

# Adelaide PHN Quarterly Update

## May 2018

Adelaide PHN is committed to keeping our membership groups informed about our activities. This update provides useful information about Adelaide PHN commissioned services and commissioning processes.

For more information about [commissioning](#), our [needs assessment](#) and [Activity Work Plan](#) please click on the links or visit our [website](#).

We submitted our updated Needs Assessment which has been approved and updated Activity Workplans have also been submitted.

## Engaging with Members

### Adelaide PHN Membership Activities

As was reported in the February edition of Quarterly Update, the Adelaide PHN has refined its Membership model to encourage greater sharing and collaboration opportunities across the nine health priority interest areas. The recently added interest areas of Alcohol and Other Drugs, and Culturally and Linguistically Diverse People's health have been growing in membership and representatives from these two areas have taken their place on the Network Leadership Group which now has its full complement of members.

On 1 March, Network members came together at the Thebarton Community Centre for a Symposium. The event was well attended with 77 members participating. During the meeting members were introduced to the concept of Collaboration Hubs which will to bring people together around focused action.

The Network Leadership Group has met twice, with the next meeting to discuss the Network role in implementing the Strategic Framework of the Adelaide PHN and leading the Collaboration Hubs.

The new Alcohol and Other Drugs interest area of the APHN's Health Priority Network has recruited 62 members in its first 5 weeks. Six people self-nominated for the two leadership positions; including service providers, two consumers and a peak body representative. 27 people voted in the election, which was 50% of the membership at the time.

In February, over 50 stakeholders and community members attended a forum that was facilitated by members of the Older Person's Health and Palliative Care interest areas. At the

After-Hours Access to Palliative Care in the Community Forum, participants identified need the need for good planning and after-hours palliative care support in the community.

Members of the Health and Disability interest area, with the assistance of Network members from the areas of Childhood and Youth, and Consumers and Carers will be hosting a forum on June 27: Health and NDIS – a Necessary Partnership. Anyone interested in attending should contact the APHN for more information.

### **Recruitment Opportunities**

Each year the Adelaide PHN reviews the membership of both the Clinical Councils and the Community Advisory Councils to ensure that these groups are as fully representative as possible. Positions on the Council are for a two-year term, and members can renominate at the completion of their term. An expression of interest for frontline primary health care practitioners who are interested in being considered for a position on a Clinical Council will be called for in June. Vacancies for community members on the Community Advisory Councils will also be available.

The membership of the Adelaide PHN is also set for further enhancement with the introduction of a new Aboriginal Community Advisory Council. A call for members to this new Council will be sought shortly. All membership opportunities will be promoted on the PHN's website when they are available.

All membership opportunities will be promoted on the PHN's [website](#) when they are available.

## **Primary Health Care Support**

[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 8219 5900 and email [practicesupport@adelaidephn.com.au](mailto:practicesupport@adelaidephn.com.au)
- face to face visits
- digital health support and My Health Record support, information and training
- Primary Links, a fortnightly communication newsletter, to over 5000 primary health care providers

Over the past three-month period:

- over 1000 face to face visits, including practice visits and meetings took place
- staff attended 60 education events to network with primary health care providers
- over 700 general phone and email enquiries were received and responded to. The focus of enquiries was on mental health, alcohol and other drug services, requests to promote primary health care services, My Health Record, PenCS or requests to be added to our database

There are 117 general practices that 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. This is 38.7% of Adelaide PHNs digitally enabled general practices.

## **My Health Record**

The My Health Record is a secure online summary of your health information. You can control what goes into it, and who is allowed to access it. The Australian Government has committed to creating a My Health Record for every Australian by the end of 2018, unless they choose not to have one. The Adelaide PHN has been identified as a key delivery partner for supporting the My Health Record and Opt-out.

In the APHN region there are over 350,000 consumers registered to participate in the My Health Record, 279 General Practices registered, 55 Pharmacies, 9 Specialists rooms and 26 public/private hospitals are also registered with over 80,000 clinical documents being uploaded to consumers My Health Record in the last 3 months.

The My Health Record team have been actively engaging health care providers, various community organisations and their communities of interest. The team have met with 96 healthcare providers, including, Pharmacists, Specialists and Allied Health professionals. There are 31 registered pharmacies and six pharmacies actively uploading scripts to My Health Record.

In addition, twenty-one face to face education sessions have been delivered, four articles for community newsletters have been written, two radio interviews have gone to air and there have been numerous posts for Facebook and Twitter.

The team has met with many of Adelaide's leading NGOs and community members, including: SACOSS, all Adelaide metro Councils and Community Centres, Health Consumer Alliance of SA, Positive Life South Australia, Multicultural Communities Council SA, Relationships Australia South Australia, SAMESH, SHINE SA, FEAST, Lifestyle SA, Centacare, Hepatitis SA and we're currently engaging with the African and Middle East Community councils.

Click [here](#) to go to the My Health Record website.

## **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 have delivered 110 events on topics such as Paediatric ENT and Audiology, Medication and treatment management of dementia patients, mental health, arthritis, burns and wound

management, Codeine Rescheduling, Providing medical care to patients with a disability, Gastrointestinal Health Update, Reducing the risk of cardiovascular disease after pregnancy complications, skin lesions and rashes in children just to name a few in the current financial year. Attendance at events is increasing with a range of allied health providers registering, and on average 50% of attendees are general practitioners.

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

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

Currently in re-design with the program deliverers to commence a further round of this successful program in the coming months.

## **Immunisation**

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

The Adelaide and Country SA PHNs continues to jointly implement the SA PHN Immunisation Hub, which provides education, mentoring and networking for service providers, engagement, advocacy and resources for the community. The Hub is also able to facilitate nurse led clinics in areas where low coverage and gaps in immunisation service delivery are identified.

We are very proud to announce that the Champion Nurse Immunisation Program (CNIP) has been commissioned for another year and will continue through until July 2019. This program is available throughout metropolitan Adelaide and uses specialist nurses to provide a range of services including: immunisation program support, mentoring to new immunisation providers, assistance with Australian Immunisation Register (AIR) reporting and recalls, children overdue for immunisation, identifying barriers to vaccine uptake, addressing vaccine hesitancy and promoting and advocating for immunisation at local community events.

The Hub has recently presented a series of education sessions for health care professionals educating them on the 2018 Influenza vaccination program. Three face to face sessions were held in metropolitan Adelaide, one in Murray Bridge and a webinar. Hundreds of immunisation providers attended these sessions which were greatly interactive and positive.

The Hub is raising awareness on adult vaccination across the state with only about 20% of adults being fully vaccinated. Vaccination does not just protect individuals but also the wider community, particularly young babies and those who are immunocompromised and unable to be vaccinated. Immunisation providers have the 2018 flu vaccine readily available, this is a good opportunity for individuals to check their Whooping Cough, Tetanus and Shingles vaccination status whilst getting their flu vaccine.

## **Interdisciplinary Health Practitioner Network (IHPN)**

Adelaide PHN, in partnership with the Interdisciplinary Health Practitioner Network (IHPN), supports a network for collaboration in chronic disease management and multi-morbidities in primary care. The Adelaide PHN is pleased to announce the network will continue to be

supported in the next financial year. 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.

The next Adelaide Interdisciplinary Health Practitioner Network will meet on Monday 28th May from 6.00pm to 8.30pm. Dinner will be provided and there is no cost for this event. Come along and join us as we host a webinar by the IHPN.

You can help to improve patient outcomes by joining IHPN's expert panel, as a GP, physiotherapist and a psychologist, discuss the challenges of chronic health conditions from an interdisciplinary perspective. For more information about the IHPN, or to register, visit [IHPN](#).

## Peer Support Networks

A new funding round will be coming soon for the 2018-19 Peer Support Networks Program. Through this program, Adelaide PHN aims to provide resources to facilitate peer support and networking, with a focus on quality improvement, across the primary healthcare sector. Adelaide PHN currently supports 10 Peer Support Networks for Primary Health Care Managers, Nurses and other Primary Health Care Professionals.

Grants will provide support to enable networks to meet four times per year within a 12-month period commencing July 2018. To view the list of Networks, visit the Adelaide PHN website [here](#).

## Integrated Care

Adelaide PHN Website Link - [www.aphnintegratedcare.com.au](http://www.aphnintegratedcare.com.au)

## HealthPathways South Australia

HealthPathways South Australia is one of the flagship programs under the Adelaide PHN's approach to integrated care. Find out more about this via [www.aphnintegratedcare.com.au](http://www.aphnintegratedcare.com.au)

The HealthPathways South Australia team continues to localise clinical pathways in preparation for implementation of the live site. GP Clinical Editors continue to engage clinicians with specialist subject matter experience and knowledge on the clinical pathway to ensure the pathway is relevant to the South Australian context. Our Clinical Coordinators are actively progressing the collection of service information. Aligning with the specific clinical pathway this includes details such as referral criteria and required referral information.

View the full list of pathways under development and indicative schedules via the HealthPathways South Australia project site: <https://saproject.healthpathwayscommunity.org/>

If you would like to get involved or have any questions, please feel free to send us an email at: [SouthAustralia@healthpathwayscommunity.org](mailto:SouthAustralia@healthpathwayscommunity.org)

## Care Connections

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

Care Connections utilises elements of the Patient Centred 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 from the Local Area Coordination (LAC) service.

Practices continue to work with the Local Area Coordination service team to undertake quality improvement(QI) activities outlined in the Improvement Plans. Some of the practice are currently undertaking a Patient Satisfaction Survey which will contribute to their QI activities.

Work continues to explore the key elements of an effective Local Medical Neighbourhood. Focus groups with allied health professionals are being planned for late April to discuss this further.

Shared learnings and resources from the activities of the 11 practices will be distributed to the metropolitan region of Adelaide for use in their own general practice as part of our **new** Integrated Care Website [www.aphnintegratedcare.com.au](http://www.aphnintegratedcare.com.au).

Involved practices have put forward proposals for grants to improve patient access through a range of quality improvement including: respiratory health, weight management, mental health and frailty.

## Health Care Homes

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

Adelaide PHN continues to work closely with Health Care Home practices (a Commonwealth Government initiative) and currently, 19 independent, corporate and partnership practices continue to participate. Health Care Homes will improve the provision of care for people with chronic and complex conditions in Australia's primary health care system.

Key achievements include:

- Commenced working with two additional practices - Australian Family Care (Reynella and McIntyre), January 2018
- Patient enrolment has commenced: nine practices have commenced enrolling patients, 143 patients enrolled in the APHN region
- 10 proposals for grants received to undertake a range of quality improvement activities to improve patient access including
  - Nurse/pharmacist led clinics: asthma, diabetes, aged care and COPD
  - Education and training: mental health, Spirometry, leadership and conference sponsorship to a range of different events

- Increasing avenues for access – triage training for nurses and admin to support phone access, email access.
- Shared medical appointment training and implementation
- Telehealth to support nurse led clinics offsite
- Data cleansing and establishment of patient registers for more “proactive” healthcare delivery
- Three regional Communities of Practice (CoPs) have been formed allowing for sharing of experiences and problem solving. The first round of CoPs has been completed with bimonthly meetings scheduled for the future. Some of the focus areas being planned include: challenges and successes, managing bundle payments, sharing practice progress, sharing learnings about patient enrolment, changing models of care for efficiency and provider satisfaction

## People’s experience of general practices commissioned services

Adelaide PHN continues to be proactive in recognising the need to obtain real-time high level feedback about people’s experience of general practices and our commissioned services throughout the metropolitan area.

Adelaide PHN will place HappyorNot devices throughout general practices to establish satisfaction levels of people accessing these services. Feedback will be based on different areas of service which general practices will have access to ensure continuous improvement. Invitations will soon be issued to general practices to participate in the program. Concurrently, questions for practices to use to obtain useful and relevant information from their community are being developed, and will be shared with Clinical Council before release.

More information about the devices is available on their [website](#).

## Aboriginal and Torres Strait Islander Health

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

### Integrated Team Care - Closing the Gap (ITC CTG)

The program assists clients to better manage their chronic health conditions and assists accessing medical specialists and allied health providers. The program works 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.

The program has achieved a marked increase in referrals over the last 12 months. There are currently 536 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. Adelaide PHN have funded an Indigenous Health Project Officer until June 2018.

The Commonwealth has confirmed that Integrated Team Care funding will be continued for the next 3 years.

## Aboriginal Community Engagement

In December 2017, the Adelaide PHN hosted a workshop for members of the Aboriginal and Torres Strait Islander community. The 50 participants focused on identifying a range of effective ways to engage with community. A key outcome of the workshop is that we are now developing an Aboriginal Community Advisory Council and will continue to talk with the community and provide information using a broad range of strategies. This is in addition to the three Community Advisory Councils which are part of the Adelaide PHN membership model.

The report of the December workshop is presented [here](#), with the report of the June workshops.

## Aboriginal Cultural Learning Program

The Adelaide PHN is in the final negotiations with a provider to deliver a cultural learning program - An introduction to cultural safety. This program will deliver cultural learning to improve the capacity of mainstream primary health care providers and workforce to deliver safe, accessible and culturally responsive services to Aboriginal and Torres Strait Islander people.

The target audience for the training will be Adelaide PHN commissioned service providers and the broader primary health care workforce. Focusing on mainstream service providers, such as general practitioners, practice managers and nursing staff, reception staff, allied health professionals, pharmacists and pharmacy assistants, the training sessions will be delivered across the northern, western and southern regions of metropolitan Adelaide. This program will assist in improving the experience of Aboriginal people in accessing culturally safe primary health care, as identified by our Adelaide PHN Aboriginal Health Network members.

## 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 hard copy flip chart is to be developed for the City of Port Adelaide Enfield region as has been done for Onkaparinga and Playford Council areas and will provide information to support self-triage, whilst raising awareness of available and appropriate after-hours services, to support better health choices. A range of promotional resources will be developed which will include translated information.

The mobile optimised website continues to target the entire Adelaide metropolitan region [www.adelaideafterhours.com.au](http://www.adelaideafterhours.com.au)

## **Extended Primary Care for People Living in Residential Aged Care Facilities**

### **The Dandelion Project**

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

In February 2017 Eldercare was commissioned to deliver an extended program of care at three sites which aims to improve GP access and availability and build capacity and capability through extended staff training to enhance coordination and care of residents. This program has been extended for a further year, this will see consolidation of achievements in year 1, more engagement and involvement of GPs, continued activity that reduces the need for after-hours medical visits, liaison work with the hospital and a focus on the provision of palliative care.

#### **Additional program**

A new request for proposal has focused on access to primary care provision in aged care facilities which enables residents to receive the care they require in their residential home and reduces unnecessary admissions to hospital. Applications have been received and a second program (similar to Dandelion) will commence in May provided by Southern Cross Care.

## **Development of Mental Health After-Hours Services across Adelaide PHN Regions**

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

The Lived Experience Telephone Support Service (LETSS) is a peer-led telephone service where people with mental health issues and their carers can receive real-time information, navigation and support in the social afterhours period. A component of the Adelaide PHN After Hours Primary Mental Health Service strategy, the LETSS will assist in the reduction of inappropriate attendances at emergency departments and be proactive in the de-escalation of mental health distress, as well as assist with access to mainstream in-hours mental health services and other services as required.

A request for proposal was issued in February 2018 and Adelaide PHN is currently working with a preferred applicant in contract negotiations.

# Drug and Alcohol Treatment Services Program

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

Since December, when Commonwealth funding for capacity building activities transitioned to increased service provision, the APHN has been working with five commissioned services to co-design projects: CASSA, Centacare, Mission Australia, OARS and Uniting Communities. These services now provide an increased number of treatment interventions for vulnerable cohorts including LGBTIQ, Aboriginal, CALD, Asian & African, as well as increasing the AOD workforce.

Last month the Drug and Alcohol Treatment Services Reference Group farewelled Simone Cormack who retired as the State Director of Drug and Alcohol Services South Australia (DASSA). She has been a driving force in the sector in SA for many years, and a core member of the reference group. Marina Bowshall, who has many years in the sector has replaced Simone as the Acting Director.

## 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 13 organisations in the Adelaide metropolitan region to provide a range of Primary Mental Health Care Services across the stepped care continuum.

There are two main providers of general psychological therapies - Links to Wellbeing Consortium covering the southern and centre-east region and The Northern Health Network covering the north and centre-west region. The remaining specialist providers deliver services for children and young people, people impacted by suicide, new and expecting parents, people experiencing of at risk of homelessness, people from culturally and linguistically diverse backgrounds, people who have experienced trauma and gender diverse and transgender people.

In the recent months there has been a significant increase in services across the stepped care continuum, in particular low intensity and suicide prevention services. Adelaide PHN continues to support Primary Mental Health Care Services, many of whom are well into their second year of operation, to ensure patient experiences and outcomes are measured and positive, and to achieve increased collaboration and integration via the Central Referral Unit and shared client management database. All health professionals are now required to provide all referrals through the CRU.

Referral to all our PMHC services through the CRU is easy:

**Central Referral Unit Fax 1300 580 249**

A centralised referral service receiving and allocating referrals from health professionals to the most appropriate APHN commissioned provider (Services commissioned by Adelaide PHN – No fees payable).

Referrals are sent to Clinical Decision and Monitoring Unit staffed by mental health clinicians providing a centralised decision making and monitoring function (clinical triage, allocation and referral pathway guidance). Referrals are allocated the same day - Client & GP are notified of acceptance into service commissioned by Adelaide PHN.

9.00am to 4.00pm Monday - Friday (excl. public holidays)

### **Mental Health Enquiry Line 1300 898 213**

Both community and professionals can receive information and referral support regarding local Services.

9.00am to 5.00pm Monday - Friday (excl. public holidays)

## **Mentegram**

Mentegram is web based software used to measure patient experiences and outcomes and is being piloted by Primary Mental Health Care Service providers Links to Wellbeing, PsychMed, and Northern Health Network.

Progress to date includes the successful training of staff across the three pilot sites in the use of the software and ongoing support, mentoring and guidance on the implementation of the tool within administration and clinical processes.

## **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.

Adelaide PHN is delighted to announce the launch of the new GP PASA website which assist GPs through the screening and booking process, and provides Links To Wellbeing (LTW) with funding to administer the appointments offered and made with Psychiatrists.

GP-PASA is not a new service. In 2017, a review of GP-PASA was carried out by the Royal Australian and New Zealand College of Psychiatrists and Adelaide Primary Health Network to improve and enhance the service. The results of this enhancement have been incorporated into the current GP-PASA model and the creation of this website. Adelaide PHN continues to work with LTW and other stakeholders to facilitate promotion, uptake and administration of the service.

For more information, visit <http://www.gppasa.net.au/>

## headspace Centres

Adelaide PHN is responsible for contractual oversight of four local headspace Centres at Edinburgh North, Port Adelaide, Onkaparinga and Adelaide. headspace Centres deliver primary mental health services targeting young people aged 12 – 25 years. The headspace program provides highly accessible, youth friendly integrated service hubs that respond to mental health, general health, alcohol and other drug, and vocational concerns.

The hYEPP (headspace youth early psychosis program) ensures the provision of early intervention, responsive and recovery focused specialist treatment and care for young people who are at risk of or experiencing a first episode of psychosis as based on the Early Psychosis Prevention and Intervention Centre (EPPIC) model of care. Since its relaunch in October 2017, Adelaide's hYEPP service continues to increase the number of clients, from 120 in our last update to 170 currently. The service has also extended its opening hours and is now open until 9pm Monday – Friday.

Adelaide PHN is in the process of acting on directions from the Commonwealth to select new lead agencies for headspace Onkaparinga, headspace Adelaide and hYEPP.

As the outcome of the recent open Request for Tender to operate headspace Onkaparinga, Northern Health Network has been selected as lead agency and will commence on 1 July 2018. Adelaide PHN is currently overseeing transition arrangements, with all parties working hard to ensure minimal disruption to clients, staff and key stakeholders.

Request for Tender for the headspace Adelaide and hYEPP are expected to open around September / October 2018 for new lead agencies to commence 1 July 2019.

For more information about headspace and hYEPP services, please visit the [headspace Adelaide](#), [headspace Port Adelaide](#), [headspace Edinburgh North](#) and [headspace Onkaparinga](#) sites.

## Population Health

### Adelaide Refugees and New Arrivals Project (ARANAP)

The Project aims to provide integrated support, improved access to primary health care services, improved provision of primary health care, health literacy and education support.

Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS) and Australian Refugee Association (ARA) have been commissioned to implement the Adelaide Refugee and New Arrival Health Project. This program is currently recruiting staff to the program.

The ARANAP Reference Group will continue to support this area of work and support a better integrated Refugee and New Arrival service system across metropolitan Adelaide.

## **Preventive Health Care and Community Health Literacy**

Adelaide PHN is working with the Cities of Onkaparinga, Salisbury, Playford and Port Adelaide/Enfield and the Local Government of SA and SA Health to develop collaborative approaches which strengthen health literacy and access to primary health care services. Discussions have focused on strengthening the use of community spaces as avenues to promote health information and service access.

Adelaide PHN is currently scoping opportunities to:

- Provide training to volunteers and Council staff to assist with initiating a conversation with community members about health and well-being; and
- Develop and promote consistent health well-being messages to be delivered across the 4 Councils.

## **Aboriginal and Torres Strait Islander Community Peer Support for Cancer Screening**

Adelaide PHN is pleased to advise that Cancer Council SA have been selected as the service provider for the Aboriginal and Torres Strait Islander Community Peer support for cancer screening project.

Cancer Council SA are currently establishing a project that will engage Aboriginal workers as “peer ambassadors” to deliver culturally appropriate messages and information about cancer screening and advocate with primary health care services for improved culturally appropriate approaches to cancer screening.

## **A new collaborative cancer screening awareness campaign**

A new partnership has recently developed between Adelaide PHN, Country SA PHN, SA Health and Cancer Council SA will see a new, innovative approach to the promotion of cancer screening in South Australia.

Working in partnership enables the sharing of resources, expertise and will enhance the reach of the project messaging via various social media and other communication strategies across the networks of the agencies. The long-term goal of the project is to contribute to the reduction of cancer incidence in SA by increasing participation in cancer screening and therefore increasing the proportion of cancers detected at an early stage.

A 30 second video and graphics promoting the positive benefits of screening is under development by creative agency James Rickard.

## **Adelaide Disability Medical Service Primary Health Care Service Enhancement Project**

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

The 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.

ADMS have been successful in their application to become a Health Care Home.

## **Strengthening Care in the Community**

### **Living Well with Persistent Pain Program**

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

Adelaide PHN has commissioned a locally accessible, multi-disciplinary, primary care based service to support people living with persistent pain.

Living Well with Persistent Pain (LWwPP) combines a group education/training program with individual assessments, GP and allied health appointments. The program supports people to better understand their pain condition whilst providing the necessary tools to improve their quality of life and minimises the burden of pain. One hundred and fifty patients have been referred to the service to date and the project will be extended until June 2019.

A second program providing the same model of care has also been commissioned to provide a service more central to Adelaide and this will be ready to receive referrals at the beginning of June 2018.

### **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.

Adelaide PHN has commissioned Asthma Australia to undertake this project with support from Lung Foundation Australia. The Steering Committee has formed and met on three occasions; recruitment of general practices and pharmacies is well under way; training programs and resources requirements are also being finalised.

### **Palliative Care Access to Medicines Project**

The Adelaide PHN is committed to supporting palliative care in the community through enhanced planning and access to essential medicines for end-of-life care.

The Palliative Care Access to Medicines project has been designed to build the capacity of GPs and pharmacy to work together to ensure access to end-of-life medicines in the community. The project is to be delivered across the Adelaide metropolitan region. A provider service has identified through a tender application process and this is now moving into the contract process.

## **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 Paediatric Medicine Unit of the Women's and Children's Hospital. The GPLU aims to improve the care of people who have frequent contact with the hospital by facilitating and strengthening collaboration, communication and integration between the hospital and general practice. The GPLU team includes a General Practitioner, Registered Nurse and Administrative Support Officer.

Key activities, to date, include a website providing information for GPs, direct contact with general practices and the development of information for families detailing the importance of having a usual GP who is consistently involved in the patient's journey. The GPLU team is involved in the continuous improvement the hospital is undertaking in the Out-Patients Department and identifying presenting conditions in which general practice could play a stronger clinical role.

An independent review of the work has been commissioned to inform future directions.

## **Southern Adelaide GP Liaison Unit**

Adelaide PHN continues discussions with the Southern Adelaide Local Health Network (SALHN) to establish a GP Liaison Unit (GPLU) at the Flinders Medical Centre

## **Northern Adelaide GP Liaison Unit**

Adelaide PHN is working with the Northern Adelaide Local Health Network (NALHN) to establish a GP Liaison Unit (GPLU) at the Lyell McEwen Hospital. The GPLU will work to improve the care of people who have frequent contact with the hospital by facilitating and strengthening collaboration, communication and integration between the hospital and general practice.

It is anticipated the GPLU will commence operation in July 2018.