



Western Queensland Primary Health Network

ITC – Integrated Team Care

2019-20 – 2023-24 Activity Summary View



ITC1 (21-22) – CARE COORDINATION AND SUPPLEMENTARY SERVICES



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA *

Aboriginal and Torres Strait Islander Health

AIM OF ACTIVITY *

To improve health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through coordinated, accessible and culturally appropriate services.

DESCRIPTION OF ACTIVITY *

The aim of this activity will be delivered via the Nukal Murra Health Support Service (NMHSS). The NMHSS is facilitated through a central brokerage model under an Alliancing Agreement with the four AICCHOs. The NMHSS supports engagement through AICHHOs, private, HHS operated and RFDS general practice networks, and ensures clinical governance, financial management, training and quality improvement, with shared resources, co-design, central decision making and reporting.

The NMHSS is coordinated through a Care Access Manager in the brokerage service and assisted by a network of Carelink Workers that are located at the four AICCHOs.

This commissioning approach is underpinned by culturally competent service design and delivery. It considers universal access to prescribed primary care patient flows for Aboriginal and Torres Strait Islanders within a chronic disease model of care, optimises access to eligible supplementary services, is delivered within a place-based approach and is closely aligned with the National Indigenous Reform Agreement service delivery principles.

All Carelink Workers are Aboriginal Torres Strait Islander people employed through the Nukal Murra Alliance partner organisations, and the AICCHOs also provide culturally appropriate and responsive services to mainstream general practice networks (including private, RFDS and HHS). All the ITC collateral has been designed and endorsed through the Nukal Murra Alliance as the regional cultural authority. The Carelink Workers also provide advocacy and health promotion materials to mainstream general practices, and educate practice staff, orientating them on how to access the NMHSS. Regular activity reports are presented to the regional WQPHN Clinical Chapter meetings, which are attended by mainstream general practices to promote cross-advocacy and ensure uptake of NMHSS in mainstream general practice.

Needs Assessment Priorities *

NEEDS ASSESSMENT

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Improve access to culturally competent PHC for Indigenous people	63
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

Consultation is through the Nukal Murra Alliance (NMA), which enables a joint commissioning approach across Western Queensland AICCHOs in partnership with the WQPHN. The NMA provides the mechanism through which the WQPHN consults on Aboriginal and Torres Strait Islander initiatives. The NMA reflects and symbolises the leadership and collaboration of the members and our shared aspiration to strengthen service alignment, integration and consumer engagement to improve Aboriginal and Torres Strait Islander health outcomes in Western Queensland.

The location of the four AICCHOs within the Western Queensland catchment ensures that AICCHOs are well positioned to support a place-based approach that enables coverage across the catchment of the WQPHN.

COLLABORATION

- Nukal Murra Alliance Members (CWAATSICH; Gidgee Healing; CACH and Goondir)
- Clinical Chapters (SW, NW, CW)
- Clinical and Consumer Councils
- Mainstream General Practices
- RFDS
- Hospital and Health Services (SW, NW, CW)
- CheckUp – Regional Coordinators
- Allied Health Commissioned Service Providers

Activity Milestone Details/Duration

Activity Start Date: 30/06/2021

Activity End Date: 29/06/2022