

Australian Capital Territory - After Hours Primary Health Care 2019/20 - 2023/24 Activity Summary View



AH - 1000 - After Hours Palliative Care Medications



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1000

Activity Title *

After Hours Palliative Care Medications

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description**Aim of Activity ***

To provide a home delivery service to palliative care patients during the after-hours period for prescription medications and other urgent medical supplies.

Description of Activity *

An increasing number of palliative care patients are choosing home base care, with up to 20% of Canberrans receiving palliative care choosing to die at home. The availability of home-based supports extends the time that people can spend at home. The service includes:

- Engagement of two pharmacies, one in the north and one in the south of Canberra to provide a subsidised home-based delivery service for palliative care patients

- Both pharmacies to stock terminal phase medications identified in consultation with prescribers
- Home deliveries for patients in the after-hours period with a tiered pricing structure based on distance from the pharmacy, funding from this activity subsidises the cost.

Additionally, ACT PHN is also undertaking a robust evaluation of the program focusing on outcomes and impact.

Needs Assessment Priorities *

Needs Assessment

ACT PHN Needs Assessment Update 2019/20-2020/21

Priorities

Priority	Page reference
Preventable use of ED and hospitalisation	3
Inadequate access to primary health services and multidisciplinary care	19
Medication Management	19



Activity Demographics

Target Population Cohort

Patients receiving palliative care and their carers that have difficulty in accessing services during the final weeks of life.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Urriarra - Namadgi	80111
Molonglo	80110
Woden Valley	80109
Weston Creek	80108
South Canberra	80106
North Canberra	80105
Gungahlin	80104
Tuggeranong	80107
Canberra East	80103
Belconnen	80101



Activity Consultation and Collaboration

Consultation

Consultation occurred during the planning phase of this service with the ACT Palliative Care Network Members. This Network includes representatives from ACT Health and Calvary Hospitals, ACT Palliative Care Services including Hospice staff and medical specialists, GPs, consumers and ACT PHN.

Collaboration

- ACT Palliative Care Network – promotion and monitoring of the service
- ACT Palliative Care Services – promotion of the service
- GPs – advice to patients/carers regarding the service availability
- ACT community pharmacies – advice to their customers requiring the service in the after-hours period for urgent needs



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



Summary of activity changes for Department

Activity Status

Ready for Submission



AH - 2000 - After Hours Psychological Services at the ACT Walk-in Centres



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2000

Activity Title *

After Hours Psychological Services at the ACT Walk-in Centres

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description**Aim of Activity ***

Deliver a brief psychological intervention service for people presenting to Walk-in centres in the after hours period to reduce demand on the ED and provide care in a more suitable environment for addressing distress.

Description of Activity *

In the 2019/2020 AH AWP, ACT PHN included an activity focusing on innovative models in the after hours period with one of the priorities being mental health. As a result of that activity, ACT PHN went on to commission and integrated model that ensure easy access to mental health services that is:

- Evidence-based
- Integrated with existing mental health services

The service will be available between 6pm-10pm Monday through Friday and 7:30am-10pm on Saturdays and Sundays and delivered in collaboration with local Walk-in Centres. People accessing the centres in psychological distress will be assessed by the nurses at the walk-in centres to determine if they are eligible for this service or should be transferred to ED. The service will be provided to clients over the phone or by video call and will include:

- Brief psychological intervention
- Connection to other services

Needs Assessment Priorities *

Needs Assessment

ACT PHN Needs Assessment Update 2019/20-2020/21

Priorities

Priority	Page reference
Improving access and outcomes for people with mental illness	13
Supporting the mental health workforce	13



Activity Demographics

Target Population Cohort

People experiencing psychological distress

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

ACT PHN has undertaken consultation with Canberra Health Services and has drawn on consultation from the Regional Mental Health and Suicide Prevention Plan.

Collaboration

ACT PHN is working in collaboration with Canberra Health Service Walk-in Centres and a local service provider to deliver this service.



Activity Milestone Details/Duration

Activity Start Date

31/03/2020

Activity End Date

31/12/2020

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

ACT PHN will work with ACT Health and Canberra Health Service to assess the effectiveness of the service and explore joint funding opportunities beyond the initial implementation pilot phase.



Summary of activity changes for Department

Activity Status

Ready for Submission





AH - 4000 - Health Literacy & Health Promotion Campaign



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

4000

Activity Title *

Health Literacy & Health Promotion Campaign

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

To deliver a community-wide health promotion and communication campaign to improve health literacy.

Description of Activity *

ACT PHN will co-design a community wide campaign aimed at improving health literacy. Through the needs assessment consultation process, health literacy and navigating services, particularly in the after hours period is identified as a key issue. The communication and health promotion campaign will: -Encourage people to access primary care at the right time, in the right place. -Encourage people to attend their GPs for usual care -Promotes the availability of after hours services.

A part time resource will be funded through ACT PHN to coordinate codesign and implementation processes.

Needs Assessment Priorities ***Needs Assessment**

ACT PHN Needs Assessment Update 2019/20-2020/21

Priorities

Priority	Page reference
Health literacy including awareness, navigation of services, and confidence in seeking and participating in health	22



Activity Demographics

Target Population Cohort

All people living in the ACT

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

ACT PHN will consult with consumers, carers, and health professional in the design of the campaign.

Collaboration

ACT PHN will collaborate with key partners to inform and co-design the campaign including:

Health Care Consumers Association

ACT Health

RACGP ACT & NSW



Activity Milestone Details/Duration

Activity Start Date

31/07/2020

Activity End Date

30/12/2021

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

ACT will co-design the campaign with consumer input to ensure the messaging is effective.



Summary of activity changes for Department

Activity Status

Ready for Submission



AH - 4000 - Innovative multidisciplinary care models in the after hours period



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

4000

Activity Title *

Innovative multidisciplinary care models in the after hours period

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Workforce

Other Program Key Priority Area Description**Aim of Activity ***

This activity will provide trauma-informed psychological and allied health support to children who have experienced trauma and their families. The objectives of the service are to

- provide flexible, trauma-informed care
- provide integrated care that connects children and families to other services
- work with families to support the safety and wellbeing of the child/children.

Description of Activity *

In FY19/20, ACTPHN undertook a scoping and co-design process to design and commission a multidisciplinary trauma-informed model of care in line with 2019/20 AWP CF4 and AH3.

The after hours component of this activity (which is co-funded from Core and After Hours) provides ensures that services are accessible and available to families when it works for them and ensures that the service can be responsive during weekends and evenings:

- Individual appointments
- Group sessions
- Telephone-based support

Needs Assessment Priorities *

Needs Assessment

ACT PHN Needs Assessment Update 2019/20-2020/21

Priorities

Priority	Page reference
Improving access and outcomes for people with mental illness	13
Supporting the mental health workforce	13
Early intervention in life, illness, and episode	13



Activity Demographics

Target Population Cohort

Children and families with complex social and health needs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Urriarra - Namadgi	80111
Molonglo	80110
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Canberra East	80103
Belconnen	80101



Activity Consultation and Collaboration

Consultation

ACT PHN undertook a thorough co-design and consultation process that included consumers, people with lived experience representatives, from ACT Health and Canberra Health Services, ACT Education, ACT Community Services Directorate, community service providers and health professionals including GPs, nurses, paediatricians, social workers, occupational therapists, and psychologists.

Collaboration

ACTPHN regularly collaborates with key stakeholders around this program including:

ACT Health

ACT Community Services Directorate

The Family Safety Hub

The Office of Mental Health and Wellbeing



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

ACT PHN undertook a thorough codesign process with a range of stakeholders that included:

- A literature review
- A 2 day co-design workshop
- Focus groups
- Individual interviews



Summary of activity changes for Department

Activity Status

Ready for Submission



AH - 5000 - Targeted innovative models of after hours primary care



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

5000

Activity Title *

Targeted innovative models of after hours primary care

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Commission targeted after hours interventions to address specific gaps in service, emerging needs, and health priorities.

Description of Activity *

While the ACT has a range of after hours health services including general practice, ACT Health Walk-in Centres, CALMS, and National Home Doctors Service, there continues to be high utilisation of the ED for low acuity concerns and high rates of utilisation in the after hours period. ACT PHN will work with General Practices to develop innovative models of care that increase access to primary care services in the after hours period and/or reduce ED utilisation during the after hours period through innovative service delivery with a focus on: • Older person's health • Digital health • At-risk populations • Responding to emerging needs resulting from the COVID-19 pandemic.

This activity has been modified to reflect the need to partner with General Practices to develop models of care, as procurement related to this activity in 2020/21 failed.

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Access to and quality of care for at-risk populations	22
Affordability of services	3
Preventable use of ED and hospitalisation	3
Inadequate access to primary health services and multidisciplinary care	19

**Activity Demographics****Target Population Cohort**

Various including:

- People with disability
- People with mental illness
- Older Australians
- General public

In Scope AOD Treatment Type ***Indigenous Specific ***

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes

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Urriarra - Namadgi	80111
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Canberra East	80103
Belconnen	80101



Activity Consultation and Collaboration

Consultation

ACTPHN undertook consultation throughout the needs assessment process with primary health care professionals and advisory councils.

Collaboration

ACT PHN will work with ACT Health to ensure integration across all after hours services including newly commissioned services under this activity. We will also work with evaluation partners to evaluate the services' impact on ED use in the after hours period and the co-designed outcomes.



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



Summary of activity changes for Department

Activity Status

Ready for Submission

