

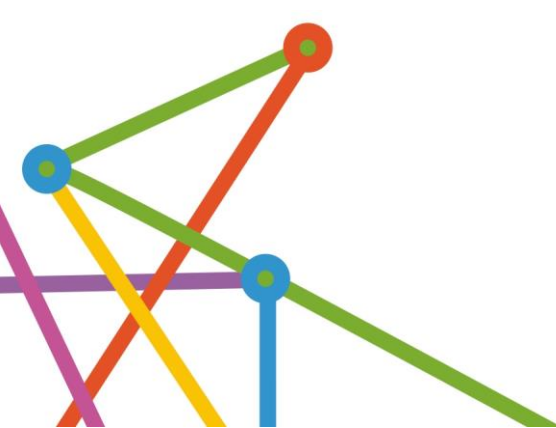


PHN Activity Work Plan

**Summary View
2020/2021 – 2023/24**

**After Hours Primary Health Care
Perth North PHN**

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



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AH 2000 - After Hours Support for disadvantaged/vulnerable and homeless populations

Activity Title

After Hours Support for disadvantaged/vulnerable and homeless populations

Activity Number

2000

Existing, Modified or New Activity

Existing

Program Key Priority Area

Population Health

Aim of Activity

To reduce the number of potentially preventable hospitalisations by meeting the primary health care needs of vulnerable homeless people and those who have been housed through the 50 Lives 50 Homes Project.

Utilising core operational health systems improvement funding (activity HSI 1000 - Health System Integration), determination of the degree to which these services are making an impact on the health needs of these populations, will be achieved to ensure that the provider is meeting their contractual obligations.

Description of Activity

The 50 Lives 50 Homes Program is a collaborative approach to house and provide support for Perth's most vulnerable people experiencing homelessness. The project supports a nursing service to address the chronic health conditions of a vulnerable population of people who have a range of health needs and are being supported because of their psycho-social needs.

The After-Hours Support for the 50 Lives 50 Homes Program will continue to 30 June 2021 when the funding ceases. Transition planning will be undertaken with providers and stakeholders to end the service by 30 June 2021, consistent with the term of the funding, or to move services deemed as a priority moving to another funding stream.

StreetDoctor is a mobile general practitioner clinic offering a bulk billed health service that aims to improve patient health outcomes and reduce hospitalisation for marginalised people of all ages. StreetDoctor provides the services of a conventional practice. The service is staffed by a doctor and a nurse, with outreach workers and a mental health outreach worker providing support to those accessing the clinic services. The clinic operates on a drop in/walk in basis from five different locations covering the CBD and eastern metropolitan region of Perth. Other commissioned services may be considered that support the needs and health issues of the target group.

The Primary Health Network (PHN) will continue to develop and maintain a close working relationship with the contracted service providers and will formally review the services at six- and twelve-month intervals using a diverse range of data collection methods (i.e. provider reports, referral agency feedback, patient feedback) to determine how well targeted and efficient the services are, and how effective the service and systems are in relation to patient experience, patient health outcomes, service/system integration and service sustainability including provider experience/governance.

Using revised outcome maps and evaluation reports which provide both provider and client reported outcomes and other relevant data, the PHN will evaluate the performance of the services and determine whether, and to what extent, a reshaping of the structure of supply is required.

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
PNGP1.7 Reduce non-urgent emergency department attendances and improve access to alternative services.	90
PNGP1.12 Promote alternatives to Emergency Department care for non-urgent health conditions and increase access to GP after-hour services.	93

Coverage

The whole Perth North PHN region.

Activity Duration

Activity Start Date 1 July 2019

Activity End Date 31 December 2022

Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
After Hours	\$1,154,961.28	\$160,144.31	\$0.00	\$0.00	\$1,315,105.59
Total	\$1,154,960.28	\$160,144.31	\$0.00	\$0.00	\$1,315,105.59

AH 3000 - After Hours Integrated Mental Health, Suicide Prevention and Drug and Alcohol Treatment

Activity Title

After Hours Integrated Mental Health, Suicide Prevention and Drug and Alcohol Treatment

Activity Number

3000

Existing, Modified or New Activity

Existing

Program Key Priority Area

Alcohol and other Drugs and Mental Health

Aim of Activity

To provide greater access to mental health and alcohol and drug services in areas where local need and local support for addressing those needs has been demonstrated.

With the support of core operational health systems improvement funding (activity HSI 1000 - Health System Integration) to determine the degree to which these services are making an impact on the health needs of the populations they serve and to ensure that the providers are meeting their contractual obligations.

Description of Activity

In the Perth North West this activity aims to extend services for clients and their families experiencing harm from alcohol and drug use in Joondalup and Two Rocks and extend counselling support services for women experiencing harm from alcohol and drug use and mental health issues into the afterhours space.

In the north-east this activity aims to extend alcohol and other drug counselling service provision into the after hours for clients and their families affected by drug and alcohol issues.

Other commissioned services may be considered that support the needs and health issues of the target group.

The Primary Health Network (PHN) will continue to develop and maintain close working relationships with contracted service providers and will formally review services at six- and twelve-month intervals using a diverse range of data collection methods (i.e. provider reports, referral agency feedback, patient feedback) to determine how well targeted and efficient services are and how effective services and systems are in relation to patient

experience, patient health outcomes, service/system integration and service sustainability including provider experience/governance.

Using revised outcome maps and evaluation reports which provide both provider and client reported outcomes and other relevant data, the PHN will evaluate the performance of services and determine whether, and to what extent, a reshaping of the structure of supply is required.

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
PNMH2.6 Increase access to mental health specific services to support women and mothers with babies.	96
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 areas of Joondalup, Swan, Wanneroo.

Activity Duration

Activity Start Date 1 July 2019

Activity End Date 31 December 2022

Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
After Hours	\$585,159.61	\$30,834.49	\$0.00	\$0.00	\$615,994.10
Total	\$585,159.61	\$30,834.49	\$0.00	\$0.00	\$615,994.10

AH 6000 - Urgent Care Clinics Public Awareness and Education Campaign

Activity Title

Urgent Care Clinics Public Awareness and Education Campaign

Activity Number

6000

Existing, Modified or New Activity

Existing

Program Key Priority Area

Population Health

Aim of Activity

To reduce primary care type presentations at emergency departments by building knowledge and raising awareness among consumers about their options as part of a larger project to provide alternative and optimal urgent care options in a general practice setting.

Description of Activity

WA Primary Health Alliance has partnered with the WA Department of Health (DoH) to address behavioural change encouraging people to choose primary care over hospital options. The optimal urgent care model has been identified as a General Practice Urgent Care Network (GPUCN), with membership for existing general practices demonstrating direct action towards integrated urgent care, supported by development and implementation of a public awareness campaign to improve urgent care awareness and knowledge, and demonstrated use of the GPUC Network.

The GPUCN consists of 130 metropolitan general practices and 7 general practices in the South West region of WA. The GPUCN enables urgent care services to be provided by general practitioners within a general practice with identified available capacity to manage walk-in or booked urgent care appointments.

A key component of the GPUCN pilot is the handover of patients from the GPUCN to the patient's usual general practitioner. This is being facilitated by use of the MEDrefer platform which connects to the practice software and populates the clinical handover information for easy submission by the general practitioner to the patient's usual practice. Deidentified data is also captured for use in the pilot evaluation.

Practices can apply to join the GPUCN at any time. They are accepted into the network if they demonstrate the minimum expectations for how urgent care services are to be delivered within the GPUCN pilot. Membership to the GPUCN Pilot allows primary care urgent

care providers endorsement within the DOH and WA Primary Health Alliance’s community education and awareness campaign, support for improving lines of communication with public hospital emergency departments, opportunities for networking and direct contribution to the development of future policy and strategy for urgent care services in WA.

Success of the GPUCN is dependent on people’s awareness and acceptance of such services. It is intended that the GPUCN will assist people’s knowledge of primary care urgent care, options for management of urgent care, and specific locations for where urgent care can be managed. The GPUCN pilot has leveraged the National Health Services Directory and the booking platform vendors to create an Urgent Care landing page with shows all the general practices participating in the network and their next available urgent care appointment. This appointment is able to be booked directly via the landing page via either HealthEngine or HotDocs.

Training for general practice staff to up skill in urgent care is a key component of the pilot. This includes general practitioner’s, practice nurses and other administration staff who manage the reception desk.

There is a public awareness and education campaign for the Urgent Care Clinics which is co-funded by WA DOH. This campaign included the development of the web interface and the public awareness campaign running on billboards, television and online platforms across the metropolitan area and the South West region.

The Primary Health Network (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
PNGP1.7 Reduce non-urgent emergency department attendances and improve access to alternative services.	90

Coverage

The whole Perth North PHN region.

Activity Duration

Activity Start Date 01 July 2019

Activity End Date 31 December 2021

Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
After Hours	\$354,910.53	\$89,558.73	\$0.00	\$0.00	\$444,469.26
Total	\$354,910.53	\$89,558.73	\$0.00	\$0.00	\$444,469.26

AH 7000 - HealthPathways – Aged Care Pathways Content Expansion

Activity Title

HealthPathways – Aged Care Pathways Content Expansion

Activity Number

7000

Existing, Modified or New Activity

Existing

Program Key Priority Area

Aged Care

Aim of Activity

HealthPathways WA is a secure web-based portal with information on patient assessment, management, and referral pathways to assist clinicians in navigating patients through the complex primary, community and acute health care system in Western Australia.

The activity will utilise WA Primary Health Alliance’s proven HealthPathways methodology to undertake a comprehensive review of current Aged Care HealthPathways clinical stream. A determination of potential improvements to address unmet areas or improvements will be completed and required action addressed through the development and update of clinical and service information pages.

Description of Activity

This activity will include:

1. Establishing a Clinical Working Party to inform the development of additional content and/or pathways and convene a Clinical Working Group to scope gaps and issues. The Working Party will consist of:
 - a small group of geriatricians, general practitioners, and service providers to review and provide input on pathways, meeting monthly.
 - a larger group of clinicians, allied health, and service providers, convening twice to identify gaps and issues which can be addressed within the pathways.
2. Development of additional HealthPathways content including clinical and service information. The activity includes expansion of the current pathways to include more comprehensive service listing and additional pathways including but not limited to:
 - aged care and disability
 - health screening in the elderly
 - CALD support within elderly populations

3. General practitioner education based on the developed pathways. This activity will involve a series of five webinars held in the evenings. The webinars will be delivered by specialists involved in the working groups.

WAPHA Needs Assessment Priorities

Priority	Page reference
PNGP1.11 Improve the management of chronic conditions for ageing populations, including a reduction in unnecessary hospitalisations, an increase in palliative care services and advance care planning.	92

Coverage

The whole Perth North PHN region.

Activity Duration

Activity Start Date 25 Jan 2021

Activity End Date 31 Dec 2021

Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
After Hours	\$145,000.00	\$0.00	\$0.00	\$0.00	\$145,000.00
Total	\$145,000.00	\$0.00	\$0.00	\$0.00	\$145,000.00
