



Western Queensland Primary Health Network

Aged Care

2023/24 Activity Work Plan



ACTIVITY: AC-CF-1 (23-24:V2) CARE FINDER PROGRAM

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Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

To maintain a network of Care Finders to provide specialist and intensive assistance to help people within the Care Finder Target Population in WQPHN Region to understand and access aged care and connect with other relevant supports in the communities within the region.

DESCRIPTION OF ACTIVITY

WQPHN will facilitate the implementation of the Care Finder Program in the WQPHN region in accordance with the funding schedule and program guidance, including:

- maintain aged care finder needs assessment, that is supplementary to the broader ongoing WQPHN Needs Assessment process
- in response to identified needs, ensure commissioned Care Finder Services provide specialised and intensive assistance to the people who are eligible for aged aged care services and have one or more reasons for requiring intensive support to interact with My Aged Care and access aged care services and/or access other relevant supports in the community
- ensuring that care finder services are delivered by an appropriately qualified, skilled, trained and networked workforce, to operate and be connected within the vast WQPHN geographical region
- ensuring all commissioned Care Finder service providers, including the separately commissioned ACH provider, operate in an integrated manner, including by embedding Care Finder services in Aged Care Health Pathways
- ensuring Care Finders educate and support health and community care services to refer identified consumers to My Aged care, further supporting integrated care pathways for elderly people within WQPHN region
- identifying and addressing new opportunities to enhance integration between the health, aged care and other support systems at the local level
- collecting and reporting data, service and program outcomes

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2021/22-2023/24



PRIORITIES

Priority	Page Reference
Recommendation 04 – Aboriginal and Torres Strait Islander Health	77
Recommendation 08 – Improved access for people with poor access or at risk of poorer health outcomes	81
Recommendation 15 – Digital infrastructure	91
Recommendation 10 – Building workforce capability and sustainability	86
Recommendation 05 – Local approaches to deliver coordinated care	79
Recommendation 06 – Empowering individuals, families, carers and communities	76
Recommendation 02 – Single primary health care destination	76
Recommendation 01: One system focus	75

Activity Demographics

TARGET POPULATION COHORT

People who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services and/or
- access other relevant supports in the community

Activity Consultation and Collaboration

CONSULTATION

- CheckUP
- HWQ
- General Practices
- Clinical Chapters
- Clinical Council
- Consumer Council
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - SW, CW, NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

COLLABORATION

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - SW, CW, NW
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Mornington Island Health Council
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2022

ACTIVITY END DATE

30/06/2025



ACTIVITY: AC-CF-2 (23-24:V3) CARE FINDER PROGRAM – ACH PROVIDER

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

In accordance with Departmental requirements, maintain support for Assistance with Care and Housing (ACH) provider in the WQPHN region to provide a commissioned service under the Care Finder Program.

DESCRIPTION OF ACTIVITY

WQPHN will continue to commission the identified ACH provider in the WQPHN region and ensure that the ACH provider will:

- as part of their functions, provide specialist and intensive assistance to help people who are homeless or at risk of homelessness to connect with appropriate and sustainable housing and other supports in the community targeted at avoiding homelessness or reducing the impact of homelessness
- where appropriate, help a person to connect with other relevant supports in the community before they assist the person to access aged care to enable the breaking down barriers that may impede their access to aged care service support

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2021/22-2023/24

PRIORITIES

Priority	Page Reference
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Recommendation 02 – Single primary health care destination	76
Recommendation 01: One system focus	75

Activity Demographics

TARGET POPULATION COHORT

People who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services and/or
- access other relevant supports in the community

Activity Consultation and Collaboration

CONSULTATION

- CheckUP
- HWQ
- General Practices
- Clinical Chapters
- Clinical Council
- Consumer Council
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

COLLABORATION

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - NW
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2022

ACTIVITY END DATE

30/06/2025

SERVICE DELIVERY START DATE

01/01/2023



ACTIVITY: AC-CF-3 (23-24:V2) CARE FINDER PROGRAM OPERATIONAL SUPPORT

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

To support the the maintenance of a network of aged care Care Finders.

DESCRIPTION OF ACTIVITY

WQPHN will facilitate the implementation of the Care Finder Program in the WQPHN region in accordance with the funding schedule and program guidance, including:

- maintain an understanding of aged care needs that is supplementary to the broader ongoing WQPHN Needs Assessment process
- manage the commissioning of Care Finder Services
- ensuring all commissioned Care Finder service providers, including the separately commissioned ACH provider, operate in an integrated manner
- collecting and reporting data, service and program outcomes

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2021/22-2023/24

PRIORITIES

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Activity Demographics

TARGET POPULATION COHORT

Commissioned services supporting people who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services and/or
- access other relevant supports in the community

Activity Consultation and Collaboration

CONSULTATION

- CheckUP
- HWQ
- General Practices
- Clinical Chapters
- Clinical Council
- Consumer Council
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - SW, CW, NW
- QLD/NT PHN Aged Care Collaborative
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- Commissioned Allied Health Service Providers
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

COLLABORATION

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - SW, CW, NW
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Mornington Island Health Council
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Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2022

ACTIVITY END DATE

30/09/2025

ACTIVITY: AC-EI-1 (23-24) COMMISSIONING EARLY INTERVENTION INITIATIVES TO SUPPORT HEALTH AGEING AND CDM

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Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

Support senior Australians to live at home for as long as possible through commissioning early intervention activities and models of care for chronic diseases management that support healthy ageing and reduce pressure on local health services within the WQPHN region. The activity also empowers GPs and other primary health care workers through training tools and resources which continue to improve health and care outcomes for older people.

DESCRIPTION OF ACTIVITY

Support Older people to live at home for longer through the commissioning of early intervention initiatives that promote healthy ageing and the ongoing management of chronic conditions. The activity will link healthy ageing programs to planned and structured care through the implementation and promotion of the Older Persons Health Assessments and Care Planning through the General Practice which in turn links into Allied Health and Aged Care services.

Increase awareness in the local primary health care workforce of the needs of the local senior Australian population and the availability of services in each part of the WQPHN region

Implement monitoring and evaluation standards and capabilities to ensure that commissioned Services are effective and efficient and meet the needs of the community. This will include the use of PREMS and PROMS and other survey tools to be used as part of the CSP service delivery.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2021/22-2023/24

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Activity Demographics

TARGET POPULATION COHORT

Senior Australians living in the WQPHN Region.

Activity Consultation and Collaboration

CONSULTATION

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Activity Milestone Details/Duration

ACTIVITY START DATE

01/12/2021

ACTIVITY END DATE

30/06/2024



ACTIVITY: AC-VARACF-1 (23-24) SUPPORT RACFS TO INCREASE AVAILABILITY AND USE OF TELEHEALTH CARE FOR RESIDENTS

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Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

Support participating Residential Aged Care Facilities (RACFs) in the WQPHN region to ensure that they have the appropriate virtual consultation facilities and technology so their residents can access clinically appropriate telehealth care with primary health care professionals.

DESCRIPTION OF ACTIVITY

Assist participating RACFs to have appropriate telehealth facilities and equipment to enable their resident to virtually consult with their primary health care professional. Undertake mapping functions to determine what is currently in place at participating RACF's and other key stakeholders to ensure that telehealth consultations can occur.

Provide training to participating RACF staff to support them to have the capability to assist their residents in accessing virtual consultation services including developing resources that can be used to orientate new staff as they come to work at the RACF.

Promote the use of enablers of digital health such as My Health Records in various forums which also improved health literacy across the key stakeholder group including residents and families etc.

Consult with jurisdictional authorities to ensure the initiative complements but does not duplicate efforts underway by state and territory governments to improve technological interoperability between the aged care and health systems.

Where appropriate employ staff to facilitate the delivery of these support activities.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2021/22-2023/24

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TARGET POPULATION COHORT

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ACTIVITY START DATE

01/12/2021

ACTIVITY END DATE

30/06/2024

ACTIVITY: AC-AHARACF - 1 - AC-AHARACF-1 (23-24)

ENHANCED OUT-OF-HOURS SUPPORT FOR RACF

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

Focussing on the needs of RACF residents who can experience rapid health deterioration during the after-hours period when transfer to hospital is not always clinically necessary, the aim of the activity is to address any awareness or utilisation issues of available local out of hours services among participating RACFs in the WQPHN region.

DESCRIPTION OF ACTIVITY

Provide guidance to assist participating RACFs in the WQPHN region to develop and implement after hours action plans to support their residents to access the most appropriate medical services out of hours:

- educate participating RACF staff in out of hours health care options and processes for residents
- encourage participating RACFs to implement procedures for keeping residents digital medical records up to date, particularly following an episode where after hours care was required
- support engagement between RACFs and their resident GP's and other relevant health professionals as part of the after hours plan development

Needs Assessment Priorities

NEEDS ASSESSMENT

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ACTIVITY END DATE

30/06/2024

