

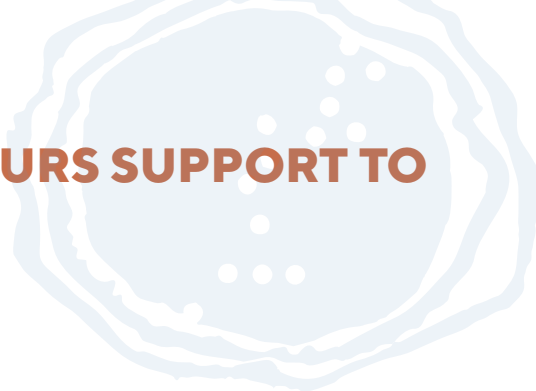
Western Queensland Primary Health Network

AH – After Hours Primary Health Care

2019-20 – 2023-24 Activity Work Plan



ACTIVITY AH1 (21-22) AFTER HOURS SUPPORT TO GENERAL PRACTICE



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Primary Health Care Support

AIM OF ACTIVITY

To build capacity and innovation in primary health care in a rural and remote region

DESCRIPTION OF ACTIVITY

The WQPHN Practice Capability and Innovation Team will undertake a number of deliberate strategies designed to increase the capacity and scope of local General Practice networks (including private, AICCHO, and HHS), that will directly result in reduced unplanned out of hours support, including ED presentations :

- through the adoption of best practice and quality improvement activity that supports the uptake of practice accreditation and PIP
- ensure meaningful use of digital health systems to streamline the flow of patient information
- implement innovative modalities of service delivery including telehealth care in support of after hours services
- work with partner organisations to identify and implement evidenced-based systematic support, to improve the sustainability of after hours primary health care
- assist with strategies for the repatriation of patients presenting as Category 4 and 5 to EDs across the region to be enrolled in the WQ Health Care Home Model of Care (WQ HCH MoC)
- continue to build relationships with existing After Hours services with a focus on Hospital and Health Service Emergency Departments, to review pathways to fast track access to services or repatriate appropriate patients to General Practice
- monitor and review information flows and health intelligence, including practice data, in the after-hours period, e.g. access to the QHealth viewer and My Health Record, to ensure timely provision of discharge summary information to General Practice.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors	68
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Broad endorsement and uptake of the WQ Health Care Home	79
Improve access to culturally competent PHC for Indigenous People	63



Activity Consultation and Collaboration

CONSULTATION

- General Practices
- Clinical Chapters
- Clinical Council
- Consumer Council
- RFDS
- HHSs – SW, CW, NW
- Nukal Murra Alliance – partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- HealthDirect

COLLABORATION

- General Practices
- Clinical Chapters
- Clinical Council
- Consumer Council
- Mental Health Round Tables
- RFDS
- HWQ
- CheckUP
- HHSs – SW, CW, NW
- Nukal Murra Alliance – partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- AGPAL
- The University of Queensland – Mater Research
- James Cook University (Mount Isa CRRH)

Activity Milestone Details/Duration

ACTIVITY START DATE

30/06/2021

ACTIVITY END DATE

30/12/2021

ACTIVITY AH2 (21-22) RACF AND PALLIATIVE CARE AFTER HOURS STRATEGY

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

Commission to build the capacity and innovation of Aged and Palliative Care after hours services in identified regions of need

DESCRIPTION OF ACTIVITY

WQPHN will partner with nominated residential aged care services in the SW and NW regions and commission activities that:

- collaborate and share information with relevant health service providers through improved connectivity and referral pathways
- work closely with General Practice to strengthen linkage and better manage and prevent after hours demand
- utilise telehealth care to enhance the quality of support and care provided to clients
- work closely with local hospitals on emergency department avoidance strategies for RACF residents and palliative care clients
- identify and facilitate shared training opportunities that improve after hours care, including for end of life and palliative care processes
- collect and collate after hours support data for aged and palliative care clients to validate health intelligence on hospital avoidance strategies
- support clinical and system redesign and innovation to minimise unplanned emergency care events.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors	68
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54

Activity consultation and collaboration

- Residential Aged Care facilities in Mount Isa LGA and Balonne LGA
- General Practice Networks in Balonne and Mount Isa Localities
- NW Clinical Chapter
- SW Clinical Chapter
- Clinical and Consumer Council
- Gidgee Healing
- Goondir Health
- SWHHS and NWHHS
- Nukal Murra Alliance

COLLABORATION

- Warrawee Aged Care Facility
- General Practices (St George and Mount Isa)
- NWHHS
- SWHHS
- Gidgee Healing
- Goondir Health
- Low Intensity Mental Health Providers

Activity Milestone Details/Duration

ACTIVITY START DATE

30/06/2021

ACTIVITY END DATE

30/12/2021

ACTIVITY AH3 (21-22) SUPPORT THE PROVISION OF PRIMARY HEALTH CARE TO REMOTE COMMISSIONING LOCALITIES

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This project will leverage from the existing GP Outreach program already provided in remote communities of WQ. The program will aim to increase the capacity and maturity of the RFDS General Practice clinics to small remote towns and villages and support more comprehensive Primary Health Care to the Western Corridor commissioning locality, ensuring greater linkage to team care arrangements and reduce unnecessary out of hours support and hospitalisation for these remote populations.

DESCRIPTION OF ACTIVITY

WQPHN will ensure commissioned services:

- support GP lead multidisciplinary team care support in the very remote and isolated communities of the Western Corridor commissioning locality
- provide planned and structured GP-type services to minimise unplanned call outs and after hours hospital presentations
- review and re-orientate complimentary commissioned allied health and nursing services providing support to Western Corridor communities
- support the adoption and uptake of WQ Health Care Home Model of Care (WQ HCH MoC) within the GP outreach clinics and integrate program across visiting allied health and nursing services, after hours retrieval and phone services to remote towns
- utilise practice (RFDS) and hospital health intelligence to develop patient registers and also identify vulnerable segments of the GP Practice population, targeting those who access after hours care, and in collaboration with local HHS clinical teams and General Practice services, coordinate referrals into GP-type clinics.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors	68
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to improve maternal, child and adolescent health and wellbeing	76
Implementation of the WQ HCH MoC	59
Improve Aboriginal and Torres Strait Islander People's access to high quality, culturally appropriate health care, including primary care and care coordination services.	n/a

Activity Consultation and Collaboration

CONSULTATION

- RFDS
- WQ HCH Working Group
- Primary Health Care Providers (operating in the Western Corridor communities)
- Local Government Authorities in the WQ Western Corridor commissioning locality
- Clinical Chapters
- Clinical Council
- HHSs – SW, CW, NW

COLLABORATION

- RFDS
- Primary Health Care Providers
- Local Government Authorities in the WQ Western Corridor commissioning locality
- HHSs – SW, CW, NW

Activity Milestone Details/Duration

ACTIVITY START DATE

30/06/2021

ACTIVITY END DATE

30/12/2021

ACTIVITY AH5 (21-22) EMERGENCY DEPARTMENT AVOIDANCE STRATEGY

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

To increase surveillance and engagement with Category 4 and 5 GP-type presentations at Mount Isa Hospital emergency department and implement a range of strategies in collaboration with local General Practice Networks to ensure where appropriate, patients are repatriated into primary care settings.

DESCRIPTION OF ACTIVITY

WQPHN will ensure the commissioned services:

- using a place-based approach, support General Practice, primary and social care providers and Mount Isa Hospital achieve of measurable, systematic and sustainable improvements in the provision of care to patients identified as Category 4 or 5 presentations to ED
- strengthen the capacity of General Practice networks through a Continuous Quality Improvement approach based on formative evidence from the project and build better access to GP appointments for those presenting to ED
- development of an awareness campaign, targeting key segments of the population including residents of Aged Care Facilities, Aboriginal and Torres Strait Islander People, children and people with chronic conditions, about the benefits of enrolling in a General Practice
- participate in the evaluation of implemented strategies.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors	68
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to improve maternal, child and adolescent health and wellbeing	76
Improve Aboriginal and Torres Strait Islander People's access to high quality, culturally appropriate health care, including primary care and care coordination services	n/a

Activity consultation and collaboration

CONSULTATION

- General Practices (Mount Isa Medical, Sonic Health GP Super Clinic, Leichardt Medical Centre)
- Clinical Chapters
- Clinical Council
- Consumer Council
- NWHHS
- Community Service Providers (including social care support)
- Gidgee Healing

COLLABORATION

- General Practices
- Community Service Providers
- NW ED Avoidance Working Group
- Gidgee Healing
- Laura Johnson Aged Care Facility
- Local homeless organisations and other social care providers

Activity Milestone Details/Duration

ACTIVITY START DATE

30/06/2021

ACTIVITY END DATE

30/12/2021