

## Strategic Vision



The key objectives of Primary Health Networks (PHN) are:

- Increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and
- Improving coordination of care to ensure patients receive the right care in the right place at the right time.

PHNs must make informed choices about how best to use its resources to achieve these objectives.

Together with the PHN Needs Assessment and the PHN Performance Framework, PHNs will outline activities and provide measurable performance indicators to the Australian Government and the Australian public with visibility as to the activities of each PHN.



### Activity Planning

The Primary Health Network (PHN) Needs Assessment will identify local priorities, which will in turn guide the activities nominated for action in the 2016-18 Annual Plan.

The Activity Plan will cover the period 1 July 2016 to 30 June 2018. A review of the plan will be undertaken again in 2017.

### Primary Health Networks Flexible, Operational and After Hours Funding

#### Health Workforce Development and Support

This activity is aimed at building local service capacity, stimulating and enabling market development, especially in rural and remote locations that are under-served.

This activity includes:

- Improving working relationships between pharmacy, allied health, residential aged care facilities and general practice.
- Supporting networks of local practitioners and other organisations to improve service delivery.
- Collaborating with organisations that provide Continuing Professional Development (CPD) to deliver locally relevant education.
- Building community and provider capacity and resilience.

- Enabling and/or facilitating health workforce support and development, including:
  - » Identification of options for private Allied Health professionals to build business through outreach to under-served locations.
  - » Facilitating alternative models of student clinical placement.

#### Health Pathways

The lack of system integration and sharing of patient information has resulted in detrimental patient health outcomes, especially for those with complex and chronic conditions.

To address this serious system issue, where no one provider knows who is providing what part of the care, Country SA PHN (CSAPHN) will implement the Health Pathways methodology and system capability that has been used successfully by several Medicare Locals and PHNs nationally. Utilising existing networks, this activity will involve all related providers in the co-design of Clinical Care Pathways to identify service gaps, ensuring patients receive the right care in the right place at the right time.

This activity includes:

- Regional engagement to develop and improve localised care pathways.
- Development of culturally appropriate variations of care pathways.
- Implementation and promotion of health pathways portal.



## Continued expansion and support of the 'Health Connections' platform

The ongoing development and deployment of the Cisco unified communication infrastructure will assist the provision of service, support providers and consumers in the Country SA PHN regions, allowing innovative service delivery models in new and existing program delivery, including:

- Increasing occasions of service by specialist providers.
- Provision of a local, supported solution as an enabler for key actions and objectives of approved After Hours technological activities.
- Expansion to the broader primary health sector to provide additional access to Allied Health and Community Health organisations.

## Aboriginal and Torres Strait Islander health across Country SA

Aboriginal Health is embedded across all Country SA PHN activities through an overarching focus on addressing the social determinants of health, while providing a culturally safe and competent commissioning process in collaboration with Communities, Government and NGOs. This activity includes the following components:

- Foster and facilitate collaboration between communities, mainstream health and Aboriginal and Torres Strait Islander health sectors;
- Develop the capacity of mainstream practices to deliver culturally competent services in partnership with key stakeholders;
- Build the capacity of Country SA Aboriginal health workforce through collaboration, coordination of CPD and workforce opportunities;
- Identify service gaps and work with key stakeholders to improve culturally appropriate care coordination and patient journey;
- Work with all health sectors to increase access to appropriate Primary Health Care services recognising the diversity of urban, regional and remote needs;
- Identify and support new initiatives and opportunities to improve Aboriginal health outcomes; and
- Tailor current funded activities in collaboration with the Aboriginal Community Controlled Health Sector to better meet the health needs of their communities.

## Integrating Primary Care

The aim of this activity is to enable and support the provision of an integrated primary health care system in country South Australia.

- Implement the Medical Home Model as the organising principle for all CSAPHN commissioned health services.

- Chronic Disease focused allied health services oriented towards the provision of services in the primary health care component of the health care continuum. These services will be integrated via systematic team care coordination mechanisms between general practice, allied health services and other parts of the health system.
- Work with local providers to develop multi-stakeholder cycles of care for key chronic diseases not currently covered by Medicare Benefits Schedule items.
- Provide a framework for Country GP Liaison Officers to improve accountability and enhance care for patients (with complex needs) by shifting focus from internal hospital flows towards a holistic engagement with all components of the health system.

## Health Care Continuum

The aim of this activity is to increase support to people within the Country SA PHN region who are at risks of poor health outcomes, or are disadvantaged or vulnerable.

This activity is intended to increase health literacy and promote the uptake of preventative health behaviours and programs aimed at support people with chronic disease. The components of this activity are; Partner with organisations to promote risk mitigation, develop an Immunisation Hub for South Australia in partnership with Adelaide PHN, engage with council in the development and implementation of Pubic Health Plans, expansion of the Country Access to Cardiac Health (CATCH) telephone support service, facilitate clinical management support and support patient self-management, consultation and collaboration on transport issues.

## Mental Health

The aim of this activity is to provide low level mental health and related comorbidity support to disadvantage and vulnerable population in the Country SA PHN region.

## General Practice Support

The overall aim is to increase general practice capacity and quality to enable the development of the medical home model and effective interaction with the broader healthcare community.

This activity will support the general practice function as a whole in its encounter and management of patients, data, systems and process to enable best practice options of patient care.

## Silver Connections Expansion Project

The goal of this project is to improve primary health care access and equity for older Australians living in residential aged care facilities. The overall aim is to reduce avoidable hospital transfers in the after-hours and improvement of the timeliness and clinical safety of diagnosis decisions for treatment.



### After Hours, Culturally Appropriate Response to Mental Health Episodes in Aboriginal Communities

Working in partnership and collaboration with Aboriginal communities, families and individuals, Aboriginal Community Controlled Health Organisations, Expert Advisor/s, CHSALHN, local Police, NGOs and other interested organisations and health professional.

The aim of this activity is to provide holistic support and care for Aboriginal people with mental health issues in their community, through the establishment a local culturally appropriate multidisciplinary response model and multidisciplinary response team inclusive of primary health professionals. To enable the multidisciplinary culturally appropriate response to mental health triggered events. To enable education and health promotion targeted at mental health issues.

### After Hours Access to Primary Health Care and Support

The activity aims to respond to Episodic Events for people with dementia in the after-hours (SA Ambulance Services (SAAS) Community Paramedic Program); target Acute Care Triage Nurse Education project; respond to Community Need – Expansion of the Country Access to Cardiac Health (CATCH) into the after-hours and to cover all of the CSAPHN region through Country Health SA Local Health Network (CHSALHN) iCCNet department.

### Coober Pedy Severe Mental Illness Gaps

The aim of this activity is to provide culturally appropriate support to Aboriginal people with severe mental illness in their recovery in the after-hours by providing support in a hospital setting that encourages the person to stay admitted in order to get the best recovery outcome possible.

The activity will be supported at the primary care level through care coordination and a multidisciplinary approach under the guidance of a psychiatric service and in collaboration with mental health service providers.

### Mental Health Coordinated Care Discharge Planning

The goal of the project is to bridge the gap between acute episode discharge and re-entry to primary mental health services and wrap around supports via coordinated care and appropriate clinical triage.

The project aims ensure that General Practitioners (GPs) are better supported to manage clients with mental illness, by strengthening and linking the existing systems.

### After Hours Innovation Grants

The activity aim is to enable innovative approaches that increase access to general practices and or primary health care from organisations in the after-hours period.

The overarching goal of this activity is to (1) enhance the timeliness of care and (2) align service delivery with consumer need and or preferences.

### After Hours Access to Primary Health Care in remote and difficult locations

The aim of this activity is to increase access to primary health care, in particular GPs, in areas of rural and remote SA where there is no permanent service or where recruitment and retention of health care professionals impacts on access to after-hours services including through emergency departments.

This activity includes:

- Enabling an increase in Royal Flying Doctor Service primary health staff available on base to triage and respond to patient issues
- Emergencies outside of normal clinical hours and increase in GPs available to respond to level 4 and below cases via video in locations with recruitment and retention issues.

### headspace extended access

This activity targets young people with mental health issues who are unable to access headspace service during normal working hours.

The four headspaces receiving this After-Hours funding will be expected to provide services that fit within headspace scope.

