



**Australian Government**

**Department of Health**

**phn**

An Australian Government Initiative

# **Activity Work Plan 2018-2021: Integrated Team Care Funding**

***ACT PHN***

## Overview

### 1. (a) Strategic Vision for Integrated Team Care Funding

ACT PHN has received Australian Government funding to commission Integrated Team Care (ITC) activity for the period 2018-2021. This program aims to contribute to:

- improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through access to care coordination, multidisciplinary care, and support for self-management
- improving 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.

ACT PHN's key strategic activities to contribute to achieving the objectives of the ITC Program are as follows:

1. As the sole Aboriginal community controlled health care organisation within the ACT, Winnunga Nimmityjah Aboriginal Health Service has been commissioned to continue their provision of care coordination and supplementary services for chronic disease clients of their service.
2. For the 2018-2021 period Grand Pacific Health Ltd will continue as the provider for mainstream primary care ITC program delivery. This will ensure continuity of care for Aboriginal and Torres Strait Islander clients who have chosen to manage their chronic disease within mainstream ACT primary care services through the ongoing provision of a Care Coordinator with access to supplementary services and an Aboriginal and Torres Strait Islander Outreach Worker.
3. Across 2018-2021 ACT PHN will continue to directly employ an Indigenous Health Project Officer (IHPO) and ITC General Practice (GP) Advisor. The IHPO will continue to increase awareness and understanding of the Council of Australian Government targets, facilitate working relationships and communication exchanges and collaborate with local Aboriginal and Torres Strait Islander health services and mainstream health services. The GP Advisor will provide support and advice to mainstream general practices across the ACT to support the provision of culturally sensitive services, increase the uptake of the Aboriginal and Torres Strait Islander MBS items, and assist practices to encourage Aboriginal and Torres Strait Islander patients to self-identify. Together the team will provide close liaison with commissioned service providers, internal staff and cross sector agencies to support coordinated team-based approaches to care and service delivery.
4. Under previous ITC contracts ACT PHN has delivered Cultural Awareness training using a workshop model delivered by the Yurauna Centre. In 2018-2021 this will transition towards a model of training focusing on Cultural Awareness, Competency and Safety within the primary care service providers across the ACT. An appropriate commissioned organisation/s for training delivery will be identified via select tender during 2018. This training will then be delivered across 2018-2021.

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

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Start date of ITC activity as fully commissioned	All services under this program were fully commissioned by 1 December 2016.
Is the PHN working with other organisations and/or pooling resources for ITC? If so, how has this been managed?	No
Service delivery and commissioning arrangements	<ol style="list-style-type: none"> <li>1. Winnunga Nimmityjah Aboriginal Health Service has been directly engaged for 2018-2021 to provide Care Coordination and Supplementary Services for patients receiving care via their service.</li> <li>2. ACT PHN undertook a procurement process to commission an organisation/s suitably placed to deliver Care Coordination and Outreach Worker roles to support mainstream general practice. An open approach to the market via an Expression of Interest commenced in June 2016 with the successful applicant Grand Pacific Health Ltd formally engaged in November 2016. Grand Pacific Health is a not-for-profit organisation with experience in delivering a wealth of primary care services to communities. They have been operating for some time in the Illawarra, Shoalhaven, Southern Tablelands and South Coast NSW working closely with general practice. Grand Pacific Health employ a team of Aboriginal Health Workers and non-Indigenous staff delivering services to Aboriginal and Torres Strait Islander people.</li> <li>3. Following a recruitment process an IHPO was employed by ACT PHN in July 2017. The contract of the previous GP Advisor ceased in August 2017 and following a recruitment process a new GP Advisor was engaged in January 2018. Both the IHPO and GP Advisor positions will continue into the 2018-2021 contract period. Together the IHPO and GP advisor will focus on Aboriginal and Torres Strait Islander Health with the aim of improving the integration of care across the ACT PHN region, focussing on planning and developing cross sectional linkages and supporting Care Coordinators and the Outreach Worker.</li> <li>4. ACT PHN will use a select tender process to commission the most suitable organisation/s for delivery of a Cultural Awareness, Safety and Competence training program targeting primary health care organisations for the 2018-2021 period. As the previously commissioned provider the Yurauna Centre will be included as part of this select tender process. Tenders will be sought during July – August 2018 with the program to be implemented by late 2018 and offered through a series of repeat sessions across 2019 – 2021.</li> </ol>

Decision framework	<p>In 2016 ACTPHN completed a comprehensive review of the needs of Aboriginal and Torres Strait Islander people in the ACT as part of the Baseline Needs Assessment (BNA), which included wide stakeholder consultation. A detailed chapter of the findings of the health of our Indigenous people published on the ACT PHN website. The BNA was updated in 2017 – 2018, including a review of the findings for Aboriginal and Torres Strait Islander people. The findings of this review were presented to the members of the ACT PHN Consumer Advisory Council, General Practice Advisory Committee and the joint ACT PHN / ACT Health Clinical Advisory Council, for discussion and recommendation. The findings of the review of the BNA, stakeholder feedback and the internal review of the ACT PHN ITC program were utilised to inform this Activity Work Plan, which has been considered and reviewed by the ACT PHN Board.</p>
Indigenous sector engagement	<p>ACT PHN has a representative on the ACT Health Aboriginal and Torres Strait Islander Health Forum and provides regular updates to the Forum Members. ACT PHN engages with, and seeks advice from, the ACT Aboriginal and Torres Strait Islander Elected Body, the Youth Aboriginal Corporation, and the Aboriginal Health Service. Our ITC team members across our commissioned services and our internal staff are in constant contact with Aboriginal and Torres Strait Islander members of the community.</p>
Decision framework documentation	Yes
Description of ITC Activity	<p><u>Care Co-ordinators</u></p> <ul style="list-style-type: none"> <li>○ Work collaboratively with referring GPs to assist patients to coordinate their care and access required supplementary services.</li> <li>○ Provide support and advice to patients to assist them to self-manage their chronic condition.</li> <li>○ Provide education and support to assist patients to better understand their health condition and treatment.</li> <li>○ Arrange home care or other support services required for patients.</li> <li>○ Liaise with the patient’s health care team as required.</li> <li>○ Arrange transport for health care appointments.</li> </ul> <p><u>Outreach Worker</u></p> <ul style="list-style-type: none"> <li>○ Develop strong links to the community and help local Aboriginal and Torres Strait Islander people make better use of available health care services.</li> <li>○ Undertake non-clinical tasks including community liaison, administration and support for patients in the ITC Program.</li> <li>○ Provide practical assistance and feedback on access issues for patients.</li> </ul> <p><u>Indigenous Health Project Officer</u></p> <ul style="list-style-type: none"> <li>○ Close liaison with commissioned service providers, internal staff and cross sector agencies to support co-ordinated team-based approaches to service provision.</li> <li>○ Increase awareness and understanding across primary health services of the COAG targets to close the gap in Indigenous disadvantage.</li> <li>○ Identify barriers to Aboriginal and Torres Strait Islander people accessing services and work with service providers to implement strategies to overcome these.</li> </ul>

- Coordinate relevant education events including cultural awareness training.
- Prepare briefs and articles for newsletters and other publications and deliver presentations to promote the ITC Program and its outcomes.

GP Advisor

- Close liaison with commissioned service providers, internal staff and cross sector agencies to support co-ordinated team based approaches to service provision.
- Working closely with mainstream general practice to: support the provision of culturally sensitive services; increase the uptake of the Indigenous MBS items, and assist practices to encourage the Aboriginal and Torres Strait Islander patients to self-identify.
- Prepare data reports for general practices to identify their Aboriginal and Torres Strait Islander patients and the type and level of MBS services provided to these patients.

Cultural Awareness Training Provider

- Provision of cultural awareness training sessions for the primary health care community in the ACT.

Aboriginal and Torres Strait Islander HealthPathways

The ACT PHN has implemented a HealthPathways program in partnership with the Southern NSW PHN, ACT Health and SNSW Local Health District (SNSWLHD). This activity involves the development and promotion of integrated patient care pathways. The HealthPathways activity produces an online tool for GPs and other primary health care teams, to help guide patient assessment and management and appropriate referral to local specialist and allied health and community services; and also includes information and resources the GP can provide to the patient.

ACT PHN will develop and include in the HealthPathways program culturally appropriate patient resources specifically for Aboriginal and Torres Strait Islander people.