



Australian Government

Department of Health

phn

An Australian Government Initiative

**Primary Health Networks
– *National Psychosocial Support measure*
2018-2019 Activity Work Plan**

ACT PHN

Introduction

Overview

The key objectives of Primary Health Networks (PHN) are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes;
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

The purpose of the **National Psychosocial Support (NPS) measure** is to provide psychosocial support services to assist people with severe mental illness resulting in reduced psychosocial functional capacity who are not more appropriately supported through the National Disability Insurance Scheme (NDIS). These services, in partnership with families and carers (as appropriate), will provide a range of non-clinical community-based support to these individuals to achieve their recovery goals. The NPS measure is being implemented through purpose specific funding to [Primary Health Networks \(PHNs\)](#) to commission these new services.

The objectives of the measure are to:

- support people with severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS;
- improve access to psychosocial support services, mental health outcomes and equity in service availability for the target cohort (only relevant to PHNs based in Queensland);
- reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

These objectives will be achieved through:

- providing for a regional approach that would target psychosocial support services to individual needs, creating flexible, efficient service delivery. Service types may include individual and group support and rehabilitation and peer work.
- improving service coordination for individuals with severe mental illness and associated psychosocial functional impairment, while taking into account supports available across levels of governments, the community and relevant sectors.
- being consistent with the priorities and objectives of the Fifth National Mental Health and Suicide Prevention Plan.
- being focused on psychosocial support services with the aim of contributing to improvements over time in:
 - identification of, and provision of services and outcomes for, people with a severe mental illness and associated psychosocial functional impairment, including those with complex needs, who are not more appropriately funded through the NDIS;
 - more seamless, high quality and earlier psychosocial supports;
 - the efficiency and effectiveness of psychosocial support services across care settings.

As part of this measure, the Commonwealth has bilateral agreements with each jurisdiction regarding their continuing or enhanced investment in psychosocial services. The PHN commissioned services will need to be implemented in a flexible way to complement the State and Territory funded psychosocial support. Further, PHNs will need to consider the services that are currently provided locally by Local Health Networks, ensuring that the PHN commissioned services complement or enhance these existing services and consider how these services can meet the need of their region.

1. Planned activities funded under the – *National Psychosocial Support measure*

Proposed Activities	Description
Activity Title	Co-commissioning of Psychosocial Initiatives
Description of Activity	<p>ACT PHN will work in partnership with ACT Health to co-commission National Psychosocial Support (NPS) activities in the ACT. Commissioning activities will include identification of gaps, co-design of outcomes with stakeholders and procurement and implementation of services based on identified outcomes. As part of the co-commissioning process ACT PHN and ACT Health will pool funds, with ACT PHN being the fund holder for these activities.</p> <p>Sector-led gap analysis and co-design of intended NPS measure outcomes for the ACT PHN region</p> <ol style="list-style-type: none"> 1. ACT PHN and ACT Health will undertake engagement with sector to identify service gaps and areas of need related to psychosocial support in the ACT region. 2. ACT PHN and ACT Health will work in partnership with key stakeholders to co-design an outcomes framework, based on areas of identified need, which will inform the procurement and implementation of services relating to psychosocial supports. <p>Procurement and Implementation of Psychosocial Support services in the ACT PHN Region</p> <ol style="list-style-type: none"> 3. ACT PHN will contract organisations within the ACT region to deliver non-clinical psychosocial support programs or services that are aligned with the outcomes that have been identified by the mental health sector in the ACT PHN region. 4. ACT PHN will develop a streamlined data collection and storage process that will support contracted providers to monitor psychosocial support activities and gather adequate and meaningful data relating to service delivery. <p>To complete these activities ACT PHN will work in collaboration with the ACT Health directorate and key stakeholders to establish a psychosocial support working group. This group will be tasked with identifying the target cohort, areas of needs and gaps, and developing an outcomes framework for the implementation of NPS measures in the ACT PHN region. These activities will inform the subsequent procurement and implementation of services.</p>

	<p>The procurement process will be in the form of an open approach to market, asking potential service providers to outline how they will address NPS outcomes identified through the co-design process within their proposal.</p> <p>ACT PHN will encourage value-based approaches that address cost effectiveness, opportunities for integration and aim to address the outcomes identified through the co-design process outlined above.</p> <p>Joint governance arrangements between ACT PHN and ACT Health are in place for this co-commissioning initiative. These activities will also fall under the Regional Mental Health and Suicide Prevention Plan that is currently under development.</p>				
Measuring Outcomes/Data Collection and Storage	<p>Outcomes and associated indicators will be identified through the co-design process outlined above. These will be further refined through the procurement and implementation process. It is anticipated that outcomes will have a focus on access to psychosocial support services, across the social determinants of health, in a community setting, maintained/improved global functioning and system integration.</p> <p>Contracted organisations will be required to collect and report on client interactions and services provided using a dedicated client information management system associated with NPS services. Contracted service providers will be contractually required to maintain adherence to National Minimum Data Set reporting requirements.</p>				
Consultation/Collaboration/Communication	<p>ACT PHN and ACT Health will work in collaboration with key stakeholders in the region to commission psychosocial support services. This proposed collaborative process is outlined in detail above. Formal consultation is planned with consumers, carers, community sector service providers and primary care clinicians through each stage of the commissioning cycle. Ongoing engagement processes will be established to ensure that consumers, carers and service providers will continue to have opportunities to contribute to and a mechanism to provide feedback in relation to psychosocial support measures once established.</p>				
Timeline	<p>August 2018 – September 2018 – Scoping and Needs Assessment October 2018 – December 2018 – Procurement and Contract development January 2019 – Service delivery commencement</p>				
Risk Management	<table border="1"> <thead> <tr> <th>Risk</th> <th>Mitigation Strategy</th> </tr> </thead> <tbody> <tr> <td>Services do not commence by January 2019 due to tight planning and procurement timeframes</td> <td> <ul style="list-style-type: none"> ACT PHN to allocate additional internal resourcing in engagement and development stage to ensure </td> </tr> </tbody> </table>	Risk	Mitigation Strategy	Services do not commence by January 2019 due to tight planning and procurement timeframes	<ul style="list-style-type: none"> ACT PHN to allocate additional internal resourcing in engagement and development stage to ensure
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		<p>procurement can commence by October 2018</p> <ul style="list-style-type: none"> • Key milestones e.g. service go live, to be articulated in procurement process as compliance requirement • Services to be implemented in a phased way, with initial services going live in January 2019 and being ramped up across the first six months
	<p>Market Weakness/Failure – sophistication/maturity of market to respond to a set of outcomes in procurement process as opposed to explicit service delivery models</p>	<ul style="list-style-type: none"> • Service providers to be engaged as part of development process • Industry briefing to be held prior to procurement commencing to detail how the procurement process will be run and requirements of service providers, including an overview of the outcomes framework