

Adelaide PHN Membership Groups - Quarterly Update

May 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](#) and our [needs assessment](#) and [Activity Work Plan](#) please click on the links or visit our [website](#).

Primary Health Care Support Services

Adelaide PHN Website Link

[Health Connections - For Providers](#)

Primary Health Care Provider and Digital Health Support

The data base for Primary Links has been expanded from 1300 recipients mainly in general practice, to 4500 recipients covering a range of community health care providers.

Practice support visits have been undertaken related to Digital Health and PenCat assistance, immunisation, obesity and general partnership opportunities. Non face to face support via phone and online communications continues to grow with a broad range of enquiries about chronic disease, allied health and MBS issues, requests for contacts within SA Health, and questions about PHN activities or programs, Primary Mental Health Care Services, accreditation, promotion of services (allied health and other PHC), establishment of new practices.

Support to obtain and use the Pen CS clinical audit tool in the new financial year has been offered to general practices with full subsidy of the license and data sharing with Adelaide PHN, including ongoing use for those already involved and the opportunity for other practices to take up the option to support clinical and business quality improvement. PenCat workshops have been provided by PEN CS with high levels of attendance. Over 100 participants attended the 6 sessions, 2 sessions in the north, 2 in the south and 2 in the central regions of Adelaide.

Workforce Education

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

Northern Health Network (NHN) and SAPMEA have provided 12 events on following topics: suicide, managing risks, behaviour and consequences; emergency management of respiratory conditions; assessment and management of sleep disorders; falls prevention for the older patient; driver assessment for patients with diabetes; hypertension management; inhale, exhale: COPD and puffer education; blood disorder; clinical presentations in relation to mental health of children and adolescents; depression and anxiety in children and adolescents; managing & supporting patients with AOD attributed conditions.

South Australian Primary Health Care Conference

The inaugural South Australian Primary Health Care Conference was held over Saturday 1st and Sunday 2nd April at the Adelaide Convention Centre. This joint conference between the Adelaide PHN and Country SA PHN was the first of its kind and attracted over 380 delegates, speakers, service providers and PHN staff. The conference boasted an outstanding line up of presenters and a high calibre program covering sessions on a wide range of topics including; Aboriginal and Torres Strait Islander Health, Mental Health, Alcohol and Other Drugs, Aged Care and End of Life Care, Health Pathways, Population Health and Workforce Development.

The conference reflected coordinated and integrated primary health care, facilitating new and genuine conversations, connections and pathways between a range of health professionals, service providers and health consumers across South Australia and interstate. Feedback from a number of delegates, exhibitors, sponsors and other presenters reflected a well organised and considered primary health professional event.

Presentations and photos available at www.saphnconference.com.au

Immunisation

Immunisation - Adelaide PHN

At the Immunisation Provider Network meeting in February the perceived encumbrances of School Based Meningococcal B Study stimulated robust discussion. At the "Embracing Health & Diversity" Migrant and Refugee Health Forum in February the complexity of the immunisation program for migrants and refugees was highlighted.

The Immunisation Hub delivered state-wide immunisation education sessions in March and April focusing both on influenza and pneumococcal disease. This education was delivered to 204 health professionals both face-to-face and via webinar. Three "Introduction to Immunisation" workshops were held both in Adelaide metro and country

SA, attended by 51 health professionals. Feedback was extremely positive and the sessions were very well received. An education evening focusing on the importance of adult vaccination in immunocompromised patients was provided. The Adelaide Immunisation Hub has been represented at a number of events including Adelaide Pregnancy, Babies and Children's Expo, Aboriginal Healthy Children's Expo.

The Immunisation Hub welcomed Alex Stevens into the team as the Hub Project Officer. Alex is a Registered Nurse and will assist in the ongoing development of the Hub with a primary focus following up the 10,000+ children in South Australia who are recorded as overdue for their immunisations. Initially the data cleaning project will focus on children overdue for immunisation who reside in the 5000 Adelaide CBD postcode region. Further priority groups will be identified as the project progresses.

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 network will meet four times a year to support local practitioners from different disciplines to collaborate and network, develop relationships, improve referral pathways and, ultimately, patient outcomes. The first network meeting in March focused on pain management and mental health. For more information, visit [IHPN](#)

HealthPathways

Adelaide PHN Website Link

[HealthPathways](#)

HealthPathways is a new comprehensive, evidence based information, assessment, management and referral resource being developed to support general practitioners and other health care providers to better manage patients in South Australia. In partnership, Adelaide PHN, Country SA PHN, and SA Health will implement the web based information tool.

Each pathway will be co-developed by primary and acute health sector practitioners and will be localised to SA. Health care providers will gain free access to HealthPathways via a community website.

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. Applications for funding closed on 13th April 2017. Successful applicants will be funded for 12 months.

Care Connections

Adelaide PHN Website Link

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

Care Connections utilises the Patient Centred Medical Home (PCMH) model as a framework to enhance chronic condition management. Care Connections enables general practices to work with the PCMH model at their own pace and with dedicated support, in the form of Local Area Coordination services provided by Flinders University Discipline of General Practice.

A workshop was provided to engage general practices by Adelaide PHN and Flinders University about the program elements and the role of the Local Area Coordination services.

The first workshop of the Practice Leadership Advantage program to provide training and support for principal general practitioners and business owners occurred in February. The workshop covered leadership theory and practice and provided opportunities for thoughtful and insightful discussion with 27 GPs and practice managers, including general practices involved in Care Connections. The second workshop will be conducted in early June.

Aboriginal and Torres Strait Islander Health

Adelaide PHN Website Link

[Closing the Gap - Adelaide PHN](#)

Integrated Team Care - Closing the Gap

The CTG program contributes to improved health outcomes for Aboriginal and Torres Strait Islander people with chronic disease by supporting them to navigate the health care system and improve access to coordinated and multidisciplinary care. The CTG teams work at the local level by engaging with community, health care providers and Aboriginal organisations to ensure access to care is streamlined through an understanding of local health care systems and needs.

The management of the Closing the Gap Programs has transferred to the Northern Health Network (NHN). The NHN was contracted by Adelaide PHN to provide the CTG service in the north during 2015-16, and is now commissioned to continue in the North and expand to the West and Southern area across Adelaide metropolitan region.

The regional and local CTG services operating across metropolitan Adelaide are located within areas of highest Aboriginal and Torres Strait Islander need. The teams are located at Edinburgh North, Port Adelaide and Edwardstown. Eligibility criteria to the program remains unchanged.

GP Outreach Project (Aboriginal Family Clinic)

The project is a joint partnership between Adelaide PHN and the Southern Adelaide Local Health Network (SALHN) and the Health Hub, a local GP practice. The purpose of the partnership is to provide regular visiting GP services to the Aboriginal Family Clinic at Noarlunga and Clovelly Park sites and to explore a sustainable GP outreach model to improve access to culturally appropriate GP services for Aboriginal and Torres Strait Islander people living in the southern metropolitan Adelaide region.

The project commenced in July 2016 and with Phase 1 and 2 completing in February 2017. Phase 3 has commenced in March 2017 and will continue for 12 months until March 2018.

After Hours

Adelaide PHN Website Link

[Our Priorities - Adelaide PHN](#) and *click After Hours*

After Hours Consumer Awareness Resource

The After Hours Community Awareness hard copy 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. All households in the Playford City Council region have received a copy. Extensive positive feedback has been received indicating its usefulness, ease to understand and relevance to local services. A mobile optimized website for the entire Adelaide metropolitan region is currently in production.

The Dandelion Project

[The Dandelion Project](#)

This project is designed to improve the care of aged care residents. Adelaide PHN has commissioned aged care provider Eldercare to deliver the Dandelion Project which will support GP access and availability in the after-hours period and build the capacity of staff to improve the coordination of care for residents.

The Dandelion Project is a multi-layered strategy which involves better understanding the wishes of residents and their families, training staff, liaising with residents' GPs and working more closely with ambulance services. The project commenced in February 2017 at three Eldercare sites in metropolitan Adelaide.

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

Currently in consultation stage. An after-hours mental service is to provide a central point for consumer-focused, proactive, responsive and supportive services for people in potential mental health crisis at times of the day when access to the majority of mainstream services are unavailable. Discussions with a range of stakeholders continues in order to provide appropriate services in central and southern Adelaide.

After Hours Innovation Grants

The purpose of the After Hours Innovation Grants is to support GP practices and other primary care providers to implement innovative approaches to after-hours care. In May, Adelaide PHN undertook a commissioning process for these Grants and the six successful organisations commenced project delivery in August/September 2016. These projects will run until 30th June 2017.

Alcohol and Other Drugs Treatment Services

Adelaide PHN Website Link

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

The Adelaide PHN has commissioned a range of AOD treatment services in the Adelaide metropolitan region to reduce the impacts associated with methamphetamine, alcohol and other drug misuse for individuals and communities.

An AOD Treatment Services Reference Group, chaired by the APHN, has been established to receive information, advice and feedback to understand the needs and trends of the Adelaide community and the AOD treatment services sector. This will ensure planning processes and policy development are responsive and coordinated. Reference Group members are:

- Drug and Alcohol Services SA
- Aboriginal Alcohol and Drug Council
- SA Network of Drug and Alcohol Services
- A consumer representative
- A General Practitioner prescriber of medication-assisted treatment for opioid dependence and other medically assisted withdrawal.

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. Recent work has focused on the area of people with complex needs, and capacity building initiatives.

Mentegram

In an Australian first, Adelaide PHN is working with Mentegram to develop and implement the use of the Mentegram app in a number of commissioned Primary Mental Health Care Services. Mentegram includes software that clinicians use to communicate with clients and a mobile app for clients where they receive communication and information.

Mentegram is being developed to streamline the way people report their experience of mental health services and care which will be used to improve services moving forward. The design of the Mentegram questionnaires about patient experience has taken into account feedback received from membership groups and wider consumer and carer feedback during Adelaide PHN mental health, alcohol and other drug consultations in 2016.

Population Health

[Adelaide PHN Website Link](#)

[Our Priorities - Adelaide PHN](#)

Child and Youth Wellbeing in Schools Literacy

This project was designed to improve literacy levels of children with specific learning areas, and improve their behavior and wellbeing. It was completed in northern Adelaide in December 2016 and continues until December 2017 in targeted southern schools. Adelaide PHN is in discussion with DECD regarding opportunities to work collaboratively on child wellbeing.

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

Consultation meetings were held with key stakeholders in the multicultural sector which provided information and developed an understanding of the issues faced by refugees and new arrivals. Following these meetings a workshop was held on Monday 6 April 2017 which included representatives from the multicultural, primary health and research

sectors. The consultation sought feedback, comments, ideas and solutions on the following areas: health literacy; capacity building; and system integration.

A Request for Proposal (RFP) has been developed and is available on Tenderlink: Refugee and New Arrivals Health Project closing 18 May, 2017.

Preventive health care and community health literacy

A three stage consultation process is being implemented to establish a strategic approach to develop collaborative approaches with local government, health NGOs and primary health care in focus areas targeted by the Adelaide PHN Needs assessment. These health literacy and preventive health activities will address; chronic conditions, obesity and inactive lifestyles; and mental health in particular for Aboriginal and Torres Strait Islanders, CALD communities and people who have more than one chronic condition.

Stage 1: A consultation workshop with non-government health organisations focusing on chronic disease prevention and management is being held on 3 May.

Organisations to engage include:

- Arthritis SA
- Asthma Foundation
- Cancer Council
- Heart Foundation
- Lung Foundation
- Diabetes SA
- Kidney Foundation
- Beyond Blue

Stage 2: June 2107 – Local Government and SA Health (Public Health Branch)
The Cities of Onkaparinga, Salisbury, Playford and Port Adelaide Enfield; Local Government SA; SA Health, Public Health Office

Stage 3: July 2017 – Primary Health Care Providers.
Interdisciplinary Health Practitioner Network and Clinical Councils.

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.

Recent developments under this activity include:

- Associate Professor Marion Saville, Executive Director of the Victorian Cytology Service, provided an update on HPV vaccinations and the [cervical screening renewal](#) for the GPs, nurses and other health professionals attending the SAPHNs conference

- Adelaide PHN has agreed to participate in SAHMRI's Beat Bowel Cancer Project (BBCP), which aims to reduce preventable deaths from colorectal cancer in the South Australian population via evidence-driven interventions (primary prevention, secondary prevention and treatment).
- Communicated relevant updates via Primary Links, including a free APNA webinar update on bowel screening for primary health care nurses, cervical cancer screening renewal updates and BreastScreen SA's new campaign, 'What you see. What we see'.

Adelaide Disability Medical Service Primary Health Care Service Enhancement Project

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 service commenced in March 2017.

<https://www.adelaidedisability.com.au/>

Potentially preventable hospital admissions

Adelaide PHN Website Link

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

Living Well with Persistent Pain Program

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

Combining a group program and individual pain service assessments, this evidence-based program supports people to better understand their pain condition, equips them with the necessary tools to improve their quality of life and thereby minimises 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 Elizabeth Family Health to provide a locally accessible multi-disciplinary collaborative primary care based service with the patient at the centre of their own health care.

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

[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 Paediatric Medicine Unit of the Women's and Children's Hospital. The GPLU is tasked with 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 GP (Dr Helena Williams), a nursing coordinator and an administration officer. The GPLU commenced operation in February 2017.

Respiratory Health Project

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.

Services will commence mid 2017 after a Request for Proposal was open from 23 March to 20 April.

Living Well with Persistent Pain Program - WCH Paediatrics

The Paediatric Chronic Pain Model of Care has been developed by a team of WCHN and Adelaide PHN staff. It has been presented to the WCHN Child and Adolescent Health Community of Practice. The proposed model includes a Clinical Coordinator working across a tertiary pain service with primary care options to support children and their families when different levels of intervention and support are required. It also includes an education program.

This service is planned to start in the latter part of 2017.