

Adelaide - After Hours Primary Health Care 2021/22 - 2024/25 Activity Work Plan



AH - 3000 - AH3 Northern and Southern After-Hours Walk-in Clinics (NAWiC and SAWiC)



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3000

Activity Title *

AH3 Northern and Southern After-Hours Walk-in Clinics (NAWiC and SAWiC)

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description

Aim of Activity *

Permission has been granted by the Commonwealth to continue this service in 2022-23 as a 'transition' year leading into the new Afterhours Primary Mental HealthCare guidelines coming into effect.

The Northern After-Hours Walk-in Clinic (NAWiC) and Southern After-Hours Walk-in Clinic (SAWiC) (previously identified as the Self-Presentation, Assessment and Referral Service (SPARS)) Program contributes to the provision of high quality, timely and responsive mental health assessment and care for people experiencing mental health concerns and/or associated difficulties predominately residing in Outer Northern and Outer Southern regions of metropolitan Adelaide in the sociable after-hours period. The aims of the activity is:

- Provide people experiencing low to moderate acuity mental health symptoms and/or associated difficulties and their

carers/families with improved access to primary mental health care services in the after-hours period

- Improve primary mental health care service integration and follow-up for people experiencing low to moderate acuity mental health symptoms and/or associated difficulties and their carers/families
- Reduce the number of potentially presentable emergency department presentations and hospital admissions for people experiencing low to moderate acuity mental health symptoms and/or associated difficulties. (Australian Mental Health Triage Tool, triage levels 4 & 5)

Description of Activity *

Strategically situated in areas of high demand (i.e. outer metropolitan areas) NAWiC and SAWiC services are available to anyone within the Adelaide metropolitan region.

NAWiC and SAWiC offer free mental health assessments and immediacy planning based on client needs in the social after-hours period on a 'no appointment necessary' basis. The services act as a referral gateway relevant to the presenting mental health condition and if necessary can provide brief intervention and follow up services.

Furthermore, NAWiC and SAWiC will:

- Assist with diverting people in situational crisis from Emergency Departments and providing service options until mainstream services are available
- Incorporate Peer Support Workers into the service delivery model to ensure the recognised benefits of peer support are delivered
- Incorporate appropriate escalation and de-escalation pathways

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2019/20-2021/22 - Update Resubmission

Priorities

Priority	Page reference
GPH-AH1. Lack of community awareness about appropriate after hours health care services leading to increased potentially preventable hospitalisations.	220



Activity Demographics

Target Population Cohort

NAWiC and SAWiC will generally provide services for:

- Individuals over the age of 16 whose presentation would meet the minimum criteria of triage Level 4 & 5 under the Australian Mental Health Triage Tool, and their carers/families, but will provide a 'no wrong door' approach ensuring everyone who accesses the service is signposted and assisted.
- Individuals over the age of 16 presenting with more serious or complex mental health concerns would be referred to other services as appropriate. Children, parents or carers presenting will be directed to appropriate Primary child mental health or CAMHS services as required.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Onkaparinga	40304
Playford	40202
Salisbury	40204



Activity Consultation and Collaboration

Consultation

Both services have moved from design to implementation phases hence consultation continue to focus on the promotion of the service. This is conducted by the commissioned service providers operating the services with support from Adelaide PHN.

Collaboration

Collaboration continues with :

- Relevant LHNs to ensure key staff are aware of the services and appropriate messaging is provided e.g. signage at local hospitals
- SAPOL – this includes a champion within SAPOL who is promoting the service internally as an alternative pathway for clients in distress but not requiring ED presentation
- General practitioners to offer an alternative referral pathway in the out of hours time period for clients in distress but not requiring ED presentation



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 4000 - AH4 Lived Experience Telephone Support Service (LETSS)



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

4000

Activity Title *

AH4 Lived Experience Telephone Support Service (LETSS)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description**Aim of Activity ***

Permission has been granted by the Commonwealth to continue this service in 2022-23 as a 'transition' year leading into the new Afterhours Primary Mental HealthCare guidelines coming into effect.

The Lived Experience Telephone Support Service (LETSS) is a peer led telephone and online chat service where people experiencing mental health conditions and their families/carers residing in the Adelaide metropolitan region can receive real-time information, navigation and support in the social after-hours period (5 – 11.30pm) that:

- is timely and appropriate to their needs;
- is focused on engagement and empathetic consumer experience (non clinical);
- supports de-escalation of mental health distress;
- potentially diverts preventable presentation at an emergency department; and
- assists with access to in-hours mental health services and related services and supports as required.

Description of Activity *

The LETSS is delivered as a one-to-one, non-clinical telephone and online chat service optimising the mental health lived-experience of peer support workers, to enable callers to feel understood and respected by the support, honesty and authentic lived experience of the worker.

Specifically, the LETSS will provide a lived experience, real-time telephone helpline as a support and potential signposting (or

referral) service that provides, advice, guidance, navigation, emotional mental health support and information to individuals experiencing mental health issues, as well as their family, friends and carers.

All personnel (staff delivering the service) will be targeted as having a lived experience of mental illness whether personal, or as someone who cares for a family member or friend, with additional training and qualifications in the field of mental health or lived experience.

This service will provide a seven day per week after-hours only service (public operating hours of 5pm to 11.30pm) but have key links with current services offered by Non-Governmental Organisations, State and commonwealth funded services during normal business hours (e.g. for follow-up, referrals).

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2019/20-2021/22 - Update Resubmission

Priorities

Priority	Page reference
GPH-AH1. Lack of community awareness about appropriate after hours health care services leading to increased potentially preventable hospitalisations.	220



Activity Demographics

Target Population Cohort

The service will support any individual across the metropolitan Adelaide community who may be feeling socially isolated, seeking information about mental health or services, or simply needing someone to talk to. An eligible individual may be a person with a mental health presentation, or their family, friend, carer or significant other. The service priority is to support and guide any individual:

- seeking general mental health advice or information
- seeking general mental health help and support
- seeking to navigate and access available mental health services
- someone with an exacerbation of mental health symptoms or escalating emotional dysregulation including feelings of suicide
- someone with a severe and complex mental illness that is seeking support in the implementation of care plan strategies
- someone with a mental health presentation needing someone to talk to relieve isolation and loneliness
- who may need a welfare check following hospital admission or Emergency Department attendance
- someone requiring support when experiencing difficulties or frustrations in accessing a specific service.
- Someone requiring support reflecting on early warning signs or trigger behaviours.
- A person requiring support in the implementation of their mental health plan of care (where provided to the service)

In addition, the following populations have been identified as experiencing greater health challenges whilst receiving disproportionately lower levels of service. As such, these populations may require specific support strategies to maintain engagement and support in accessing the LETSS. They can include, but are not limited to:

- individuals on a lower income,
- individuals experiencing homelessness,
- Culturally and Linguistically Diverse,
- Aboriginal and Torres Strait Islander individuals,
- Lesbian, Gay, Bisexual, Transgendered, Queer and Intersex (LGBTQI),
- socially isolated new and emerging populations,
- peri-natal women, and individuals with comorbid presentations.

Whilst this activity is not Indigenous Specific, interface funding was utilised during January to June 2020 to target increased

engagement with and support of Aboriginal and Torres Strait Islander (please refer to the National Psychosocial Support Measure AWP NPS #13 for further detail).

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Campbelltown (SA)	40104
Mitcham	40303
Charles Sturt	40401
Holdfast Bay	40301
Norwood - Payneham - St Peters	40105
Tea Tree Gully	40205
West Torrens	40403
Port Adelaide - East	40203
Onkaparinga	40304
Playford	40202
Unley	40107
Salisbury	40204
Burnside	40103
Adelaide City	40101
Port Adelaide - West	40402
Prospect - Walkerville	40106
Marion	40302



Activity Consultation and Collaboration

Consultation

The LETSS has been a fully consumer, carer and stakeholder co-designed service initiative that included NGO's, Local Health Networks (LHNs), the Mental Health Coalition of SA and consumers and carers.

Collaboration

In operating the service collaboration occur with the following stakeholders

- a. Local Health Networks (CALHN, SALHN, NALHN, SA Ambulance Service) and associated agencies (Margaret Tobin Centre, Community Mental Health Teams, Emergency Departments, Child and Adolescent Mental Health Teams, Older Persons Mental Health Teams etc): promote the LETSS service to identified patients (adults and youth) presenting at their services and refer such patients and others triaged accordingly to the LETTS service (i.e. establish and implement referral pathways).
- b. Non-Government Organisations (Sonder, Baptist Care, the Metropolitan Aboriginal Youth and Family Services, SHINE SA, Neami National, Mind Australia, Skylight Mental Health, Uniting Care Wesley Bowden, Uniting SA, PsychMed, Relationships Australia, Lifeline, SA Community Living): promote the LETSS service to identified patients (adults and youth) presenting at their services and refer such patients and others triaged accordingly to the LETTS service (i.e. establish and implement referral pathways).
- c. Mental Health Coalition of SA: provision of peer worker training
- d. General Practice and other primary health care providers: promote the LETTS service to identified patients (adults and youth) presenting at their services and refer such patients and others triaged accordingly to the LETTS service (i.e. establish and implement referral pathways).



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 5000 - AH5 Paediatric Partnership Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

5000

Activity Title *

AH5 Paediatric Partnership Program

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

The Program contributes to the provision of quality, timely and responsive paediatric services, and care coordination supports for children and young people aged 0-8 years across metropolitan Adelaide.

The aims of the Project are:

1. Reduce the number of avoidable presentations in public hospital emergency departments, particularly in the after-hours period;
2. Reduce the number of unnecessary referrals to public hospital outpatient clinics;
3. Improve access to quality, timely and responsive care for children and young people aged 0-8 years; and
4. Improve patient and family/carer health care experiences.

Description of Activity *

This activity is a collaborative partnership model across metropolitan Adelaide. The activity aims to reduce the avoidable presentations in public hospital Emergency Departments (ED) particularly in the afterhours period and unnecessary referrals to the Hospital Paediatric Outpatients clinics, and Paediatric Outpatient Waiting Lists. This is achieved by working closely with Local Health Networks and a group of private Paediatricians. APHN commissions two Care Coordination roles across the projects to assist with the management of Paediatrics wait lists.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Children, young people and their families have timely access to early intervention, prevention and support services	36



Activity Demographics

Target Population Cohort

Children and young people (aged 0-8 years of age) with chronic conditions who are frequent attendees at the hospital and their general practitioners.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Campbelltown (SA)	40104
Mitcham	40303
Charles Sturt	40401
Holdfast Bay	40301
Norwood - Payneham - St Peters	40105
Tea Tree Gully	40205
West Torrens	40403
Port Adelaide - East	40203
Onkaparinga	40304
Playford	40202
Unley	40107
Salisbury	40204
Burnside	40103
Adelaide City	40101
Port Adelaide - West	40402
Prospect - Walkerville	40106
Marion	40302



Activity Consultation and Collaboration

Consultation

This activity was established in consultation with general practitioners and clinicians and administrative staff from NALHN and WCHN

- This activity is governed by Steering Groups, involving participants from partnered organisations to oversee the performance monitoring and evaluation functions of the unit.

Collaboration

This activity is jointly implemented in collaboration with Local Health Networks and private paediatrics provider.

- Adelaide PHN: Provides funding for the project and coordination of the partners, facilitates communication, provides secretariat for Steering Group meetings.
- Private Paediatrics Provider: Delivers clinical services and care coordination of referred patients.
- Local Health Network(s)/Non-For-Profit partners: Refers appropriate children into the service.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 6000 - AH6 After Hours Extended Mental Health Clinical Services



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

6000

Activity Title *

AH6 After Hours Extended Mental Health Clinical Services

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description**Aim of Activity ***

The After Hours Extended Mental Health Clinical Services aims to provide evidence based psychological therapy services during the sociable after-hours period based on the local population health needs.

The services address the needs identified above by:

- Commissioning existing providers of primary mental health care services in areas of high need to deliver additional afterhours services in locations and times of high need and convenience.
- Increasing awareness of services by commissioning existing providers that have well established and promoted referral paths and locations known to the local community.

Description of Activity *

Two existing large providers of primary mental health care services (both of whom deliver all services across the stepped care continuum) have been commissioned to deliver additional psychological therapy services in the social afterhours period. Services are planned and structured and based on the needs of the client identified via an intake and assessment process (i.e. not a crisis or walk in service).

These providers were already commissioned to deliver PMHCS in areas of high need and have well established referral paths, partnerships and service footprints.

Providing additional resources to deliver evidence based psychological therapies in the social afterhours period enables greater access to quality services in locations that are appropriate and convenient and therefore more likely to be used.

Using existing providers enables allows for integration with a primary mental health system that is able to easily match a client need with the right service, including using existing arrangements to escalate to acute and state based services if required.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2019/20-2021/22 - Update Resubmission

Priorities

Priority	Page reference
GPH-AH1. Lack of community awareness about appropriate after hours health care services leading to increased potentially preventable hospitalisations.	220



Activity Demographics

Target Population Cohort

- Adults 18-65 that fit existing criteria for PMHCS (ie vulnerable groups)
- Adults 18-65 as having potentially preventable hospital admissions

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Onkaparinga	40304
Playford	40202
Salisbury	40204



Activity Consultation and Collaboration

Consultation

This service operates in the afterhours space on Thursday evenings and Saturday mornings. The initial consultation outlined in previous AWP's has shifted to ongoing consultation which occurs between Adelaide PHN and CSPs delivering the services to monitor demand and CSPs with referral sources to advise this service is available. GPs were consulted during the design phase of this activity.

Collaboration

General Practitioners - to permit appropriate referrals are made to the service and awareness of the afterhours service offering is improved.

Local Health Networks - will promote and incorporate access to this service under the Regional Plan for Mental Health and Suicide Prevention.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2022

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2022

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 8000 - AH8 SA Priority Care Centres



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

8000

Activity Title *

AH8 SA Priority Care Centres

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

The Priority Care Centres program aims to provide community-based healthcare and treatment for eligible patients who would otherwise be seeking a service from a SA Health Emergency Department during the After-Hours period.

The services address the needs identified above by:

- Providing services by General Practitioners, supported by SA Health hospital staff specially trained in acute assessment and care as well as offering support care and treatment such as:
 - o Diagnostic tools such as imaging and pathology
 - o Pharmacy services
 - o Community based health services for follow up care.
- Reducing the burden of triage 4 and 5 patients from the hospital sector to be serviced appropriately in primary care by adequately trained and resourced clinical teams.
- To improve integration across services and sectors.
- Reduce the number of potentially preventable hospitalisations.

An extension of the 2021/22 activity CF15. SA Priority Care Centre

Description of Activity *

Patients who present to a SA Health Emergency Department who are triaged as Category four or five (non-life threatening injuries and illnesses) or have called for a SA Ambulance Service (SAAS) are assessed for their eligibility and if deemed appropriate are then directed to a PCC. Patients can choose to attend a Centre with no out of pocket expenses or wait for their care to be delivered at an emergency department. Services are provided in line with care needs which may include imaging, pathology, pharmacy and other community-based services. Upon completion of service at the PCC, patients will either return home, be referred to appropriate community-based care, or in some cases be transferred back to hospital usually for admission. All services provided are communicated with the patient's regular health care provider by means of a summary report.

All patients are offered the opportunity to complete a survey to ascertain their satisfaction of the service received at the PCC. This will allow for quality improvement changes to the program over the duration of the contracted time period.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Integration, coordination and partnerships between primary and acute care to improve continuity of care and health outcomes	36



Activity Demographics

Target Population Cohort

The target cohort will be lower acuity adult patients such as those presenting with minor sprains and strains, suspected fractures, sporting injuries, minor cuts and wounds, general pain, early pregnancy complications, urinary tract infections and mental health issues.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
West Torrens	40403
Playford	40202
Salisbury	40204
Marion	40302



Activity Consultation and Collaboration

Consultation

- General practices were approached and encouraged to express interest in participating in the program if they were located in relevant 'hot spot' (aligned with the above SA3 regions) and if they had the appropriate workforce and infrastructure to provide the service.
- SA Health, Local Health Network staff (including SALHN, CALHN and NALHN), South Australian Ambulance Service (SAAS).

Collaboration

- Adelaide PHN will continue to collaborate with SA Health, SAAS, LHN teams and general practice teams to ensure that the program continues to be monitored and modified where appropriate and required.
- APHN will continue to support the development, roll-out and evaluation of the patient satisfaction survey.
- APHN will support the general practice PCC teams with process and resource development or any upskilling regarding use of IT systems or programs
- SA Health continue to be the lead for the project and are responsible for coordinating the other stakeholders, developing committees to support any redesign to enable improvements.
- SAAS continue to advise and support their workforce and make amendments to current systems and processes to ensure smooth transition of patients to PCCs as well as reviewing the current eligibility criteria for PCC patients.
- Local Health Networks (LHN) are responsible for coordinating their ED teams to review the eligibility for PCC patients. Their ED specialist team provide the upskilling/refresher training for any general practitioners and other primary health care staff where required.
- LHN provide the ED nurse/s located at each PCC that assist with triage and handover from ED/SAAS and also supports the discharge of patients requiring ongoing care with community-based services.



Activity Milestone Details/Duration

Activity Start Date

01/07/2022

Activity End Date

30/06/2023

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A

Funding From Other Sources - Financial Details

0

Funding From Other Sources - Organisational Details

N/a



AH - 202227 - A202227 Integrated After Hours Care



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

202227

Activity Title *

A202227 Integrated After Hours Care

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours, Population Health, Aged Care, Chronic Conditions

Aim of Activity *

To provide integrated after hours solutions that support people in their homes (including within residential aged care facilities) to receive care in place where possible and prevent unnecessary transfer to hospital.

Description of Activity *

With ongoing pressures on the South Australian Health system and the recent expansion of virtual care options including Virtual Care Services, My Home Hospital, and wearable devices for remote monitoring and escalation (ICCNNet) in SA Adelaide PHN is actively working with GPs, LHNs, SA Health and Residential Aged Care services to co-design, complement and expand existing service arrangements to support people to remain at home where possible.

Needs Assessment Priorities ***Needs Assessment**

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
People in the Adelaide PHN region understand how to access a variety of primary care services when and where they need them	37
People in the Adelaide PHN region receive holistic and person-centered care that is responsive to individual circumstances	37
Integration, coordination and partnerships between primary and acute care to improve continuity of care and health outcomes	36



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Adelaide PHN has been working alongside GPs, SA Health, LHNs, SAAS, Residential Aged Care services and Country SA PHN to understand local after hours issues. We plan to codesign and/or co-commission services that complement recently expanded state run initiatives so as not to create further fragmentation in a complex service environment.

Adelaide PHN plans to undertake an update to the After Hours Needs Assessment in the first quarter of 2023 to understand community and clinical perspectives alongside MBS and ED data regarding presentations in the after hours period.

Collaboration

Adelaide PHN is currently collaborating with SA Health, SA Virtual Care Service, ICCNet, My Home Hospital (Medibank and Calvary), regional LHNs, RACFs and GPs.

Adelaide PHN is also developing an Aged Care Advisory Group to ensure that key partners and stakeholders are involved in the development of the initiative, including the RACGP, LASA, Palliative Care SA, Aged Care Organisations and Flinders University with

whom we have a partnership and joint appointment of a Professor in Healthy Aging, Support and Care.



Activity Milestone Details/Duration

Activity Start Date

01/09/2022

Activity End Date

31/12/2023

Service Delivery Start Date

January 2023

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments


