

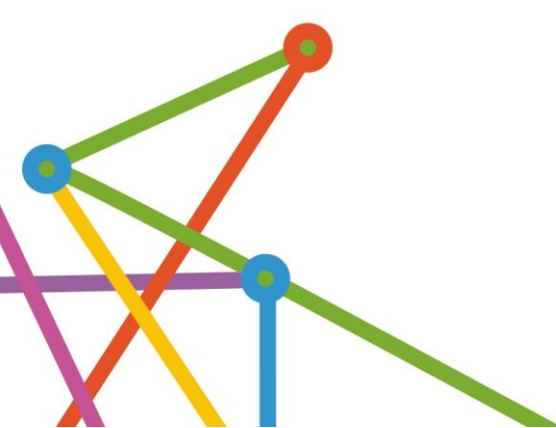


# PHN Activity Work Plan

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

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

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



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# AH 1000 - After Hours Primary Health Care

## Activity Title

After Hours Primary Health Care

## Activity Number

1000

## Existing, Modified or New Activity

Existing

## Program Key Priority Area

Population Health

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## Aim of Activity

To reduce the number of non-urgent emergency department presentations and to provide afterhours primary health care services in areas where local need and local support for addressing those needs has been demonstrated.

Utilising support of core operational health systems improvement funding (activity HSI 1000-Health System Integration) this activity aims to determine the degree to which this service is making an impact on the health needs of the populations it serves, and to ensure that the provider is meeting their contractual obligations.

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## Description of Activity

Armadale After Hours Service will continue to be funded to address the primary health needs of people living in a disadvantaged area of Perth South Primary Health Network (PHN) and who require after hours primary care.

As the service does not operate during the day, it is not an accredited general practice and therefore is not eligible for the After Hours Practice Incentives Program (PIP) payment.

The PHN will continue to develop and maintain close working relationships with the contracted service provider and will formally review the service 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 service is, 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 service and determine whether, and to what extent, a reshaping of the structure of supply is required.

In addition, WA Primary Health Alliance is currently working with general practices across the metropolitan area including Perth North and South PHN to develop a network of practices

providing urgent care appointments in the peak emergency department presentation periods for Triage Categories 4 and 5. This includes after hours coverage and will be used to upskill and support the general practitioner workforce (see AWP activity AH 4000 - Urgent Care Clinics Public Awareness and Education Campaign).

The pilot initiative has been jointly developed with WA Primary Health Alliance, WA Department of Health, Australian Medical Association WA, and the WA Faculty of the Royal Australian College of General Practice. Inclusion in the GP Urgent Care Network (GPUCCN) is open to all metropolitan general practices which meet a defined set of criteria. An expression of interest process was undertaken in May 2019. The pilot runs for 18 months from 1 June 2019.

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
PSGP1.9 Reduce non-urgent Emergency Department attendances and improve access to alternative services.	91
PSGP1.14 Promote alternatives to Emergency Department care for non-urgent health conditions and increase access to GP after-hour services.	94

### Coverage

Armadale, Gosnells, Canning

### Activity Duration

Activity Start Date 1 Jul 2019

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	\$226,059.60	\$18,299.37	\$0.00	\$0.00	\$244,358.97
Total	\$226,059.60	\$18,299.37	\$0.00	\$0.00	\$244,358.97

# 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

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## Aim of Activity

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

The activity will coordinate people's physical and mental health care to sustain their tenancies.

Utilising support of core operational health systems improvement funding (activity HSI- 1000 Health System Integration), to determine the degree to which this service is making an impact on the health needs of this population, will be achieved to ensure that the provider is meeting their contractual obligations.

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## Description of Activity

The 50 Lives 50 Homes Program provides 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.

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

Funding will be continued for After Hours Primary Health Care – After Hours Support for the 50 Lives 50 Homes Program.

The Primary Health Network (PHN0 will continue to develop and maintain a close working relationship with the contracted service provider and will formally review the service 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 is; 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 service 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
PSGP1.5 Reduce rates of PPHs by working with primary care providers to target specific areas where there are higher than state rates.	89

### Coverage

The Perth South PHN locations of Armadale, Bunbury, Belmont – Victoria Park.

### Activity Duration

Activity Start Date 1 Jul 2019

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	\$1,373,066.72	\$143,244.87	\$0.00	\$0.00	\$1,516,311.59
Total	\$1,373,066.72	\$143,244.87	\$0.00	\$0.00	\$1,516,311.59

# 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

Mental Health

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## 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) this activity aims to determine the degree to which these services are making an impact on the health needs of the populations it serves and to ensure that the provider is meeting their contractual obligations.

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## Description of Activity

Funding will continue to be provided for afterhours community alcohol and drug services treatment and support for individuals and/or their families who are experiencing harm from alcohol and drug use.

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.

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### WAPHA Needs Assessment Priorities

Priorities	Page reference
PSAOD3.3 Increase access to community-based early intervention and harm reduction services in areas of with high rates of harmful alcohol and other drug use.	103

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### Coverage

The Perth South PHN locations of Armadale, Fremantle, Gosnells, Rockingham.

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### Activity Duration

Activity Start Date 1 Jul 2019

Activity End Date 31 Dec 2021

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### Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
After Hours	\$506,703.25	\$0.00	\$0.00	\$0.00	\$506,703.25
Total	\$506,703.25	\$0.00	\$0.00	\$0.00	\$506,703.25



# AH U5000 - Strengthening General Practice in WA: Comprehensive Primary Care

## Activity Title

Strengthening general practice in WA: Comprehensive Primary Care

## Activity Number

U5000

## Existing, Modified or New Activity

Existing

## Program Key Priority Area

Population Health

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## Aim of Activity

This activity complements the existing practice support offered through the Primary Health Networks (PHN) Core Operational funding stream for activities GPS 1000 - General Practice Support.

The Comprehensive Primary Care (CPC) program aims to integrate primary health services to address fragmentation, provide a seamless patient experience, and support effective communication and continuity of care across after hours service providers and a patient's regular general practitioner.

This activity will build capacity, capability, and sustainability through collaboration with Perth South general practice and increase the overall health of communities, reducing potentially preventable hospitalisations and non-urgent emergency department presentations. The activity will develop sustainable general practice business models which increase access to CPC services and reduce reliance on hospital emergency departments. It will increase access to skilled, integrated, multi-disciplinary teams which work to the top of their scope, increasing access to comprehensive health services including equity of access to after-hours care.

This activity develops innovative solutions to address service gaps and improve access to primary health care, ensuring the needs of vulnerable and rural and remote populations.

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## Description of Activity

This initiative focuses on working collaboratively to build capacity, capability, and sustainability of general practice to improve availability of general practitioner services. This will ensure a robust and continuous primary care system within country to support overall community health and reduce the reliance on hospital after hours services and potentially

preventable hospitalisations.

An emphasis on collaboration with general practice, primary care services and allied health professionals addresses gaps in care to provide a seamless patient experience and reduce the impact of maldistribution of the workforce.

Perth South PHN will continue to deliver CPC with activity listed below:

- CPC practices are supported by the PHN to lead and develop practice teams which support the provision of sustainable primary care services in country, including access to after-hours care as appropriate.
- CPC build practices that are scalable, sustainable, adaptive to future changes and promote healthy communities to reduce reliance on hospitals, particularly after-hours and emergency services.
- CPC practices plan, collect, manage, and use data to optimise practice and business performance, and maximize patient health and population health outcomes with a focus on using data for quality improvement purposes, business viability, sustainability, and patient-centred care.
- CPC practices develop, and improve, sustainable quality improvement systems and processes to provide optimal health services in rural and regional WA. CPC practices aim to improve continuity of care with allied health, tertiary and secondary services to reduce the maldistribution of the health workforce including provision of innovative workforce programs such as medical practice assistants and non-dispensing pharmacists.
- CPC practices improve emergency response planning to maintain after hours and emergency services (provision of Emergency Response Planning Tool) and engage with the community to provide services which are place-based and address gaps in service.
- CPC practices improve coordination and continuity of care to support patients and ensure better health and seamless primary care.
- CPC practices will continuously improve business and clinical systems and processes to optimise the performance of the practice, using small, rapid cycles of quality improvement using the Plan Do Study Act model which has been demonstrated to have significant benefits against the Quadruple Aim.
- CPC practices have access to leadership and change management training; provision of expert advice; assistance with sustainable business models and financial modelling to support viable general practices; thorough analysis of practice data to enable quality improvement activities with a view to sustainability including patient feedback; a regional community of practice – a support network of other CPC partnership practices, to network, share lessons learned and best practice; training to support general practices in the use of clinical software programs.

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
CGP1.2 Support primary care providers to improve the management of patients with chronic conditions and reduce unnecessary hospitalisations through effective care pathways.	105

### Coverage

The whole Perth South PHN region.

### Activity Duration

Activity Start Date 01 Mar 2020

Activity End Date 31 Dec 2022

### Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
After Hours	\$360,000.00	\$800,000.00	\$0.00	\$0.00	\$1,160,000.00
Total	\$360,000.00	\$800,000.00	\$0.00	\$0.00	\$1,160,000.00

# 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

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## 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.

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## 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 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

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### **Coverage**

The Perth South PHN locations of Armadale, Belmont–Victoria Park, Bunbury, Canning.

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### **Activity Duration**

Activity Start Date 01 Jul 2019

Activity End Date 31 Dec 2022

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**Activity Planned Expenditure**

<b>Funding Stream</b>	<b>FY 20 21</b>	<b>FY 21 22</b>	<b>FY 22 23</b>	<b>FY 23 24</b>	<b>Total</b>
After Hours	\$506,722.72	\$183,455.76	\$0.00	\$0.00	\$690,178.48
Total	\$506,722.72	\$183,455.76	\$0.00	\$0.00	\$690,178.48

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# 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

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## 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 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.

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### WAPHA Needs Assessment Priorities

Priority	Page reference
PSGP1.13 Improve the management of chronic conditions for ageing populations, including a reduction in unnecessary hospitalisations, an increase in palliative care services, advanced care planning and increase awareness of programs and services.	94

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### Coverage

The whole Perth South PHN region.

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### Activity Duration

Activity Start Date 25 Jan 2021

Activity End Date 31 Dec 2021

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### Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
After Hours Funding	\$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