

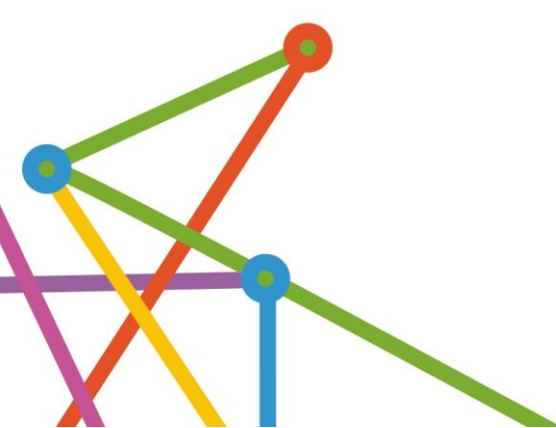


# PHN Activity Work Plan

**Summary View  
2020/2021 – 2023/24**

**Community Health and Hospital Program  
Perth North PHN**

**Presented to the Australian Government Department  
of Health**



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# CHHP 1000 - Primary Healthcare Hubs - Wanneroo

## Activity Title

Primary Healthcare Hubs - Wanneroo

## Activity Number

1000

## Existing, Modified or New Activity

Existing

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## Program Key Priority Area

Mental Health

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## Aim of Activity

To establish Local Primary Healthcare Hubs in the Wanneroo Local Government Area, to enhance primary care capacity to respond to mental health and drug and alcohol issues; and strengthen service capacity in the community to link with acute services to facilitate timely discharge and continuity of care.

This activity will also aim to alleviate the inequitable impact of treatment burden on a patient living with complex health needs, reduce service fragmentation, enhance care navigation, and decrease referral failure rates and treatment dropouts.

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## Description of Activity

To develop and implement Primary Healthcare Hubs offering both treatment and treatment support services for those who are at risk of or living with mental health and/or alcohol and other drug problems and who have few personal resources.

Rather than simply increasing specialist provision, the establishment of the local Primary Healthcare Hubs will enable the strengthening and expansion of the generalist base by providing horizontal integration to support general practice and allied health services. This will reduce system fragmentation as the general practitioner and a nurse generalist are the primary patient contact, able to access specialist support as needed. Moreover, generalists are far better able to adapt their practice to the changing and multimorbid needs of the target group their community.

The project will establish:

- a small, self-managed team of nurse generalists who will support general practitioners and their patients, particularly those who have poor informal resources to engage with and maintain treatment. Essential to the team's functioning, they connect with non-government organisations and other providers in the local community, such as alcohol and other drug services, who can be brought in as necessary.

- an enhanced treatment support within the formal system for those who lack the personal resources necessary to equitably engage with care effectively.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups.

## WAPHA Needs Assessment Priorities

Priorities	Page reference
PNAOD3.1 Promote integration and coordination care pathways for clients with comorbid chronic conditions and mental health and alcohol and other drug.	100
PNMH2.3 Increase access to early intervention services to prevent escalating acuity and reduce the burden on acute and emergency department services.	95
PNMH2.3 Increase access to low cost- local mental health services in outer-suburbs and areas with limited-service availability but high demand.	95
PNAOD3.3 Increase access to community-based early intervention and harm reduction services in areas of with high rates of harmful alcohol and other drug use.	101

## Coverage

The Perth North PHN area of Wanneroo.

## Activity Duration

Activity Start Date 1 January 2020

Activity End Date 30 June 2023

## Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
CHHP – Primary Healthcare Hubs	\$1,336,080.00	\$1,459,200.00	\$1,550,400.00	\$0.00	\$4,345,680.00
Total	\$1,336,080.00	\$1,459,200.00	\$1,550,400.00	\$0.00	\$4,345,680.00

# CHHP 2000 - headspace Waitlist Strategy

## Activity Title

headspace Waitlist Strategy

## Activity Number

2000

## Existing, Modified or New Activity

Existing

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## Program Key Priority Area

Menta Health Priority Area 2: Child and youth mental health services

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## Aim of Activity

To increase the efficiency and effectiveness of primary mental health services for young people aged 12 to 25 with, or at risk of, mental illness by:

- improving data collection and reporting on headspace wait times
  - improving access to and integration of primary mental health care services, to ensure young people with mental illness receive the right care in the right place at the right time by - reducing wait times for clinical services at designated headspace centres for young people with the highest need.
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## Description of Activity

This activity is part of the headspace Wait Time Reduction Program which:

- identifies existing headspace services experiencing high wait times for clinical services and develops and implements activities and initiatives to assist in reducing these wait times.
- supports the long-term sustainability of the headspace program by improving access to services, appropriately managing demand, and improving the health outcomes of young people aged 12 to 25 with, or at risk of, mental illness, and their families.
- increases access to clinical support through a dedicated online support service for young people in areas experiencing increased demand (provided by headspace National).
- improves data collection and reporting on headspace wait times to support planning, research, and analysis of headspace service demand.

The Perth North Primary Health Network (PHN) headspace Wait Time Reduction activity is a collaborative approach in partnership with headspace National and the relevant Lead Agencies. Initial priorities include:

- improving data collection and reporting on headspace Joondalup's wait times to

support planning, research, and analysis of headspace service demand.

- provision of non-recurrent funding through to 30 June 2022 to maintain service in the far northern coastal corridor of the Perth Metropolitan area, following a successful trial of a co-location/outreach support.
- seeking long-term solutions to accessibility by developing wait time reduction strategies for young people residing in the far northern coastal corridor (City of Wanneroo) with and without additional funding options.
- utilising headspace National's advice and resources to support demand management strategies including enhanced workforce and improved prioritisation and wait time reduction procedures.

In the medium-term:

- the PHN will consider the application of funding to address waitlist management at other headspace centres (with a focus on centres which share boundaries with headspace Joondalup).

In the longer-term:

- WA Primary Health Alliance will consider a system-based approach for the benefit of all WA headspace centres (including headspace Joondalup). This will involve the development of processes and protocols (and consideration of contractual obligations) which will be shared and embedded across the network.
- This will also include reporting and early intervention / implementation of place-based strategies.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups.

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## WAPHA Needs Assessment Priorities

Priorities	Page reference
PNMH2.3 Increase access to early intervention services to prevent escalating acuity and reduce the burden on acute and emergency department services.	95
PNMH2.3 Increase access to low cost- local mental health services in outer-suburbs and areas with limited-service availability but high demand.	95
PNMH2.5 Support mental health care providers to adopt culturally appropriate models of care for culturally and linguistically diverse groups.	96
PNMH2.9 Increase access to mental health services for youth experiencing moderate to severe mental health conditions.	98

## Coverage

The whole Perth North PHN region

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## Activity Duration

Activity Start Date 1 July 2019

Activity End Date 30 June 2022

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## Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
CHHP – headspace Waitlist Strategy	\$346,045.13	\$346,045.13	\$0.00	\$0.00	\$692,090.26
Total	\$346,045.13	\$346,045.13	\$0.00	\$0.00	\$692,090.26

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# CHHP 3000 - Choices Expansion

## Activity Title

Choices Expansion

## Activity Number

3000

## Existing, Modified or New Activity

Modified

## Program Key Priority Area

Mental Health

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## Aim of Activity

To improve the health and wellbeing of vulnerable and disadvantaged people who have frequent contact with both hospital emergency departments and magistrate's courts (where practicable) by linking these individuals, who would previously be discharged to their own recognisance, with place-based community service providers. A key aspect of the service is the utilisation of peer workers and connecting service users to general practice.

This activity will link to three areas:

1. supporting community service providers to coordinate and better integrate recovery orientated clinical care and physical health care services across a range of sectors and agencies as part of a stepped care approach.
2. negotiating pathways with state-based services for individuals who have had a recent suicide attempt and can be appropriately managed in primary care.
3. joint regional planning to promote integration.

The Perth North Primary Health Network (PHN) will aim to:

- support general practitioners and their patients with severe mental illness who can most appropriately be managed in primary care settings (i.e., individuals who do not require more specialised and intensive service delivery within the state and territory managed specialised mental health system.
- plan for the provision and support of services for people across the lifespan, including children and youth.
- promote referral pathways for the physical health needs of people with severe mental illness particularly via general practitioners.
- establish linkages between clinical services and psychosocial supports.
- develop clear assessment and referral pathways with state-based mental health services, particularly following a recent suicide attempt.
- facilitate a seamless continuum of care through cross-sectoral and agency service integration.

The project expands on a PHN Program activities MH 3000 - Psychological therapies for



under-serviced and/or hard to reach groups, MH 6000 - Integrated Aboriginal mental health and suicide prevention services and DATS 1000 - Community Treatment and Support Services and incorporates elements from Priority Area 4: Mental health services for people with severe and complex mental illness including care packages.

The Choices mental health program is for people with moderate and, in some cases, severe mental illness and is targeted at those who lack the resources (material and non-material) to manage “acute” personal difficulties and, as a result, enter the healthcare system as “crisis” or “social care” presentations, characterised by:

- insufficient informal personal supports to manage crises
- mild, moderate and, in some cases, severe mental illness
- significant associated functional impairment (days out of role)
- alcohol and other drugs comorbidity/intoxication
- being unable to equitably access MBS (Medicare Benefit Schedule) treatments due to a constellation of overlapping factors, including
  - job insecurity
  - material disadvantage
  - social isolation
  - poor health literacy
  - other social, economic, cultural, and personal reasons
- poorly developed self-regulation and problem-solving skills.

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## **Description of Activity**

The Choices service was initially designed around individuals with poor personal and social supports who were “frequent attenders” at Royal Perth Hospital emergency department or the Perth Magistrates court. Data in support of the original program showed that these were not separate groups but, in fact, substantially the same people. Many individuals had been episodically cycling through the social welfare, justice, and healthcare systems in this way over many years. Emergency department presentations were often for acute stress reactions in the context of a situational crises, whilst court attendance was mostly for minor public order offending or petty theft whilst intoxicated. As a group they are characterised by impulsivity, poor emotional regulation, and problem-solving skills against a background of socioeconomic disadvantage, poor personal and social supports.

The Choices service is designed to in-reach into the emergency departments to assist these high frequency users, as well as others judged to be at-risk to get off the “crisis cycle” by providing a peer worker and case worker to assist them to connect with a wide range of community supports. These supports are time limited and not designed to meet any ongoing health and welfare needs.

A unique aspect of the service is the use of peer workers to engage with people in settings that are often confronting. Peers will provide brief interventions and immediate support for people. As a client in the Choices program the team can assist clients with providing personalised support including, engaging with mental health and alcohol and other drug

services as well as other supports such as accommodation and financial services, utilising a range of strategies such as low intensity psychological interventions, stress management, shared problem solving, goal setting and motivational interviewing.

Additional to the current service offering under Choices is the proposed addition of a single (metropolitan wide) mobile specialist team which is intended to manage complex post-traumatic stress disorder, as a small but significant number of individuals meeting these criteria were identified in the Choices referrals with no obvious on-referral pathway.

A single mobile team will work across all sites Perth North PHN and Perth South PHN to:

- provide immediate support to people referred to Choices or are clients of Choices who present symptoms of complex post-traumatic stress disorder and require comprehensive specialist assessment, care planning and specialist treatment.
- manage the on-referral of individuals into suitable treatment services.
- provide upskilling and support to Choices team including peer workers to identify symptoms of complex trauma post-traumatic stress disorder in addition to skills in managing own self-care.

Central to the provision of Choices provides short-term treatment and support that is coordinated and integrated, and able to meet individual needs.

It is proposed that this activity incorporate an independent outcomes evaluation, in partnership with North Metropolitan and South Metropolitan Health Service. Using the existing Choices evaluation published in 2020 by University of Western Australia as a baseline, further evaluation will measure impact of the expansion with a focus on patterns of acute care use.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups

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## **WAPHA Needs Assessment Priorities**

<b>Priorities</b>	<b>Page reference</b>
PSGP1.9 Reduce non-urgent Emergency Department attendances and improve access to alternative services.	91
PSGP1.10 Promote integration and coordination care pathways for clients with comorbid chronic conditions and Mental Health and alcohol and other drug.	92
PSMH2.1 Engage with Primary Health Care providers, Local Hospital Networks, and other health service providers to improve transitions of care, care coordination and service linkages.	96

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## Coverage

The Perth North PHN areas of Swan, Armadale, Mandurah.

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## Activity Duration

Activity Start Date 1 February 2020

Activity End Date 30 June 2023

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## Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
CHHP- Expansion of Choices Service	\$684,000.00	\$1,048,800.00	\$1,249,896.00	\$0.00	\$2,982,696.00
Total	\$684,000.00	\$1,048,800.00	\$1,249,896.00	\$0.00	\$2,982,696.00

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