

Adelaide PHN Membership Groups - Quarterly Update

August 2017

Adelaide PHN is committed to keeping our membership groups informed about our activities. This update provides useful information about Adelaide PHN Support Services, our Commissioned Services and a Commissioning Update. For more information about [commissioning](#), our [needs assessment](#) and [Activity Work Plan](#) please click on the links or visit our [website](#).

We are currently working towards a Comprehensive Needs Assessment to be submitted in November 2017 and the Activity Work Plan in February 2018.

Primary Health Care Support Services

Adelaide PHN Website Link - [Health Connections - For Providers](#)

Primary Health Care Provider and Digital Health Support

In addition to the programs described in this update, Adelaide PHN also provides:

- a General Practice and Primary Health Care Support Enquiry service on phone (82219 5900) and email (phclo@adelaidephn.com.au)
- face to face visits
- digital health support and
- *Primary Links* a fortnightly communication newsletter for primary health care providers. Primary Links is sent to over 5000 primary health care providers.

Over the past three-month period:

- over 50 face to face visits, including practice visits and meetings, took place
- staff attended 33 education events to network with primary health care providers
- over 80 general phone and email enquiries were received and responded to. The focus of enquiries was on mental health, and alcohol and other drug services, requests to promote primary health care services, or requests to be added to our database.

One hundred and fourteen general practices have entered into an agreement with us to use a data extraction tool to support quality improvement and health service planning in primary health care, an increase of 61 percent over the past 6 months.

Workforce Education

Education is a key area of service provision delivered as part of Adelaide PHN's General Practice Support. The purpose of the education services program is to increase the capacity of primary health care practitioners to provide quality health services to their communities.

SAPMEA and NHN continue to provide innovative, multi-disciplinary training and education and to date have delivered 32 events on topics such as mental health, spirometry, hypertension management, management of common knee and shoulder injuries just to name a few. Attendance at events is increasing with 50% of attendees being general practitioners.

All education events on offer can be found on our website:

<http://www.adelaidephn.com.au/whats-happening/education-and-events/>

Practice Leadership Advantage Program

The 9-month program, created for general practice, provides training and support for Principal GPs and business owners. It aims to equip them with enhanced leadership skills to effect and lead meaningful change so that their teams can deliver optimum services, whilst focusing on the key health issues in their communities.

Two of the three interactive workshops have occurred, with a third workshop to be held in September. Practice managers have been given access to the program and are now in attendance at all workshops. The individual face to face mentoring sessions between workshops have been very well received. Participants are developing improvement plans for their practice.

At completion of the program, Principal GPs and business owners will have improved their problem identification, analysis and problem solving skills to be leaders who can bring the team along for the required journey. The program will support the Care Connections program and other primary health care reforms in general practice.

Immunisation

Adelaide PHN Website Link - [Immunisation - Adelaide PHN](#)

The Adelaide and Country SA PHNs have jointly implemented the SA PHN Immunisation Hub, which provides education, mentoring and networking for service providers, engagement, advocacy and resources for the community. The Hub will also facilitate nurse led clinics.

The Champion Nurse Immunisation Program is also available throughout metropolitan Adelaide in 2017. The Champion Immunisation Nurse is a regional champion, providing immunisation program support and education to providers, and support and information to the community. This program has been commissioned until July 2018.

Interdisciplinary Health Practitioner Network (IHPN)

Adelaide PHN is proud to partner with the Interdisciplinary Health Practitioner Network (IHPN), a pilot project aiming to establish practitioner networks, each with a focus on multi-morbidity. The IHPN aims to support practitioners to share and understand chronic and complex conditions through an interdisciplinary lens, whilst getting to know their professional peers. Members have access to a member directory to enable communication between meetings and help make referring to each other easier.

The second of four network meetings planned for the year was held on Wednesday 5th July. The meeting was attended by nurses, psychologists, exercise physiologists, occupational therapists, physiotherapists, dietitians, pharmacists, social workers and podiatrists. Participants focused on the joint position statement recently released by the Dietitians Association of Australia, the Australian Psychological Society and Exercise and Sports Science Australia *Addressing the Physical Health of People with Mental Illness*. For more information, visit [IHPN](#)

Peer Support Networks

The Peer Support Networks small grants are for Primary Health Care Managers, Nurses and other Primary Health Care Professionals to facilitate peer support, networking and learning with a focus on quality improvement across the primary health care sector.

Ten successful applicants from across metropolitan Adelaide are in process of being contracted to facilitate their Network for 12 months. Once finalised, the list of Networks will be available on the Adelaide PHN website.

HealthPathways

Adelaide PHN Website Link - [HealthPathways](#)

HealthPathways South Australia will support the development of local consistent pathways of care across the health system through an online portal that provides a range of condition-specific pathways. GPs and other health professionals across the health sectors will collaborate on the development and implementation of local pathways to ensure patients receive the right care in the right place at the right time.

SA Health, Adelaide PHN and Country SA PHN are working in partnership and are very pleased to introduce the team that will support the development and implementation of the HealthPathways South Australia program. The HealthPathways South Australia team comprises:

GP Clinical Editors

Dr Chris Moy, Dr Helena Williams, Dr Muazzam Rifat, Dr Simon Lockwood and Dr Katrina Coughman

Clinical Coordinators

Veronica Hunter-Riviere, Ecushla Linedale, Litza Myers and Rosie Bonnin

Clinical Leaders

A/Prof Craig Whitehead, Dr Jon Shenfine, Dr Simon Jenkins, Ms Debra Moen and Dr Matthew McConnell

Program Manager

Wendy Dolejs

Program Coordinators

Helen Exley, Country SA PHN and Bernie Cummins, SA Health

HealthPathways South Australia had a “kick off” launch on 17 July to introduce the team, hear about HealthPathways and what has been achieved in New Zealand and Western Australia, and learn how health professionals can get involved.

Information and FAQs can be found at www.adelaidephn.com.au

Enquiries can be submitted to SouthAustralia@healthpathwayscommunity.org

Care Connections

Adelaide PHN Website Link - [Adelaide PHN Care Connections - Adelaide PHN](#)

Care Connections utilises elements of the Patient Centered Medical Home (PCMH) model as a framework to enhance chronic condition management. Care Connections will enable General Practices to become Integrated Care Hubs and work at their own pace with dedicated support including the Local Area Coordination (LAC) services.

Recruitment of general practices from targeted areas of need occurred and 12 practices are in the process of working within the PCMH framework. The LAC services are assisting the practices work through a patient centred medical home assessment to identify areas within their practice that they can focus their attention on and undertake activities. Practices will also be participating in nurse training on chronic disease management skills. This will facilitate shared care planning and patient self-management skills. The LAC services are also consulting with practices and surrounding allied health professionals to determine what is are good medical neighbourhood and how do practices implement a model that supports effective, appropriate shared care for patients with chronic conditions. Shared learnings and resources from the activities of the 12 practices will be distributed to the metropolitan region of Adelaide for use in their own general practice.

Health Care Homes

Adelaide PHN Website Link - [Health Care Homes - Adelaide PHN](#)

The Adelaide PHN has been selected as one of the ten regions for Stage One of the Commonwealth Government Health Care Homes Trial.

Health Care Homes will improve the provision of care for people with chronic and complex conditions in Australia’s primary health care system. General practices and Aboriginal Community Controlled Health Services (ACCHS) participating in this first stage of implementation will have a vital role in shaping the future roll-out of this important reform.

The Health Care Home program will commence in Adelaide on 1 December 2017. Specialist trainers, known as Practice Facilitators, will be located in PHNs to support the transformation of

practices and ACCHS to become Health Care Homes. Practice Facilitators can help with activities such as recruitment and enrolment. The support may include a mix of face to face training sessions, telephone, email, webinar support and opportunities for shared learning among practices.

Aboriginal and Torres Strait Islander Health

Adelaide PHN Website Link - [Closing the Gap - Adelaide PHN](#)

Integrated Team Care - Closing the Gap (ITC CTG)

The ITC CTG workforce is employed by NHN to deliver services across three sites where there is the highest number of Aboriginal and Torres Strait Islander residents within the Adelaide PHN region.

The teams assist and encourage clients to improve their ability to better manage their chronic health conditions and work at the local level by engaging with community, health care providers and Aboriginal organisations. Each service delivery site includes Care Coordinators and Aboriginal and Torres Strait Islander Outreach Workers working closely together engaging with clients referred to the program.

There are currently 481 clients registered and actively supported by the program, with a workforce of 7 FTE Care Coordinators, 7 FTE Aboriginal and Torres Strait Islander Outreach Workers and 1 FTE Community Health Coordinator across the 3 service sites. Approximately 60% of staff employed are identified as Aboriginal and Torres Strait Islander.

GP Outreach Project (Aboriginal Family Clinic)

The project is a partnership between Adelaide PHN, the Southern Adelaide Local Health Network and the Health Hub, a local GP practice. The first phase was to establish a culturally appropriate GP service and create a sustainable business model, which maximised revenue generated through appropriate use of MBS billing items. The second phase was to continue the GP practice during the first 24 weeks of GP medical service provision, while patient throughput is reaching a level that will make the service self-sustaining.

The clinic provides culturally responsive and sensitive GP sessions. Due to demand the project has expanded from 3 days to 5 days a week at the Noarlunga and Clovelly Park sites. The project is now moving into a sustainable business model to ensure there is a continued increase in patient access to GP services, and opportunities for integration of services for Aboriginal and Torres Strait Islander people across the southern region of Adelaide.

After-Hours

Adelaide PHN Website Link - [Our Priorities - Adelaide PHN](#) and *click Potentially Preventable Hospitalisations*

After-Hours Consumer Awareness Resource

The After Hours Community Awareness resource has been developed to provide information to support self-triage, whilst raising awareness of available and appropriate after-hours services, to support better health choices. A hard copy flip chart developed specifically for Playford City Council residents has been disseminated with very favorable feedback.

The mobile optimised website for the entire Adelaide metropolitan region has been developed to provide this information across the metro area and went live in late July. The website can be found at: www.adelaideafterhours.com.au

The Dandelion Project

Adelaide PHN Website Link - [The Dandelion Project](#)

Eldercare is delivering the Dandelion Project to support GP access and availability in the after-hours period and build the capacity of staff to improve the coordination of care for residents. Dandelion commenced in February 2017 at three Eldercare sites in metropolitan Adelaide.

Eldercare has recruited a Nurse Practitioner who has been meeting local General Practitioners who visit residents in Eldercare and providing training for Clinical Leaders. South Australia Ambulance Service has provided training to staff that enables residents to receive some extended treatment within Eldercare. Eldercare is also providing information to General Practice and relatives about providing extended care to prevent hospitalisation, which has generated a lot of interest.

Development of Mental Health After-Hours Services in Northern, Southern and Central Adelaide PHN regions

Adelaide PHN Website Link - [Mental Health and Alcohol and other Drug Service Reform - Adelaide PHN](#)

Currently in consultation stage, an after-hours mental health service is to provide a central point for consumer-focused, proactive, responsive and supportive services to people requiring mental health support or advice. This development aims to enable an effective response for people in potential mental health crisis or need at times of the day when access to most mainstream services is unavailable.

The partnership pathways in discussion aim to provide interconnected services to not only reduce potentially avoidable hospital emergency department presentations and hospital

admissions, but to enable the consumer to access the correct service required for their need in a timely manner.

Northern Adelaide Local Health Network's commitment to this service development in the high health need areas of northern Adelaide has enabled pre-design mapping and environmental scanning to commence, with potential for roll-out across the Southern and Central regions. Discussions with northern mental health providers are in process to provide a consistent evidence based care pathway based on the presenting consumer need.

After-Hours Innovation Grants

The purpose of the After-Hours Innovation Grant is to support GP practices and other primary care providers to implement innovative approaches to after-hours care. The previous round of grants has now concluded and APHN is developing the application process to further develop this area of work.

Adelaide PHN Website Link -

http://adelaidephn.com.au/assets/Successful_After_Hours_Innovation_Grants_Announcement.pdf

Drug and Alcohol Treatment Services Program

Adelaide PHN Website Link - [Mental Health and Alcohol and other Drug Service Reform - Adelaide PHN](#)

New treatment services, including Aboriginal specific services are now available across Adelaide to address the harms associated with drugs and alcohol. Based on research, consultation and local evidence, the new services are located across the northern, central, western and southern regions of Adelaide, and provide a range of treatment models to meet the needs of these specific communities.

A number of innovative treatment services are now operational and are receiving public referrals including:

- Nunkuwarrin Yunti – The Walking Together and Wellbeing program provides treatment for Aboriginal people in the metropolitan Adelaide region within a holistic primary care setting;
- PsychMed – The Matrix intensive outpatient treatment for methamphetamine users provides a dedicated program across north, central and south Adelaide; and;
- Hello Sunday Morning – the Daybreak Program is accessed through a Smartphone app and aims at addressing problematic alcohol use.

The Adelaide PHN also chairs the Drug and Alcohol Treatment Services Reference Group to improve the effectiveness and coordination of the sector. The Reference Group includes representation from Drug and Alcohol Services in South Australia (DASSA), South Australian Network of Drug and Alcohol Services (SANDAS), Aboriginal Drug and Alcohol Council (ADAC), lived experience (and Adelaide PHN membership groups representative) and a GP Prescriber.

Primary Mental Health Care Services

Adelaide PHN Website Link - [Mental Health and Alcohol and other Drug Service Reform - Adelaide PHN](#)

The Adelaide PHN has commissioned Primary Mental Health Care Services in the Adelaide metropolitan region to provide clinical support and psychological therapeutic services across the stepped care continuum. Links to Wellbeing Consortium covers the southern and centre-east region with The Northern Health Network covering the north and centre-west region. Both regional providers deliver services in the after-hours period.

Interventions range from low intensity through to mild/moderate and severe presentations, and a range of specialised providers work in collaboration with the major regional providers to deliver integrated services. A range of suicide prevention and postvention services are also available.

Primary Mental Health Care Services are currently being enhanced through the establishment of several innovative activities, including, targeted clinical internship programs within the two major regional providers, the implementation of Mental Health Nurses across the stepped-care model, and an Australian-first pilot project to improve client engagement and the clinical delivery of psychological treatment using the Mentegram browser-based interface and mobile app.

The Adelaide PHN and Royal Australian and New Zealand College of Psychiatrists have recently completed a review and enhancement of a unique service to the Adelaide PHN region called GP-PASA. GP-PASA aims to link people seen by general practitioners with one-off psychiatric assessment and advice to assist in treatment and care planning. Announcements regarding these enhancements are beginning to be communicated via professional channels.

Mentegram

In an Australian first, Adelaide PHN is working with Mentegram to develop and implement the use of the Mentegram app to streamline the way people report their experience of mental health services and care which will be used to improve services moving forward. Links to Wellbeing, PsychMed and Northern Health Network are currently implementing Mentegram within their service.

Population Health

Adelaide PHN Website Link - [Our Priorities - Adelaide PHN](#)

Child and Youth Wellbeing in Schools Literacy

Evidence indicates the overlap between under-achievement in literacy and the impact on mental health in later adulthood. The project covers targeted schools and preschools in southern Adelaide and continues until December 2017.

Adelaide PHN has commissioned services to provide individual support to children and families, and work with schools and teachers to design programs and training for the support of children with dyslexia.

Culturally and Linguistically Diverse (CALD) and New Emerging Communities Health Project

Adelaide PHN Website Link - [Our Priorities - Adelaide PHN](#) and click *Population Health*

The CALD and New Emerging Communities Health Project is currently under design. It aims to improve capacity of mainstream services to work effectively with CALD and emerging communities, and increase community access to information and resources.

Work is currently being undertaken by the Adelaide PHN to ensure the project meets the needs of community and key stakeholders. The Adelaide PHN has since finalised a Request for Proposal (RFP) and is working with key stakeholders to co-design a service to be commissioned later this year.

Preventive health care and community health literacy

Adelaide PHN Website Link - [Our Priorities - Adelaide PHN](#) and click *Population Health*

Adelaide PHN has been working closely with key stakeholders to develop collaborative approaches which strengthen health literacy and access to primary health care services.

One approach is seeing non-government health organisations coming together to consider collaborative approaches to building workforce capacity to support health literacy and better meet the health literacy needs of people living with more than one chronic condition.

A second approach will see four local councils, SA Health and the Local Government Association working together to develop a shared understanding of health literacy and shared strategies for the provision of consistent health messages.

A coordinated approach to increase cancer screening participation

The focus for this activity is breast, bowel and cervix screening, and the role that primary health care providers have in increasing participation in these screening programs. The Adelaide PHN is continuing to meet and collaborate with cancer screening programs and stakeholders, including the SA Health Cancer Screening working group.

Adelaide PHN is currently finalising our first commissioning opportunity in cancer screening. Stakeholders are encouraged to monitor communications and our website. Potential tenderers should ensure they are registered on TenderLink for any approach to market.

Adelaide Disability Medical Service Primary Health Care Service Enhancement Project

Adelaide PHN Website Link - <https://www.adelaidedisability.com.au/>

This service is designed to increase access to high quality primary health care for people with intellectual disabilities through a mixed model of “in home” care and a fixed location general practice able to provide multidisciplinary care. The Mawson Lakes service commenced in March 2017 and has commenced seeing patients.

Potentially preventable hospital admissions

Adelaide PHN Website Link

[Our Priorities - Adelaide PHN](#) and *click Potentially Preventable Hospitalisations*

Living Well with Persistent Pain Program

Adelaide PHN Website Link - [The Living Well with Persistent Pain Program - Adelaide PHN Referral templates](#)

Combining a group program with individual pain service assessments, this program supports people to better understand their pain condition, equips them with the necessary tools to improve their quality of life in order to minimise the burden of pain on them, their families and the wider community.

Covering the Local Government Areas of Playford, Salisbury and Tea Tree Gully, Adelaide PHN has commissioned a locally accessible multi-disciplinary collaborative primary care based service with the patient at the center of their own health care.

This service is currently being delivered by Family Health Group at the Elizabeth Practice and supported by the Northern Health Network. Over the past three months the service has seen 30 patients who have received individual assessments, referred some patients to a special interest GP, a psychologist, exercise physiologist or physiotherapist, depending on the patient’s need. All of the patients have attended education sessions with a specialist pain nurse. This project has been commissioned until 2018

SA PHN's and Women's and Children's Hospital General Practice Liaison Unit

Adelaide PHN Website Link - [General Practice Liaison Unit at the Women's and Children's Hospital - Adelaide PHN](#)

Adelaide PHN, Country SA PHN and the Women's and Children's Health Network have partnered to establish a GP Liaison Unit (GPLU) within the Pediatric Medicine Unit of the Women's and Children's Hospital. The GPLU is improving the care of children with chronic conditions such as asthma and type one diabetes who have frequent contact with the hospital by facilitating and strengthening collaboration, communication and integration with general practice.

The GPLU team includes a General Practitioner, Registered Nurse and Administrative Support Officer. This project has developed a comprehensive website and is working specifically to share information between General Practice and hospital specialists in particular ensuring that families entering hospital have their regular GP recorded. Training on discharge information has also been delivered to a range of hospital staff and work is ongoing to improve the capturing and distribution of data and information.

Respiratory Health Project

Adelaide PHN Website Link - [Our Priorities - Adelaide PHN](#) and click *Potentially Preventable Hospitalisations*

The Adelaide PHN Respiratory Health Project will support the development and/or delivery of solutions which aim to improve outcomes for people living with COPD and asthma, build the capacity of service providers to deliver safe and effective care and demonstrate reductions in preventable hospitalisations for COPD and asthma in the Adelaide PHN region.

Adelaide PHN is working with a potential preferred provider identified via a request for proposal process and is in the final stages of co-designing a service to be commissioned starting around August 2017.

Living Well with Persistent Pain Program - WCH Pediatrics

The Pediatric Chronic Pain Model of Care has been developed by a team of Women's and Children's Health Network and Adelaide PHN staff. The proposed model includes a Clinical Coordinator based in a general practice working with the hospital-based pain service to support children, young people and their families when different levels of intervention and support are required.

It will also include an education program which is based on successful models currently run interstate. Adelaide PHN is seeking to identify a General Practitioner with a special interest to work as part of this new service. An Expression of Interest was released on 17 July 2017.