

Adelaide PHN Quarterly Update

January 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 is waiting on approval from the Commonwealth, and our Activity Work Plan is due in February 2018.

Engaging with Members

Revitalising the Adelaide PHN Membership Model

A key deliverable of the Adelaide PHN is to promote enhanced engagement and collaboration within the community and the primary health sector. Our membership groups facilitate this connection and garner input into Adelaide PHN decision making. The membership includes seven Health Priority Groups (HPGs), three Clinical Councils and three Consumer Advisory Councils.

HPG members expressed concern about effective functioning of their groups and as a result the Adelaide PHN has listened to their concerns and devised an alternative model to better meet member needs.

This new model, which is currently being implemented, see HPGs unite to form a combined Health Priority Network. Network members will come together over issues, partnerships, integration and action. The attention of the Network will now span nine health interest areas with alcohol and other drugs and culturally and linguistically diverse people's health being added. Stakeholders interested in joining the revitalized Network, especially those with interests in the expanded topics of alcohol and other drugs and culturally and linguistically diverse people's health, are encouraged to contact Adelaide PHN on healthprioritynetwork@adelaidephn.com.au to join or find out more.

A Network Leadership Group will assist in driving and facilitating the action of the Network. A key objective for the new change is to encourage greater cross interest area collaboration. The Network is scheduled to come together for the first time on 1 March 2018 for a Symposium. Community Advisory and Clinical Councils are unchanged.

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 phclo@adelaidephn.com.au
- face to face visits
- digital health support and My Health Record support, information and training
- 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 99 face to face visits, including practice visits and meetings, took place
- staff attended 60 education events to network with primary health care providers
- over 248 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

115 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. This is 38.5% of Adelaide PHNs digitally enabled General Practices.

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 77 events on topics such as mental health, arthritis, burns and wound management, sexual health, chronic pain and opioid dependence 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/>

Practice Leadership Advantage Program

This 9-month program, created for general practice, provided training and support for Principal GPs and business owners. It aimed 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.

All three interactive workshops have been completed, with good attendance at all sessions. Practice managers were given access to the program and offered attendance at all workshops, a first for this program, which has been run interstate. The individual face to face mentoring sessions between workshops have been very well received and are still ongoing. Participants are developing improvement plans for their practice and receiving support in this process.

Feedback from participants on the overall program was very positive with all saying they would recommend it to their colleagues.

At completion of the program, Principal GPs and business owners 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 supported implementation of 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 in areas where low coverage and gaps in immunisation service delivery are identified.

The Champion Nurse Immunisation Program (CNIP) is available throughout metropolitan Adelaide and will continue to July 2018.

The Hub is currently arranging a series of education sessions for health care professionals interested in the 2018 Influenza vaccination program. Face to face sessions in metropolitan Adelaide, a rural area and a webinar are planned.

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.

Our last meeting was held on Wednesday the 29th November and was in addition to the four meetings planned for the pilot project. Thirty-one people attended and the evening commenced with an overview of the Adelaide PHN by CEO, Deb Lee. Presentations were given on some key activities and projects of the Adelaide PHN: HealthPathways; Health Care Homes and Digital Health. For more information about the IHPN, visit [IHPN](#).

Peer Support Networks

Adelaide PHN supports 10 Peer Support Networks 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.

To view the list of Networks, visit the Adelaide PHN website [here](#).

HealthPathways South Australia

HealthPathways South Australia is one of the flagship programs under the APHN's approach to integrated care. Find out more about this via 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

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.

Recruitment of general practices from targeted areas of need occurred and 11 practices are in the process of working within the PCMH framework. The LAC service is consulting with practices and surrounding allied health professionals to determine what is a good medical neighbourhood.

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](#)** .

Health Care Homes

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

The Health Care Homes trial officially commenced on December 1, 2017. At time of commencement, 18 practices were enrolled to participate. There are a range of independent, corporate and partnership practices enrolled. Three information forums were organised and hosted by the Adelaide PHN in the lead up to December 1, 2017 ensuring that professionals were able to question, discuss and interact in preparation for commencement as a HCH. Click [here](#) for the list of participating HCH practices.

Key achievements include:

- Training by Adelaide PHN HCH Practice Facilitators has been completed
- Commenced onboarding of 2 further practices - Australian Family Care (Reynella and McIntyre), January 2018
- Patient enrolment preparation has commenced with the roll out of the risk stratification tool to all commencing practices and key personnel; 3 practices have already commenced enrolling patients
- Decision on majority preferred shared care platform: cdmNet (Precedence Health) and installation of cdmNet for 13 practices. For information on Shared Care Platforms click [here](#). For information on cdmNet click [here](#).
- External evaluation processes established for all sites as the first step in data collection for HCH trial
- Adelaide PHN is working closely with practices, through multiple engagement meetings all participating practices and establishment of Adelaide PHN Confluence site (shared web-based communication platform) for HCH practices and key personnel

Challenges to implementation include:

- Data sharing between APhN, Commonwealth and HCH practices
- Increasing the understanding of the HCH program amongst participating practice staff
- Improving completion rates for HCH Assessment baseline documents

As the HCH practices become more conversant with how they want to implement the program, four Communities of Practice (CoPs) will be formalised allowing for sharing of experiences and issues / solutions. Practices can begin online utilising the HCH Confluence site and then progress to face to face or possibly webinars. Whilst the Commonwealth stipulates that establishing and participating in CoPs is mandatory most practices have decided to concentrate on getting some structure in place at the local level and have therefore not yet participated. Adelaide PHN Practice Facilitators will work towards CoP establishment and actioning during the next quartile.

People's experience of commissioned services (new)

Adelaide PHN has been proactive in recognising the need to obtain information about people's experience of our commissioned services. Many of the commissioned services have implemented evaluation processes but these do not provide real-time feedback. Real-time feedback is the process of gathering information from people who have just accessed a service.

In response Adelaide PHN is implementing a two-phase process to collect real-time high level feedback to identify services who may require further attention and support to improve the satisfaction of people accessing their services.

Phase 1 will measure people's experience and satisfaction of Adelaide PHN's commissioned services and to ensure:

- people accessing our commissioned services have a voice
- data on people's experience and satisfaction level
- continuous service improvement

Phase 2 will provide support to commissioned services to build capacity and continuous improvement enabling people to have better experiences with their services.

This project will engage general practices and commissioned services throughout the metropolitan area commencing in April.

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. No further update this quarter.

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. As a collaborative initiative, the partnership enables improved primary health service delivery for Aboriginal and Torres Strait Islander people in Southern Adelaide.

Both Noarlunga and Clovelly Park have enrolled to be Health Care Homes sites in the trial with stage one to start in February 2018.

Aboriginal Community Engagement

In December, the Adelaide PHN hosted a workshop for members of the Aboriginal and Torres Strait Islander community. The workshop was an outcome of the three workshops undertaken in June 2017, where the invitation was extended to the Adelaide PHN to have a further workshop to identify opportunities for ongoing engagement and partnership with community.

Fifty Aboriginal and Torres Strait Islander people attended the workshop and provided ideas and advice to the Adelaide PHN about effective ways to engage with community and this is informing future directions. The findings of the December workshops will be presented [here](#), with the report of the June workshops.

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. Favourable feedback has been received about the hard copy flip chart developed specifically for the Playford City Council and the mobile optimised website for the entire Adelaide metropolitan region www.adelaideafterhours.com.au

The Adelaide PHN recently engaged Tonic Health Media to assist in the promotion of the Adelaide After Hours website during December and January. Tonic Health Media utilise print and health TV information to display a variety of health messages in General Practice waiting rooms.

Further community promotion is set for 2018.

Extended Primary Care for People Living in Residential Aged Care Facilities

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 living in three Eldercare residential aged care facilities. Dandelion commenced in February 2017.

Due to early successes, funding for this initiative has been extended and Adelaide PHN is in the process of commissioning additional services under the Extended Primary Care for People Residing in Residential Aged Care Facilities Initiative.

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 Self Presentation Assessment Recovery and Referral service is a direct face to face after hours mental health service that will provide support or advice for people in low acuity crisis without the need for a pre-arranged appointment. The service is currently in development.

The **Lived Experience Telephone Support Service** will provide telephone support, signposting service navigation help, referral, or just a listening ear to individuals or their family and friends experiencing mental health difficulties. Final consumer input into the design of this service has been obtained and Adelaide PHN will soon commence commissioning this service.

After-Hours Funding

After-Hours Funding supports the key objectives of increasing the efficiency and effectiveness of medical services for patients (particularly those who are vulnerable, have limited access to after-hours services and are at risk of poor health outcomes) and improving the coordination of care to ensure patients receive the right care in the right place at the right time.

The request for proposal for 2017 -2018 funding has focused on access to primary care provision in aged care facilities which enables residents to receive the care they require at home and reduce unnecessary admissions to hospital. Applications have been received and are currently being assessed and administered.

Drug and Alcohol Treatment Services Program

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

Our service providers continue to provide innovative and best practice services. One example is the Matrix Program by PsychMed, an intensive treatment program for methamphetamine users, which has exceeded outcomes reported in other jurisdictions. Late last year, this program and two others; Northern Connect - Comorbid Alcohol and Other Drugs Program by Northern Health Network, and Drug Treatment for Asian Drug Users by Community Access and Services in SA won prizes in the Adelaide PHN's inaugural Primary Health Care Awards for outstanding achievement in innovative service delivery, collaboration and partnership and workforce capacity building respectively.

Our alcohol and other drug commissioned service providers have also been involved in joint collaborative workshops with our mental health providers to build more integrated referral pathways. Sessions have included networking for cross referral and practical ways to connect with general practice.

At a systems level, the Drug and Alcohol Treatment Services Reference Group with members from Drug and Alcohol Services in South Australia (DASSA), South Australian Network of Drug

and Alcohol Services (SANDAS), Aboriginal Drug and Alcohol Council (ADAC), a consumer and a GP Prescriber has been focusing on preparing the sector for codeine up-scheduling. Codeine is no longer available over the counter and so GPs, pharmacists, and AOD service providers need to be prepared for possible dependence issues. Training sessions and information have been developed and disseminated.

In addition, the Reference Group has been exploring system level support programs to increase the numbers of medically assisted treatment of opioid dependence (MATOD) prescribers.

The Adelaide PHN is inviting stakeholders interested in reform of alcohol and other drugs programs to register as our membership Network, to enhance engagement with our stakeholders. The group is open to service providers, peak body representatives and consumers and families, and will provide opportunities to work with the PHN on collaborative projects related to alcohol and other drug issues. Please contact [Janine Phillips](#) for more information about the Health Priority Network and interest group.

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.

Adelaide PHN has commenced analysis and review of the first twelve months of primary mental health care service delivery. Systems are being strengthened, with all referrers being required to use the Central Referral Unit as the entry point for referrals.

Adelaide PHN has undertaken a thorough analysis and review of the first twelve months of primary mental health care service delivery which has highlighted the great work that is happening. As a result we have commenced redesign of some of the services and strengthening of the systems. One of the changes that has occurred is the requirement for all referrers to use the Central Referral Unit as the entry point for referrals. Over the next 12 months we will continue to focus on integration and partnerships amongst providers and support accreditation of services against the National Standards in Mental Health Services and strengthened clinical governance.

Mentegram

Mentegram is an app based device being used to a) collect experience related information from clients accessing commissioned mental health services, and b) enhance the clinical work undertaken with clients.

Mentegram is now operating in Links to Wellbeing and PsychMed, with Northern Health Network scheduled to begin using Mentegram fully by mid-February. The Adelaide PHN is currently looking at how to present Patient Reported Experience Measures (PREMs) along with other provider specific data to build a complete picture of the patient experience.

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. A website has been launched that a) improves the booking process for GPs and the communication with clients, and b) enables up to date information about psychiatrist access across the Adelaide region to be disseminated to GPs (and their clients).

The Adelaide PHN has been meeting with public mental health services to ensure there is effective communication and integration with similar services provided via their booked assessment services.

headspace

headspace centres deliver youth mental health services targeting young people aged 12 – 25 years. headspace centres form an integral part of delivery of the stepped care approach for young people, in combination with youth with complex needs strategies to ensure coverage across the stepped-care continuum.

The headspace program aims to improve mental health outcomes for young people with or at risk of mental illness by providing highly accessible, youth friendly integrated service hubs that respond to mental health, general health, alcohol and other drug, and vocational concerns. Adelaide PHN is responsible for contractual oversight of the four local headspace centres (and the headspace Youth Early Psychosis Program), listed below with their lead agencies (fund holders):

- headspace Adelaide - headspace Services Ltd
- headspace Onkaparinga – headspace Services Ltd
- headspace Edinburgh North - Northern Health Network
- headspace Port Adelaide – Centacare

Following the Australian Government's announcement regarding reforms to Australia's primary mental health care services in November 2015, relationships between the Adelaide PHN, headspace National (hNO) and headspace centres have changed:

- Adelaide PHN has contractual responsibility over existing headspace lead agencies and maintain the operation of headspace centres in line with the existing headspace model of care and funding levels;
- hNO to move towards a supportive role for headspace centres with a focus on workforce training, quality accreditation and data/performance monitoring on behalf of the PHNs.

The Australian Government Department of Health recently requested Adelaide PHN to approach the market and transition to a new Lead Agency for headspace Onkaparinga by 30 June 2018.

Adelaide PHN released an Invitation to Apply – Request for Tender seeking a new lead agency to take over the operations of headspace Onkaparinga, transferring operations from the current contractor headspace Services Ltd. Applicants have been shortlisted and once finalised will move into the contract negotiation stage.

hYEPP

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.

The hYEPP service contract was re-launched in October 2017 and has currently have approximately 120 clients.

Population Health

Adelaide Refugees and New Arrivals Project

Contracts are in the process of being finalised for the Adelaide Refugee and New Arrival Health Project which aims to provide integrated support, improved access to primary health care services, improved provision of primary health care, health literacy and education support.

A Reference Group of key stakeholders, including Migrant Health Service, Federation of Ethnic Communities Council Australia, Health Performance Council, a General Practitioner and a consumer will support this area of work and articulate a vision for a better integrated Refugee and New Arrival service system across metropolitan Adelaide.

Preventive Health Care and Community Health Literacy

Adelaide PHN has been working closely with key stakeholders to develop collaborative approaches which strengthen health literacy and access to primary health care services, in a three-staged approach working with; non-government organisations, local councils and primary health care professionals.

The SA Chronic Condition Collaborative is working on information for people newly diagnosed with any chronic condition to assist those living with a chronic condition to better understand and navigate our health care system.

Adelaide PHN is working with the Cities of Onkaparinga, Salisbury, Playford and Port Adelaide/Enfield and the Local Government of SA and SA Health. Further discussions are occurring with councils to investigate community spaces as potential avenues to increase opportunities to promote health information and service access.

In November last year the Consumer and Carer HPG and Community Advisory Councils were invited to a Prevention, Promotion and Health Literacy workshop. Attendees provided advice about how community spaces could be better utilized to help people better access health information and support, in collaboration with local councils.

The Adelaide PHN has consulted with Clinical Councils and Community Advisory Councils on a proposed format for a consumer health checklist originally developed with the Consumer and Carer HPG. This input is informing the development of health literacy resources to support our primary health care sector.

A Coordinated Approach to Increase Cancer Screening Participation

Adelaide PHN expects to announce a preferred service provider soon. The project will comprise activities which assist with the implementation of recommendations from both the [National Aboriginal and Torres Strait Islander Cancer Framework](#) and the [South Australian Aboriginal Cancer Control Plan](#) regarding screening and early detection of cancer in Aboriginal and Torres Strait Islander people.

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.

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 combines a group program with individual assessments and 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 20 patients have been referred to the service to date and the project has been commissioned until mid-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 project has commenced and recruitment of interested practices and pharmacies is imminent.

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. The project is being commissioned.

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 team includes a General Practitioner, Registered Nurse and Administrative Support Officer.

Key Activities include a website providing information for GPs, visits to general practices, the development of information for families detailing the importance of having a usual GP who is consistently involved in the patient's journey and a key point of contact for the hospital.

The GPLU is improving the care of children with chronic conditions such as asthma who have frequent contact with the hospital by facilitating and strengthening collaboration, communication and integration with general practice. The GPLU team is involved in the continuous improvement the hospital is undertaking in Out-Patients Department and identifying other presenting conditions in which general practice could play a stronger clinical role.

Southern Adelaide GP Liaison Unit

Adelaide PHN is working with the Southern Adelaide Local Health Network (SALHN) to establish a GP Liaison Unit (GPLU) at the Flinders Medical Centre. 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 June 2018

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 June 2018.