsidised services they are entitled to. This involves providing GPs and practice staff with information and a better understanding of issues related to Aboriginal patients and how the ITC program can help overcome these issues.</p> <p>The EMPHN Reconciliation Action Plan encompasses activities that will ensure greater awareness of Aboriginal Communities' interests and needs and the reasons these interests and needs need to be addressed. This will increase awareness of indirect discrimination; what policies and practices need to change in order to incorporate better engagement with Aboriginal Communities; and how we can commission services appropriately to support what works regarding self-determination approaches in Aboriginal Communities. Activities under the RAP include policy audits, cultural awareness and cultural competency training; acknowledgement of important Aboriginal dates with ceremonies and presentations; and setting up opportunities for staff to engage with Aboriginal Communities.</p>

	<p>There will be opportunities for ITC staff to attend conferences that target chronic disease management in Aboriginal Communities and strategies to support Aboriginal Communities' health and wellbeing. Training for workers will be made available including Mental Health First Aid training for Aboriginal Communities; suicide prevention workshops; and other training around specialised areas to address major health issues. A survey of worker's professional development needs will provide a basis for future training.</p>
Target population cohort	Aboriginal and Torres Strait Islander people with a diagnosed chronic condition
Indigenous specific	Yes
Coverage	Whole PHN region
Consultation	<p>EMPHN has consulted with:</p> <ul style="list-style-type: none"> • CEOs, Executives and Aboriginal health workers from the Aboriginal Community Controlled Organisations (ACCOs) in EMPHN's catchment. • The Victorian Aboriginal Health Service who deliver services in the catchment.
Collaboration	<p>This activity is performed in collaboration with GPs and GP practice staff, Community Health Service providers, the health networks in our region, Aboriginal advisory groups and health and community service networks such as the Indigenous Eye Health Steering Group, the Yarra Ranges Indigenous Advisory Council</p>
Activity milestone details	Activity is valid for full duration of AWP
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><input checked="" type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>The consultant provides cultural perspective training for GPs, practice staff, psychologists, nurses, allied health and other health and community services staff. EMPHN use direct engagement as this is a very specific and specialised training with RACGP certification requirements.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p>

	3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	N/A		
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – Integrated Team Care Funding	10,000	10,000	20,000
Funding from other sources	N/A	N/A	N/A
Funding from other sources	N/A		