

Adelaide PHN

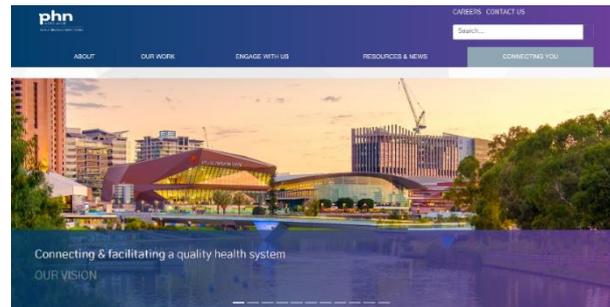
Quarterly Update

February 2019

Adelaide PHN is committed to keeping our stakeholders informed about our activities. This update provides useful information about our commissioned services and commissioning processes. For more information about [commissioning](#), our [Needs Assessment](#) and [Activity Work Plan](#) please click on the links.

Adelaide PHN Website

In order to keep you well informed we have been focusing on better communication with our stakeholders. We are very proud that the Adelaide PHN website has recently been redesigned, please take the time to explore the website at www.adelaidephn.com.au



Go to our website for information about ALL of our services and programs. We now have an exciting new feature the [Directory of Programs and Services](#), which allows you instant access about all our commissioned services, grouped by program area. There will no longer be links to our website throughout the Update.

Adelaide PHN Symposium

Thursday 21 March, 9.00am – 1.00pm

Registrations: please click [here](#). Closing Friday 15th March 2019.

Health Priority Network members are invited to our **Readiness for Integration Symposium**. Get inspired and work with us to address integration challenges and opportunities across our sectors. The session outline will be available soon.

The Health Priority Network brings together health professionals, service providers and community members from across Adelaide. Members of the network share an interest in one or more of nine health interest areas (Aboriginal health, Alcohol and other drugs, Childhood and youth health, Consumers and Carers, Culturally and linguistically diverse people's health, Disability, Mental health, Older people's health and Palliative care) which are drawn from national and local health priorities.

Anyone can join the network, and it is totally free!

For further information please email healthprioritynetwork@adelaidephn.com.au

Adelaide PHN Conference 2019

Friday 14 and Saturday 15 June

<https://saphnconference.com.au/>



JOIN US – FREE REGISTRATION FOR OUR 2ND SA PRIMARY HEALTH CARE CONFERENCE

Improving primary health care is an ongoing challenge. Utilising the broad-reaching concepts of integration, innovation and collaboration as streams, the SA Primary Health Care Conference program encourages everyone to consider how these concepts can be included in their work. Participants will interact in workshops and hear from - and engage with - a range of experts through keynote presentations, TED-style talks and panel discussions hosted by Mark Aiston.

There are three conference streams:

Integration

This stream will explore a variety of methods and models which aim to connect and align health care professionals and providers, with speakers who are actively working to provide integrated health care.

Innovation

Designing and delivering new solutions for old problems is the key to many innovative activities. Participants will learn about practical, real-life ways that innovation has improved health outcomes for South Australians.

Collaboration

Showcasing a selection of programs and activities from around South Australia, this stream will introduce participants to varying approaches used when collaborating to improve health outcomes. Participants will how to improve or start their own collaboration activities.

Mental Health

CPD activity - upskilling participants in low intensity, moderate and severe primary mental health treatments (40 points QI & CPD accredited activity Category 1).

Engaging with Members

Adelaide PHN Website Link - <https://www.adelaidephn.com.au/about/working-with-community/membership/>

Adelaide PHN Membership Activities

Combined Community Advisory Council (CAC), Person Centered Care Workshop

Members from our Aboriginal, Northern, Central and Southern Community Advisory Councils came together for a half day Person Centered Care Workshop, on Tuesday 4th December. The aim of the workshop was to explore an ideal person-centered care service through the eyes of community. Thirty-five CAC members attended.

The workshop provided our team developing our Integrated Care Framework with a comprehensive view of community members views about how primary health can be more person centered and integrated.

Clinical Councils (CC): An Ideal Day in Primary Care

Clinical Councils similarly participated in a workshop activity at Novembers Council meetings. The workshops provided us with an understanding of what an ideal day in primary care would look and feel like for a health professional. We will also utilise their responses to inform the Adelaide PHNs Integrated Care Framework.

The findings will be shared at the upcoming membership meetings in February 2019, and will be further workshopped at our March Health Priority Network Symposium.

Reconciliation Hub

The second Reconciliation Hub learning circle was held on 20th November. Participants joined in conversation about reconciliation and Reconciliation Action Plans (RAPs) with Kurna elders, Frank Wanganeen and Yvonne Agius, as well as the CEO of Reconciliation South Australia Mark Waters. Both Elders have deep experience in working in this space, including as members of RAP advisory committees. Mark Waters is handing over the CEO baton to Shona Reid (commencing January 2019) and so we had the opportunity to mine Mark's experiences, wisdom and reflections. The session was facilitated by Parry Agius of Linking Futures. Participants enjoyed the structure of a learning circle, including time for personal sharing, reflection, and listening to a variety of perspectives and experiences.

Special Interest Area Activities

The AOD Special Interest Area (SIA) will progress the activities identified in the inaugural SIA meeting. To identify opportunities for collaboration and integration to improve a person's experience of the AOD system, five key themes were identified:

- Health literacy (professionals and consumers)
- Service mapping and planning against data
- Establishment of communities of practice
- Stigma reduction
- Collaboration/integration with Primary Care, AOD treatment sector, wider sector(s)

Primary Health Care Support

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
- 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:

- 218 face to face visits, including practice visits and meetings took place
- Over 790 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 and requests to be added to our database

There are 130 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 44.2% of Adelaide PHN's digitally enabled general practices.

My Health Record

My Health Record is a secure online summary of your health information. You can control what is recorded and who is able to access the information. The Australian Government has committed to creating a My Health Record for every Australian by the end of January 2019, unless they choose not to have one.

In the Adelaide PHN region there are now over 286,000 consumers registered to participate in the My Health Record, 291 General Practices, 250 Pharmacies, 20 Specialists rooms and 24 public/private hospitals. Over 210,000 clinical documents have been uploaded to consumers My Health Record in the last three months. There are over 6 Million people registered across Australia (latest stats November 2018)

The My Health Record team have met with over 100 healthcare providers, including, Pharmacists, Specialists and Allied Health professionals, further to this the My Health Record team have attended 61 community education sessions to assist with raising awareness of the My Health Record and how consumers can utilise their record to support their health.

For more information, please visit www.myhealthrecord.gov.au

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 Sonder (previously known as NHN) continue to provide innovative, multi-disciplinary training and education and have commenced delivery of sessions under new contracts to December 2019, aligning with the end of the RACGGP triennium. To date they have delivered 28 events under this new contract with topics including:

- Management of Obstructive Sleep Apnoea
- Burns and Wound Management
- Otitis Media and its implications on speech and language development in young children
- Working together to beat Childhood Obesity
- Falls Prevention
- Collaborating for better Pain Management

All education events can be found on our website: <http://www.adelaidephn.com.au/whats-happening/education-and-events>

Immunisation

The "Lulu, Dixie and Curly" immunisation storybooks and pictorial immunisation schedule fridge magnets have been well received by parents and providers. Approximately 5,000 books have been distributed in the past 6 months and 2,000 magnets in the past 3 months.

Interdisciplinary Health Practitioner Network (IHPN)

The Interdisciplinary Health Practitioner Network is a group of diverse practitioners who get together to discuss multimorbidity in their local context. The IHPN is developed and managed by Allied Health Professionals Australia and Mental Health Professionals Network, which is hosted and supported by Adelaide PHN.

At our December meeting we provided the opportunity for participants to learn about an online service for healthcare providers to manage chronic disease and preventative care; the cdmNet Coordinated Care Platform. For more information visit <https://precedencehealthcare.com/cdmnet/>

The presentation and discussion built on our previous meetings where we have explored the potential of interdisciplinary partnerships and promotion.

To find out more, or to join the Adelaide IHPN, visit: <http://www.ihpn.org.au/your-network/adelaide-network-adelaide-phn-sa/>

Peer Support Networks

Through the Peer Support Networks Program, Adelaide PHN provides resources to facilitate peer support and networking, with a focus on quality improvement, across the primary healthcare sector. Small grants enable networks to meet four times per year within a 12-month period. The list of Networks is available on the Adelaide PHN website - <http://adelaidephn.com.au/primary-health-connections/for-providers/network-opportunities/>

Cancer Council SA Professional Peer Support Network

This network is open to GPs, primary care nurses, pharmacists and allied health professionals. The network met for the second time on Wednesday 7 November 2019. 20 health care professionals attended from across the region.

The topic for this meeting focused on self-care, mindfulness and meditation for health professionals who are working with cancer patients every day. This session was facilitated by the Cancer Council SA Counselling team and provided a good opportunity for participants to debrief and share their experience of caring for cancer patients along with contributing their own self-care tips and tricks.

Next meeting: Wednesday 27 February from 6.00 pm to 7.30 pm
Theme: Cancer Survivorship
Topic: Healthy Living After Cancer - nutrition & exercise focus
RSVP: Email kwoolfe@cancersa.org.au by COB Friday 22 February

For more information please click here: <http://doctorshealthsa.com.au/events/cancer-council-sa-peer-support-network>

Southern Nurses Peer Support Network

The Southern Nurses Peer Support Network Group is organised and run by Sonder. The second workshop was held on the 29th of November 2018. The topics discussed included Connecting Chronic Kidney Disease and Nurse Leadership in cardiovascular Risk Reduction.

Practice Managers in the South Peer Support Network

The Practice Managers in the South Peer Support Network Group is organised and run by members of the Chandler's Hill Surgery. Mental Health Skills training for the Practice Administration staff was on the agenda at the meeting which held at Chandler's Hill Surgery on the 30th October 2018.

Central Nurses Peer Support Network

The Central Nurses Peer Support Network Group is organised and run by Flinders University. The group meets regularly to discuss topics that are pertinent to General Practice Nurses. The second meeting is due to be held soon in 2019.

Northern Nurses Peer Support Network

The Northern Nurses Peer Support Network Group is organised and run by Sonder. The second meeting was held at Lyell McEwin Hospital, Elizabeth on 3rd December 2018 and was attended by General Practice Nurses from across the northern suburbs.

Integrated Care

HealthPathways South Australia

HealthPathways South Australia provides information and guidelines for General Practitioners (GPs) and health professionals to support the consistent management of patients in the community.

With new clinical pathways and referral information published regularly onto the live portal, HealthPathways South Australia is an evolving resource.

The following pathways were published in December 2018:

- Anxiety in Adults
- Bipolar Disorder
- Depression in Adults
- Medications for Depression in Adults
- Medications for Moderate or Severe Anxiety in Adults
- Psychological Therapy
- Counselling and Coaching
- Care Coordination - Mental Health
- Infectious Diseases Advice
- Community Acquired Pneumonia

For November and December 2018, the top 10 clinical pathways viewed by users to the portal were:

November 2018	December 2018
Falls screening and prevention	Anxiety in adults
Gastroenteritis in Children	Depression in Adults
Inflammatory Bowel Disease (IBD)	Lifestyle and Weight Management in Adults
Urinary Tract infection in children	Eating Disorders in Adults
Lifestyle and Weight Management in Adults	Gastroenteritis in Children
Health and Frailty Assessment for Older Adults	Coeliac Disease - Adults
Coeliac Disease - Adults	Community-acquired Pneumonia (CAP)
Constipation in Children	Transient Ischaemic Attack (TIA)
Acute asthma in children	Bipolar Disorder
COPD Assessment	Chronic Pain

Further information such as pathway progress, reports, upcoming consultations can be found on the project site: <https://saproject.healthpathwayscommunity.org/>

Consultation is a key part of HealthPathways South Australian process and provides an opportunity for health professionals to review and provide feedback on draft pathways during the development ('localisation') process prior to publication of the pathway on the live portal. If you are a GP, Practice Nurse, Allied Health, Pharmacist, or other health professional who works in South Australia and would like to be involved in the consultation process please send the team an email registering your interest: SouthAustralia@healthpathwayscommunity.org

HealthPathways South Australia is a partnership between SA Health, Adelaide PHN and Country SA PHN.

Health Care Homes

Adelaide PHN continues to work closely with the 17 Health Care Home practices remaining active within the trial. Practices remaining are a mix of independent, corporate and partnership practices.

Key achievements include:

Positive stories continue to reflect high patient satisfaction with the Health Care Homes model HPA Practice Survey part 2 are currently being completed. 17 practices are enrolled with 1932 patients to 18 January 2019, out of 7318 patients nationally. This remains the highest enrolment within any Australian PHN region.

Primary Old Port Road practice is withdrawing from the trial due to the retirement of their principal GP, Dr. Bruce Miller.

Enhanced Access Grants for 15 practices have commenced and initial work is reflected in the level of activity around the HCH program.

Communities of practice have continued to provide practices with a way to network and share positive ideas. Attendance has increased across both CoPs and practices are willingly sharing ideas and solutions. The 2019 dates will be confirmed soon so that all practices can forward plan for participation. This year CoPs will have greater input into content.

Practices are all using cdmNet as their preferred shared care planning software and allied health including pharmacy are also beginning to interact via this platform. The forward action plan includes holding one-to-one sessions with Allied Health/Pharmacies in order to increase engagement and interaction.

The Northern General Practice Liaison Unit and Adelaide PHN have been working towards launching cdmNet in the Lyell McEwin CDM Unit. Preliminary testing was successful, and we are exploring ways to allow all SA Health venues to have access to cdmNet as well as have HCH patients flagged on admission.

The Community Pharmacy in Health Care Homes initiative has now come into effect and pharmacies have begun to register patients via the portal.

After-Hours

After-Hours Consumer Awareness Resource

The After-Hours Community Awareness flip chart was sent out to over 48,000 households across the City of Port Adelaide Enfield region. This complimentary resource has already been delivered in Onkaparinga, Playford and Salisbury council regions.

Preliminary evaluation results show that 90% of people would keep the flip chart and 83% said the flip chart has provided them with new information. We are aware some households in the region missed out, and we are working to get the flipchart to all households.

The mobile optimised website continues to target the entire Adelaide metropolitan region www.adelaideafterhours.com.au. Radio promotion of the Adelaide After Hours website on popular Adelaide radio stations Fresh FM, Radio Adelaide and Hit 107 finished in November last year. A successful Facebook campaign promoting adelaideafterhours.com.au has reached over 11,600 people.

A full evaluation of the Adelaide After Hours Consumer Awareness program will now be undertaken.

Drug and Alcohol Treatment Services Program

The Adelaide PHN are currently working closely with the AOD providers to better understand the appropriateness and effectiveness of services delivered, through a quality improvement approach to the collection and analysis of client experience, outcome and access measures.

All commissioned service providers have completed 'Quality Dimension' Review questions, which will be correlated with performance and activity reporting for 2017-18, to inform a baseline as Adelaide PHN considers future AOD treatment service requirements.

At time of writing the Adelaide PHN is waiting on confirmation regarding the ongoing funding for National Ice Action Strategy or Transition (NGOTGP/SMSDGF) funded services.

Primary Mental Health Care Services

The Adelaide PHN has commissioned 13 organisations in the Adelaide metropolitan region to provide a range of Primary Mental Health Care Services (PMHCS) across the stepped care continuum.

As we approach the final six months of the PMHCS providers three-year contracts, Adelaide PHN has been undertaking additional reviews of services with a view to announcing funding arrangements post 30/6/19 in early 2019 to ensure continuity of services for clients, the community and staff.

Weekend After-Hours Mental Health Service is a new service delivered by Sonder from Edinburgh North. The service is for people aged 18 years and over who are experiencing mental health difficulties in the after-hours period between 5pm and 10pm Saturday and Sunday.

The Weekend After-Hours Mental Health Service is a face to face assessment and support service delivered by clinicians and a peer worker who are supportive, professionally trained, non-judgemental and empathetic.

No appointment is required, people can attend at 2 Peachey Road Edinburgh North or call 8209 0711.

headspace Centres

New lead agency for headspace Adelaide and hYEPP (headspace Youth Early Psychosis Program) announced

The tender process for **headspace** Adelaide and the hYEPP service closed on 9 November 2018 and both an internal review and an external review of applications was undertaken. There were six applications received and assessed by Adelaide Primary Health Network and Orygen.

We are very pleased to announce that the preferred provider is [Sonder](#). A transition process is now underway from the current lead agency, headspace Services Limited. This process will ensure transparent communication and engagement with employees and private practitioners of both services and with external stakeholders.

All Stakeholder updates and announcements in relation to this transition can be found here:

<https://adelaidephn.com.au/resources-news/keep-up-to-date/media-releases/headspace-adelaide-and-hyep-service-preferred-provider-announcement>

National Psychosocial Support Measure

Adelaide PHN has conducted community consultations, including two client workshops, a service provider survey and a broader community survey to inform how we design the National Psychosocial Support (NPS) measure for the Adelaide region.

The consultations aimed to discover the challenges and issues involved in using and accessing effective and culturally appropriate support services and determine the most important type of support services for clients, why and how they should be delivered. This engagement with the sector has informed Adelaide PHNs Needs Assessment for the NPS measure and future commissioning of services.

Adelaide PHN is working with key partners to ensure the implementation of the NPS measure is conducted in a flexible and carefully planned way, which complements continuing and new State investment in psychosocial support and does not duplicate services available from existing programs, including those transitioning to the NDIS.

Key points:

- The new NPS measure will provide funding for people with severe mental illness who are not more appropriately supported through the National Disability Insurance Scheme (NDIS); and who do not currently receive support through Personal Helpers and Mentors (PHaMS), Partners in Recovery (PIR) and Day to Day Living (D2DL).
- The NPS Measure will provide community-based supports so that people can benefit from specialised non-clinical psychosocial services, crucial for their wellbeing. These services may include individual coaching and mentoring in the community or at home; group programs promoting wellbeing and social inclusion; and assistance to link with existing specialist and mainstream programs.
- Commissioned services to commence in early 2019.

Strengthening Care in the Community

Enabling Choice for South Australians

Enabling Choice for South Australians (ECSA) is the Adelaide PHNs response to the Greater Choice for At Home Palliative Care Measure. ECSA aims to build on existing resources and programs to support capacity building and continuous quality improvement in residential aged care settings around the planning and delivery of palliative and end-of-life care. Six aged care organisations are involved in this project and quality improvement work will take place across twenty-one sites. The Quality Improvement Facilitators have got off to a great start working with three of the six residential aged care organisations. They are reviewing current processes and practice with the aim of developing quality improvement plans and implementing change. The project will continue until June 2020, will report back to the Commonwealth and participate in an external evaluation being carried out by Deloitte.

Northern Adelaide GP Liaison Unit

The established GP Liaison Unit (GPLU), joint-project between Northern Adelaide Local Health Network (NALHN) and Adelaide PHN is working to improve the care of people who have frequent contact with hospital services by facilitating and strengthening collaboration, communication and integration between hospital and general practice.

The Unit is currently on a roadshow visiting northern general practices to gather information about their experiences working with the Lyell McEwen Hospital and to provide improved information on how to link up with services that seek to keep people out of hospital: Hospital in the Home, Quick Access Clinics, etc. The Unit is linking patient information between Health Care Homes practices and Lyell McEwen Hospital using cdmnet and is promoting HealthPathways as a clinical decision tool, with localised pathways for access to specialist and allied health services.