

May 2019

Adelaide PHN is committed to keeping our stakeholders informed about our activities. This update provides timely information about our membership, partnership and 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](http://www.adelaidephn.com.au)



Go to our website for information about all of our services and programs [Directory of Programs and Services](#), which allows you instant access about all our commissioned services, grouped by program area. There are no links to our website throughout the Update.

## Engaging with Members

### Adelaide PHN Membership Activities

#### Community Advisory Councils (CAC)

The four Community Advisory Councils have held their first quarterly meetings for 2019. The Aboriginal Community Advisory Council appointed Mr. Clinton Bennell as their Chairperson and Ms. Susan Dixon as their Membership Advisory Council (MAC) representative. Adelaide PHN congratulates them both on their appointment.

The findings from the CAC Person Centred Care workshops, held in December 2018, were reported back to the CACs and the members endorsed the following statement to be included as reflecting their view of a community member's ideal day in primary care:

**People, as active and respected partners, would easily access timely, individualised and flexible care working within high-quality, supportive systems and environments.**

## Clinical Councils (CC)

Likewise, our three Clinical Councils have held their first quarterly meetings for 2019. As for Community Advisory Councils, we reported back to the Clinical Councils on the CC Person-Centred Care workshops, seeking their endorsement for the following statement drawn from consultation with CC members at November's workshops as reflecting their view of a clinician's ideal day in primary care:

**Clinicians would work with everyone, to deliver high quality, holistic care in a well-resourced, balanced and supportive environment.**

Both statements have been utilised and incorporated into the Adelaide PHNs Integrated Care Framework.

## Adelaide PHN Symposium

The Readiness for Integration Symposium was held at the Thebarton Community Centre, Torrensville, on Thursday 21 March. Sixty people from our Health Priority Network attended, with representatives from a diverse range of organisations, including: Australian Refugee Council, SA Health, United Communities, Asthma Australia, SANDAS, Health Consumer Alliance of SA, Carers SA, DASSA and members from our Community Advisory Councils.

Five workshop tables discussed how integration could be improved for better person centred care on topics related to: alcohol and other drugs, disability health, palliative care, access for culturally and linguistically diverse communities and children and young people's access to care.

For more information, please read the report on the Adelaide PHN Website: [here](#).

## SA Primary Health Care Conference 2019

We are very excited with the level of engagement with our joint SA Primary Health Care Conference, with 800 people registered over the two days Friday 14 and Saturday 15 June 2019. The only session not fully allocated is the general practitioner mental health workshop on Friday for which places are still available. We do have a wait list if you wish to attend and have not registered. We have nine sponsors and 36 exhibitors.

To speak on our themes of mental health, innovation, integration and collaboration, we have 22 speakers confirmed to date, including:

- Hon Stephen Wade, Minister for Health and Wellbeing
- Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association
- Allyson Hewitt, Senior Fellow for social innovation and Don Dunstan Foundation Thinker in Residence
- Professor Ian Hickie, Co-Director, Health and Policy, University of Sydney Brain and Mind Centre
- Dr Walid Jamal, principal GP in a family practice in Sydney
- Mark Aiston, Media Presenter and our MC

For more information please visit our conference website: <https://www.saphnconference.com.au/>

# 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](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:

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

There are 139 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 47.4% of digitally enabled practices within the Adelaide PHN region and a 4% increase in participation over the past three months.

## 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.

89.3% of South Australians are registered to participate in the My Health Record system, with over 11 million clinical documents and over 32 million dispense records being uploaded across Australia since the inception of the My Health Record.

The latest data available from the Department of Health (weeks ending 6 January - 27 January 2019) saw over 870,000 clinical documents uploaded to consumers My Health Record across Australia and over 59,000 clinical documents being uploaded to consumer records across the Adelaide PHN region.

In the Adelaide PHN region, there are 297 General Practices, 262 Pharmacies, 20 specialist rooms, 24 public/private hospitals and 40 allied health providers registered to participate in the My Health Record System.

The My Health Record team have met with over 50 health care providers, including pharmacists, specialists and allied health professionals, further to this the My Health Record team have attended 15 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](http://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 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 RACGP triennium. To date they have delivered 15 events under this new contract with topics including:

- Cervix Screening
- An update on Dermatology
- Breast Cancer Update
- Update on Diabetes Type 2 Management
- Hepatitis C Virus
- Eating Disorders in Young People

## Immunisation

During the last quarter, the Immunisation Hub delivered five Seasonal Influenza updates to Health Care Professionals in Woodcroft, Ridleyton, Munno Para and Mount Barker and to other cohorts via a webinar. These two-hour evening sessions provided information about the pathophysiology of influenza disease, patient risk factors, the prospect of non-egg-based influenza vaccines and the 2019 Influenza Program. 260 professionals attended the sessions and evaluations indicated they were well received.

The Immunisation Hub delivered one full day "Introduction to Immunisation" workshop which was attended by 30 nurses. Evaluations indicated the workshop was highly valued.

## Interdisciplinary Health Practitioner Network (IHPN)

The Interdisciplinary Health Practitioner Network is a group of diverse practitioners who get together to discuss integration of care for multimorbidity. 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 this year's first meeting, 35 allied health professionals participated in a meeting about the NDIS and the health professional's role. Presentations were provided by all three Adelaide metro Local Area Coordinators (LACs): Bapcare; Feros Care; and Mission Australia. They described their roles, the NDIS, and how they can support health professionals assist clients enquiring about NDIS.

Kylie Hutchison, Adelaide PHN Psychosocial Support Capacity Building Coordinator, presented information on how allied health professionals can get the best outcomes for their customers who are eligible for the NDIS.

For more information about the NDIS go to [www.ndis.gov.au](http://www.ndis.gov.au) or telephone 1800 800 110 (8am – 8pm). To find out more, or to join the Adelaide IHPN, visit: <http://www.ihpn.org.au/your-network/adelaide-network-adelaide-phn-sa/>

## Get Screened and Get on with Living Update

[Get Screened and Get on with Living](#) has now completed its first media campaign. Co-designed and funded by Adelaide PHN, Country SA PHN, Cancer Council SA and SA Health, this health promotion campaign promotes the three national cancer screening programs – breast, bowel, cervix – in a combined message.

Interim program evaluation has indicated that the campaign has been received positively by both the public and primary health care professionals. The campaign has engaged the public well: video completion and click through engagement via online advertising, social media and catch up TV have all performed above industry benchmarks. Further data in relation to participation rates for each cancer screening program in SA has been requested and will be available later in the year.

Consultation with the public in relation to awareness and behavioural response to the pilot campaign was undertaken in March 2019 through an in-kind contribution from SA Health, which has included questions specifically about the campaign in the 2019 Public Health Survey.

Due to the positive response, Adelaide PHN is continuing the campaign in June and July. Prior to the first campaign phase, general practice feedback was sought, in relation to how we can support practices with a potential increase in cancer screening related enquiries and how we could collaborate to support the campaign awareness with primary care. A general practice information kit was developed in response to this to raise awareness of the campaign and enable general practice to participate in the campaign, and this will be distributed to general practice over the coming months in line with our latest burst of media activity.

## Patient Reported Measures

The Commonwealth Government has made it a requirement of the PHN Program Performance and Quality Framework (September 2018) that patient reported measures be used to determine the quality of care provided to consumers. Patient reported measures will become an important addition to Adelaide PHN's contractual agreements with commissioned services.

Patient Reported Outcome Measures (PROMS) capture a person's perception of their health using validated generic and disease specific tools. Patient Reported Experience Measure (PREMS) capture a person's perception of their experience with health care or service.

The Adelaide PHN will be offering grants to commissioned Adelaide PHN primary mental health services to support better collecting of measures in preparation for June 30, 2019 when it will be a contractual requirement to do so.

In addition, Adelaide PHN has provided Happy or Not feedback devices to general practices and headspace centres, to gather additional patient reported experience measures. This program will be offered to more practices and service providers in future to support quality improvement across these sectors.

# Integrated Care

## HealthPathways South Australia

With new clinical pathways and referral information published regularly onto the website, HealthPathways South Australia provides easily accessible, condition specific information for General Practitioners (GPs) and health professionals at the point of care.

There are currently 120+ clinical and referral pathways and information pages on the site that have been localised to the South Australian context. A further 130+ are in development.

Since January 2019 the following pathways have been published to the site:

- Chronic non-cancer Pain in Adults
- Self-Management support for Chronic Pain
- Suicide Risk
- Suicide Related Support
- Cervical Screening
- Constipation in Children
- Acute Otitis Externa
- Gynaecology Advice
- ENT/Otolaryngology Advice
- Medications in Chronic Pain
- Chronic Pain Specialised Advice
- Suicide Prevention Services
- Mental Health Support
- Headaches in Adults
- Reflux & GORD in Children
- Acute ENT Assessment
- Colposcopy
- Non-acute Paediatric Gastroenterology Assessment

South Australian health professionals from across our state have contributed to the development process so far and include:

70+ Medical specialists

40+ GPs and nurses

45+ Pharmacists and Allied Health

Over the 12 months since the website went live (March 2018), more than 2,700 users have accessed the website, with the most accessed clinical pathways over that time being:

- Falls screening and prevention
- Acute Otitis Media (AOM) in Children
- Non-acute Asthma in Adults
- Acute Asthma in Children
- COPD Assessment
- Constipation in Children
- Acute Asthma in Adults
- Anxiety in Adults
- Depression in Adults
- Dyspepsia and Heartburn/GORD

Over 1,300 invitees are part of pathway consultation. If you are a GP, Practice Nurse, Allied Health, Pharmacist, or other health professional who works in South Australia and has an interest in pathway consultation send the team an email: [SouthAustralia@healthpathwayscommunity.org](mailto:SouthAustralia@healthpathwayscommunity.org)

Further information can be found on the project site: <https://saproject.healthpathwayscommunity.org/>  
HealthPathways South Australia is funded and implemented through a partnership between SA Health, Adelaide PHN and Country SA PHN.

## Health Promotion Framework

The Adelaide PHN Health Promotion Framework has been released. It provides guidance to Adelaide PHN and our stakeholders on how health promotion and health literacy will be reflected in our organisational planning, design and commissioning processes. This document will support a consistent approach and facilitate a common understanding about language, strategies and the implementation of health promotion and health literacy.

The [Health Promotion Framework](#) is available on our website to demonstrate our commitment and action in Health Promotion to all our stakeholders.

Our Health Promotion and Marketing group is ensuring that key objectives outlined within the Framework are met within our organisational activities.

We have also updated the Health Awareness Calendar for 2019. These days were selected as they align with our priorities and programs. This is used to guide our health promotion activities on social media, as well as guide newsletter content, promotion of resources and events.

## Health Care Homes

Adelaide PHN continues to work closely with our 17 Health Care Home practices. The 17 practices have enrolled 2225 patients up to 26 April 2019 (out of 8887 patients nationally). This remains the highest enrolment within any Australian PHN region.

Enhanced Access Grants for 15 practices are progressing well. All practices have engaged in change related activities ensuring that the patients in the HCH have improved access to services.

Communities of practice have continued to provide practices with a way to network and share positive ideas. Attendance has increased and practices are willingly sharing ideas and solutions. The 2019 meetings have commenced with a specific focus on models of care and patient review processes.

Practices are continuing to use cdmNet as their preferred shared care planning software and allied health including pharmacy are also beginning to interact via this platform. Pharmacies have greatly increased their interaction with patients and practices via the shared care platform and appreciate being able to have better access to patient details.

The Northern General Practice Liaison Unit and Adelaide PHN have launched cdmNet in the Lyell McEwin Chronic Disease Management Unit. Recently HCH patients who attended the Lyell McEwin ED were flagged on the hospital record system and relevant staff were able to access information related to the care team, current medications and other key aspects of the patient's condition. Dr Chad Collins of

the NAGPLU has been driving the implementation of the system and moves are underway to implement access to cdmNet across the other LHN's.

The Community Pharmacy in Health Care Homes initiative has commenced, and pharmacies have begun to register patients via the portal. Currently there are 75 SA-based community pharmacies registered to participate.

Positive stories continue to reflect high patient satisfaction with the Health Care Homes model.

## **Northern Adelaide GP Liaison Unit**

The GP Liaison Unit (GPLU), a 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 continuing its roadshow visiting general practices in the Northern Adelaide area 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, nurse led clinics, some specific Clinical pathways like cellulitis and Chronic Disease Management Unit.

The GPLU is linking patient information between Health Care Home 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.

Since the last quarterly update the unit has visited 21 general practices with another 21 visits scheduled before the end of June.

## **Priority Care Centres**

As part of the continued partnership between Adelaide PHN, Country SA PHN and SA Health to deliver better integrated health care across the primary and acute settings, general practices were invited to attend one of a series of information sessions held in early April 2019, to seek general practice interest in the co-design of proof of concept sites (Priority Care Centres) over the 2019 Winter period as an alternative pathway for patients.

The intent is to provide and test an alternative community-based pathway for people who currently attend hospital emergency departments, but do not require emergency level care and could receive care in a more appropriate primary healthcare facility.

The objective of the information sessions was to invite general practices to express their interest to become a trial site for identified priority areas and to share their initial thoughts and ideas. The next phase of the process will involve collaborative design of the proof of concept models, in partnership between both SA PHNs and SA Health.

# After-Hours

## After-Hours Needs Assessment

Adelaide PHN is commencing a review and update of the After-Hours Needs Assessment to inform future commissioning. Membership and stakeholder consultation and involvement will be undertaken as part of this process as well as updating population health and service usage data.

## Primary Mental Health Care Services

During July to December 2018 the 13 commissioned service providers of primary mental health care services delivered services to nearly 5,000 people (excluding headspace centres). This includes 13,838 psychological therapy contacts to 3,204 people representing \$127 per service contact and \$550 per person. For those with multiple clinical outcome measures recorded, 73% showed improved scores with the remainder showing no change or declining.

New activity commissioned during the quarter includes:

**Emerge** - Adelaide PHN has commissioned Sonder to deliver a free service in Adelaide's outer northern and outer southern metropolitan regions for young people 16-25 years old who are experiencing or at risk of experiencing chronic and complex mental illness. The emerge program has a specific focus on young people dealing with anxiety, depression, eating disorders, bipolar disorder, psychosis, trauma and borderline personality disorder where these conditions are having a significant impact on their lives and ability to function.

The service delivers family-centred treatment that is specialised and evidence-based, with the young person, their family, clinicians, peer workers and care coordinators working as a team towards the goal of wellness and recovery. Services commenced from two headspace centres - Edinburgh North and Onkaparinga, on 11 February 2019.

Referrals can be received from GPs and other primary health care providers through the Central Referral Unit. Alternatively, young people can self-refer or be referred through a school or community worker. Families, carers or friends can also refer on behalf of the young person, with the person's consent.

Adelaide PHN has also provided funding for additional youth mental health services targeting the same client group at headspace Adelaide and Port Adelaide.

- Anglicare SA are delivering additional community-based suicide prevention activities in the northern region of Adelaide, and for Aboriginal and Torres Strait Islander people
- Sonder and Links to Wellbeing staff are receiving psychiatric consultancy for group training and case reviews
- Developing Minds to deliver additional individual services as well as emotional regulation groups for children and parenting groups

During the last quarter Adelaide PHN continued to review PMHC services to ensure ongoing improvement of commissioned services.

## National Psychosocial Support Measure

Adelaide PHN has commissioned Neami National and Life Without Barriers, two experienced providers to deliver the National Psychosocial Support Measure (NPSM) in the Adelaide PHN region. People living with a complex and chronic mental health condition will be able to access the support of a trained peer support worker or community rehabilitation support worker to improve their health and wellness so they can live their lives to their full potential. People may need support with homelessness issues, access to employment, social isolation or management of their tenancy.

People will be able to access support if they:

- Are aged between 18 and 64 years of age
- Live in the Adelaide PHN region
- Don't already get support from the National Disability Insurance Scheme (NDIS), Personal Helpers and Mentors (PHAMS), Partners in Recovery (PIR) or Day to Day Living (D2DL)
- Have a psychosocial disability

People do not need to have a confirmed diagnosis, or a GP referral to access this program.

To access NPSM people can call:

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

**Neami National - 8465 7050**

**Life Without Barriers - 8307 2800**

In further news, an extension to the NPSM program was announced by the Department of Health on March 21. This extended funding will provide continued support to people who are current clients of Partners in Recovery (PIR), Personal Helpers and Mentors (PhAMS) and Day to Day Living (D2DL) who have been found ineligible to access an individual support plan from the NDIS or who are still waiting on an outcome from their access and eligibility request. Further information on the arrangements for these existing clients will be released soon.

## New Mental Health Treatment for Residents of Aged Care

The Commonwealth Government has funded PHNs across Australia to commission new mental health services specifically for people in residential aged care facilities, so that those in aged care can access the types of psychological services available to the rest of the community under Medicare arrangements.

Adelaide PHN is taking a staged approach to the project including co-design with aged care and mental health service providers to ensure the model fits residents and is sustainable. It needs to meet resident needs, complement the personal care and accommodation services provided by residential aged care and provide linkages to broader support services for residents with complex needs.

The model will undergo a six-month trial commencing July 2019, with expansion over four years across metropolitan Adelaide from January 2020. The Adelaide PHN will be holding briefings detailing the model, the pilot project and the future tender process for the aged care facilities and mental health sectors in August 2019.

# Strengthening Care in the Community

## Enabling Choice for South Australians

Enabling Choice for South Australians (ECSA) is the Adelaide PHN response to the Greater Choice for At Home Palliative Care Measure. ECSA aims to identify and support advance care planning conversations in residential aged care. Good advance care planning enables the residents wishes, goals, concerns and fears about their future health care to be respected and supported. Six aged care organisations and twenty-six sites are involved in the project.

The Quality Improvement Facilitators have gathered information about current processes through mapping, auditing, policy and data reviews in 12 of the facilities and the remaining 14 will be completed by the end of May 2019. There are consistent themes emerging from this work and a quality improvement plan will provide quality improvement activity that is consistent across all facilities.

Training will be provided to registered, enrolled nurses and care workers to underpin this activity and ensure sustainability; general practitioners supporting residential care will also be involved in the quality improvement activity. The implementation phase of the project will continue until June 2020. Adelaide PHN will report back to the Commonwealth and is participating in an external evaluation being carried out by Deloitte.

The Intersectoral Collaboration Group will have it's third meeting in June 2019.

## Paediatric Partnership (Northern Project)

The Paediatric Partnership (Northern Project) has been developed to support children living in the Northern Adelaide area to receive Autism Spectrum Disorder (ASD) and Global Developmental Delay (GDD) assessments.

Adelaide Paediatrics was commissioned by Adelaide PHN and is working with Northern Adelaide Local Health Network to increase access for children to receive an ASD or GDD assessment. In the first three months of 2019 the project has completed 28 assessments and is currently scheduled to continue until 30 June 2020.