

Adelaide PHN

Quarterly Update

August 2018

Adelaide PHN is committed to keeping our membership groups informed about our activities. This update provides useful information about Adelaide PHN's engagement with its stakeholders together with the latest information on commissioned services and processes.

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

Engaging with Members

Adelaide PHN Membership Activities

In June, the members of the Health Priority Network Leadership Group came together to establish the role and function of the Group and how it can positively contribute to the strategic outcomes of Adelaide PHN. All positions on the Leadership Group are now filled with representatives from the CALD and AOD recently taking up positions. The first activity of the Group is to assist with the planning and development of three Collaboration Hubs in the areas of mental health, Aboriginal reconciliation and health literacy.

Adelaide PHN hosted the Forum: Health and the NDIS on 27 July. The event, which was planned and facilitated with the assistance of members of the Health and Disability network interest area, was extremely well attended with over 90 people participating.

The middle of each year is the time when Adelaide PHN reviews the make-up of its Clinical and Consumer Advisory Councils. Councils have a continuing, but rotating membership and members serve a two-year term, with half of the membership positions being reviewed each year. Adelaide PHN has been very pleased with the interest that has been shown in these positions. 40 people have applied for positions on the three Clinical Councils and 28 for the three Consumer Advisory Councils. A rigorous process is currently underway to select the most appropriate candidates who will be able to actively contribute to the work of the Councils.

Adelaide PHN is committed to ensuring the voice of all elements of the Adelaide community is heard when it comes to primary health care matters. Aboriginal health is a priority for both the Commonwealth and locally, and as such the PHN is keen to ensure that the Aboriginal people are appropriately represented in our membership model. Consequently, an Aboriginal Consumer Advisory Council has been established. Positions on this Council were recently advertised widely within Aboriginal Communities and a selection process for this Council is now underway.

The Alcohol and Other Drugs Special Interest Area (SIA) of the Health Priority Network has now been established. It currently has 66 members and anyone with an interest in the area of AOD, who works within the metropolitan area can [join](#).

Quentin Black, Managing Director PsychMed and My Phuong Sramek, Services Manager at Community Access and Services SA are the leads for this SIA by membership in March. They represent the SIA on the Network Leadership Group, which has representatives from all nine SIAs, and connects to the Adelaide PHN Board through the Membership Advisory Council (MAC).

The first meeting of the SIA is on 7 August to develop an action plan for the next 12 months. There will also be a presentation from the National Centre for Education and Training on Addiction (NCETA) on population data collected for Adelaide PHN last year.

Primary Health Care Support

[Adelaide PHN Website Link - Health Connections - For Providers](#)

Primary Health Care Provider and Digital Health Support

A General Practice Winter Wellness Guide was developed and promoted to Adelaide practices to encourage a focus on those patients vulnerable to exacerbation of ill health this winter.

This [general practice winter wellness guide](#) highlights some simple steps that practice staff can take to be proactive and minimise the impact of the flu season.

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:

- Over 170 face to face visits, including practice visits and meetings took place
- Over 1400 general phone and email enquiries were received and responded to. The focus of enquiries was on mental health, alcohol and other drug services, requests to promote primary health care services, My Health Record, PenCS or requests to be added to our database

There are 121 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 40.3% 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 2018, unless they choose not to have one. Adelaide PHN has been identified as a key delivery partner for supporting the My Health Record and Opt-out process.

In the Adelaide PHN region there are now over 400,000 consumers registered to participate in the My Health Record, 281 General Practices, 173 Pharmacies, 10 Specialists rooms and 26 public/private hospitals. Over 80,000 clinical documents have been uploaded to consumers My Health Record in the last three months.

The My Health Record team have been actively engaging health care providers, various community organisations and their communities of interest. The team have met with 252 healthcare providers, including, Pharmacists, Specialists and Allied Health professionals. There are 173 registered pharmacies with 128 pharmacies actively uploading scripts to My Health Record.

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 delivered 122 events on topics which included:

- Paediatric Allergies and ADHD
- Reducing the Risk of Cardiovascular Disease After Pregnancy Complications
- Diagnosing and Managing Skin Lesions and Rashes in Children
- "Bowels, Bogs, Bellies & Burps!"
- An Update in Gastrointestinal Health
- Providing Medical Care for Patients with a Disability

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

New contracts are currently being finalised for providers to ensure a seamless transition of a further round of program delivery in the next 18 months.

Immunisation

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

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

The SA PHN Immunisation Program has launched our new website, which provides a one stop shop for primary health care providers. Visit our new Immunisation Hub website – www.immunisationhub.com.au

The Australian Immunisation Register is now capable of collecting immunisation encounter data and this will eventually reflect more accurate adult vaccine uptake.

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. The regular meetings are popular and well attended with the most recent being an evening session on Thursday 28 June, with 18 attendees. The topic *Unlocking the potential for team-based care in Adelaide*, was presented by Adelaide PHN Innovation and Design Officer, and qualified pharmacist, Jane Goode, followed by facilitated group discussion.

Participants were encouraged to talk to others working in different disciplines to them and explore concepts such as sharing patient goals, communicating with referrers and each other, and how changing technologies fit into the picture. Opportunities were identified which included investigating geographically local interdisciplinary meetings, using video technology to share vignettes on special interests and a need to understand and respect any overlap of professional boundaries. The session was positively received.

Meeting dates for the rest of the year are:

- Wednesday 19 September 2018
- Wednesday 5 December 2018

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

A new funding round for Peer Support Networks Program has just been completed with 11 new groups commencing on 1 July 2018. Through this program, Adelaide PHN aims to provide resources to facilitate peer support and networking, with a focus on quality improvement, across the primary healthcare sector. Adelaide PHN will continue to support networks for Primary Health Care Managers, Nurses and other Primary Health Care Professionals including Pharmacists.

Grants will provide support to enable networks to meet four times per year within a 12-month period. The list of Networks will soon be made available on the Adelaide PHN website. Please visit the following website address to view our current Networks - <http://adelaidephn.com.au/primary-health-connections/for-providers/network-opportunities/>

Integrated Care

Adelaide PHN Website Link - www.aphnintegratedcare.com.au

HealthPathways South Australia

HealthPathways South Australia is one of the flagship programs under the Adelaide PHN's approach to integrated care which provides information and guidelines for General Practitioners (GPs) and health professionals to support the consistent management of patients in the community.

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

Since the portal went live in March, over 19,000 pages have been viewed by GPs and other health professionals. With new clinical pathways and referral information published regularly – this is an evolving resource. The top 5 clinical pathways viewed in June were:

1. Non-acute Asthma in Adults
2. Falls screening and prevention
3. Acute Asthma in Adults
4. Acute Asthma in Children
5. Acute Otitis Media in Children

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

Care Connections

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

Care Connections utilises elements of the Patient Centred Medical Home (PCMH) model as a framework to enhance chronic condition management. Care Connections will enable General Practices to become Integrated Care Hubs and work at their own pace with dedicated support from the Local Area Coordination (LAC) service.

Practices continued to work with the Local Area Coordination service team to undertake quality improvement (QI) activities outlined in their Improvement Plans. A Local Medical Neighborhood

Implementation Plan will support Adelaide PHN to plan the next steps for the Care Connections Program.

Four practices have successfully applied to undertake a range of quality improvement activities to improve patients access via Enhanced Access Grants, with focuses on: respiratory health, weight management, mental health and frailty. Shared learnings and resources from the QI activities of the 11 practices will be distributed to the metropolitan region of Adelaide for use in their own general practice as part of our **new** Integrated Care Website www.aphnintegratedcare.com.au.

Health Care Homes

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

Adelaide PHN continues to work closely with 19 Health Care Home practices (a Commonwealth Government initiative). Practices remain involved, with a mix of independent, corporate and partnership practices continuing to participate.

Key achievements include:

- 17 practices have enrolled: 423 patients up to 20 July 2018
- Two final practices expect to enrol patients by the end of August
- Enhanced Access Grants for 15 practices have been submitted, approved, contracted and commenced
- Three regional Communities of Practice (CoPs) have been operationalised and two rounds of meetings have taken place
- Shared Care planning platform is being used in 16 of the 19 practices:
- Financial management seminars were hosted by Adelaide PHN and delivered by Brentnalls within the Community of Practice structure
- Level of engagement with Adelaide PHN remains high and Practice Facilitators maintain weekly contact with practices
- Patient acceptance of program is high, and feedback remains positive

People's experience of general practices commissioned services

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

Adelaide PHN has allocated HappyorNot devices to 15 general practices to establish satisfaction levels of people accessing these services. Feedback is based on 5 specific areas of service: waiting time, cost, not listened to or respected, facilities or parking and health needs not met. People can also identify an area not specified under 'something else'. General practices have access to peoples' responses to ensure continuous improvement. More information about the devices is available on their website – www.happy-or-not.com

Aboriginal and Torres Strait Islander Health

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

Aboriginal Health and Youth Care Coordination Project

Formerly GP Outreach Project (Aboriginal Family Clinic)

This is phase two of the GP Outreach project, now named the Aboriginal Health and Youth Care Coordination project. The Project will facilitate the implementation and delivery of comprehensive primary health care services in the southern region of Adelaide, with a focus on Aboriginal and Torres Strait Islander people and youth.

The aim of the Project is to engage and connect vulnerable communities to primary health care to improve their health outcomes. This will provide access to culturally appropriate GP services for Aboriginal and Torres Strait Islander people living in the southern metropolitan Adelaide region and provide a consistent GP service in the southern region which will improve patient outcomes by ensuring consistency and clinical compliance surrounding the management of Aboriginal people with mental health issues and acute and chronic conditions.

The project will also offer outreach medical services and education sessions to high schools to increase awareness about relevant topics, including mental health and reproductive health and provide youth friendly medical services to help promote general youth and mental health awareness and increase timely access to a GP.

Aboriginal Community Engagement – Community Advisory Council

Adelaide PHN is in the process of recruiting and establishing an Aboriginal Community Advisory Council (CAC) for Aboriginal and Torres Strait Islander people residing in metropolitan Adelaide. The role of the Aboriginal CAC is to enable broad representation of the Aboriginal and Torres Strait Islander community members in the Adelaide PHN region, and provide a community perspective to the Adelaide PHN Board. CACs support Adelaide PHN to develop local strategies to improve the health care system for community members and facilitate effective primary health care provision.

This initiative is an outcome of the extensive consultation with the Aboriginal community that was undertaken across Adelaide in 2017. The Aboriginal community members asked that the CAC had broad representation from a range of participants from a cross section of the Aboriginal and Torres Strait Islander community including positions reserved for young people between the ages of 18 and 30.

Aboriginal Cultural Learning Program

Adelaide PHN have commissioned the cultural learning program, partnering with Linking Futures and AOGP who are delivering and facilitating face to face sessions to all Adelaide PHN commissioned service providers, and more broadly to primary health care providers in the Adelaide regions.

Training sessions are being delivered targeting mainstream primary health care providers: GPs, allied health, pharmacy and general practice staff. This program aligns with the cultural safety criteria set by the RACGP National Faculty of Aboriginal and Torres Strait Islander Health and will be evaluated by

Adelaide PHN. This program will support the delivery of all Adelaide PHN commissioned services and work closely with the Integrated Team Care (Closing the Gap) program.

The cultural learning sessions explore life prior to and since colonisation, the diversity within Aboriginal culture and how health professionals can work within a culturally safe practice through interactive sessions delivered in a non-judgmental manner that encourages open participation by all.

This program will assist in improving the experience of Aboriginal people in accessing culturally safe primary health care, as identified by our Adelaide PHN Aboriginal Health Network members.

After-Hours

[Adelaide PHN Website Link - Our Priorities - Adelaide PHN and click Potentially Preventable Hospitalisations](#)

After-Hours Consumer Awareness Resource

The After-Hours Community Awareness flip chart is in development for the City of Port Adelaide Enfield region as has been done for Onkaparinga and Playford Council areas. This will provide information to support self-triage, whilst raising awareness of available and appropriate after-hours services, to support better health choices. Other promotional resources are being developed including a community information flyer for distribution through emergency departments and a translated magnet for culturally and linguistically diverse communities.

The mobile optimised website continues to target the entire Adelaide metropolitan region www.adelaideafterhours.com.au.

A radio campaign will be launched to further promote this website in the upcoming months.

Extended Primary Care for People Living in Residential Aged Care Facilities

Adelaide PHN has commissioned two aged care providers to deliver programs which support GP access and availability in the after-hours period, reduce unnecessary hospital admissions and build the capacity of staff to improve the coordination of care for residents. Eldercare deliver the **Dandelion Project** across two sites in Adelaide's southern suburbs and Southern Cross Care deliver the **Assess Treat Stay Project** across two sites in the north and west. Both projects use multi layered strategies involving GP and staff training, liaison work with local hospitals, ambulance services and enhanced on-site clinical support with a focus on improved resident care, particularly at the end of life.

Drug and Alcohol Treatment Services Program

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

All commissioned Alcohol and Other Drug treatment services continue to achieve targets for increasing access to alcohol and other drug services. To ensure that all treatment services are improving the effectiveness of the treatment services sector, including the reduction in, and increased treatment of, alcohol and other drug use, and improved physiological and psychological health, Adelaide PHN are collaborating with all providers on the development of their Annual Activity Work Plans. The Plans will inform activities for the next 12 months and will utilise a quality improvement approach to focus on enhanced access, treatment outcomes and patient/client experience.

Primary Mental Health Care Services

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

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

Mental Health Shared Care is a clinical therapy service which is funded by SA Health. The program is to support people who present with Tier Three diagnoses (including but not limited to schizophrenia, bipolar affective disorder, severe anxiety and depression) and are suitable to be managed in a primary care setting.

SA Health will contract Adelaide PHN to commission the program from the 1st of October 2018. As with all other commissioned programs, the referral pathway for the Shared Care program will be through the Adelaide PHN Central Referral Unit.

In the interim period July to September 2018, the existing providers (GP Partners and Sonder) will not be accepting any new referrals for the Shared Care program. Providers are being asked to send new referrals to our Central Referral Unit.

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

Since the last update, Adelaide PHN has executed the following new service contracts:

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

access to mainstream in-hours mental health services and other services as required. Links To Wellbeing was the successful applicant to the open Request for Proposal.

- **Mother Infant Dialectical Behaviour Therapy** - Group Programs for women living with borderline personality disorder in the perinatal period, in the outer northern and southern regions of metropolitan Adelaide. This project is being delivered in conjunction with the Women's and Children's Health Network (Helen Mayo House), Department of Education, Sonder and Links to Wellbeing.
- **Trojans Trek** - A wilderness-based peer support intervention to assist current and former Australian Defence Force service personnel adversely affected by their service.

Adelaide PHN is preparing to conduct assessments of its Primary Mental Health Care service providers 12-month reports for the previous financial year and will examine not only individual data from each provider but trends and how well the system is functioning including evidence of increased collaboration, coordination and integration.

headspace Centres

headspace

Adelaide PHN is responsible for contractual oversight of four local headspace Centres - Edinburgh North, Port Adelaide, Onkaparinga and Adelaide. headspace Centres deliver primary mental health services targeting young people aged 12 – 25 years. Adelaide PHN also provides contractual oversight of the Adelaide based headspace youth early psychosis program (hYEPP) which provides early intervention, responsive and recovery focused specialist treatment and care for young people who are at risk of or are experiencing a first episode of psychosis.

Highlights from our headspace centres

This year, all four-metro headspace centres have been successful in receiving a range of grants from Adelaide PHN to improve the accessibility of their centre to targeted groups for young people. These projects include:

- Online Intervention for Young People with Mental Health Concerns and the Brain and Mind Youth Platform project at headspace Edinburgh North
- Youth Neurodevelopment Issues and Mental Health Comorbidity Project
- Aboriginal and Torres Strait Islander Youth and Community Engagement Project
- Youth Dialectical Behavioural Therapy Program Pilot at headspace Port Adelaide
- The headspace Cultural Enhancement Initiative Project at headspace Adelaide and Onkaparinga

headspace Onkaparinga and headspace Adelaide have successfully recruited two Aboriginal trainees, one for each centre—supported in partnership with Korner Winmil Yunti. This initiative is aimed at providing a unique opportunity regarding education and work experience in a supported environment for these two young people and at increasing awareness and access for Aboriginal and Torres Strait Islander young people at these centres.

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

Aboriginal and Torres Strait Islander Community Peer Support for Cancer Screening

The Community Peer Support Program aims to increase participation in breast, bowel and well women's screening for Aboriginal and Torres Strait Islander people living in metropolitan Adelaide. The program will enable Cancer Council SA to engage Aboriginal peer workers as "peer ambassadors" to deliver culturally appropriate messages and information about cancer screening and advocate with primary health care services for improved culturally appropriate approaches to cancer screening.

This program is about reducing the impact of cancer in Aboriginal communities, by empowering Aboriginal and Torres Strait Islander people to increase cancer screening literacy.

This program aligns Adelaide PHN's commitment to improving health outcomes and access to primary care health services for Aboriginal and Torres Strait Islander people in Adelaide and the Commonwealth Government's national headline indicator of improving participation in cancer screening. Cancer Council SA are currently recruiting peer ambassadors who will undergo training and receive a statement of attainment in a nationally accredited course in facilitating groups specifically in cancer support.

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 two locally accessible services in the northern and central western suburbs to support people living with persistent pain.

The Living Well with Persistent Pain program is facilitated by a team of healthcare professionals including GPs, physiotherapists, dietitians, pharmacists, pain educators and psychologists. It begins with free education forums and then one-on-one sessions with the pain management team. The program supports people to better understand their pain condition whilst providing the necessary tools to improve their quality of life and minimise the impact of pain. To date, the northern pain service has received approximately 120 referrals with the new central western service already having received 45 referrals in its first two months of operation. The project has been extended until June 2019.

Respiratory Health Project

The Adelaide PHN Respiratory Health Project will support the development and/or delivery of solutions which aim to improve outcomes for people living with COPD and asthma, build the capacity of service providers to deliver safe and effective care and demonstrate reductions in preventable hospitalisations for COPD and asthma in the Adelaide PHN region.

Adelaide PHN has commissioned Asthma Australia to undertake this project with support from Lung Foundation Australia. The Steering Committee continues to meet monthly; four general practices and 12 pharmacies have been recruited; data cleaning and patient identification has commenced; asthma and COPD training is underway, and resources are being developed and finalised.

Palliative Care Access to Medicines Project

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 ensure timely access to end-of-life medicines in the community. A key aspect of the project is raising the awareness of GPs and community pharmacists of the importance of planning and working together to better manage symptoms at end of life and to better support people dying at home.

A key indicator for success in this project will be an increased number of community pharmacies stocking essential medicines from the Core Medicines List and the number of GPs and pharmacists collaborating on the palliative care of their patients.

The Pharmaceutical Society of Australia will be delivering this project across the Adelaide Metropolitan region.

SA PHN's and Women's and Children's Hospital General Practice

Liaison Unit

After 16 months of operation and following a successful external review, it was with deep regret that Adelaide PHN announced the closure of the General Practice Liaison Unit (GPLU) at the Women's and Children's Hospital effective from Friday 29 June 2018. The unit was established via a partnership between Adelaide Primary Health Network, Country SA Primary Health Network and the Women's and Children's Health Network (WCHN). All partners were committed to the continuation of the GPLU for a further three-year period, however recent insurmountable budget pressures resulted in the WCHN advising that ongoing funding for the Unit would not be possible. The GPLU was established in February of 2017 to improve the coordination of care for South Australian children with chronic conditions who may benefit from care being provided closer to home by their general practitioner. Information and resources developed as part of the GPLU work can be accessed via www.wch.sa.gov.au

Please visit our website for more information - <http://adelaidephn.com.au/whats-happening/media-releases/>

Northern Adelaide GP Liaison Unit

Adelaide PHN has established a GP Liaison Unit in partnership with the Northern Adelaide Local Health Network. The GPLU will work 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. Dr Chad Collins has just commenced in the role and NALHN is currently recruiting to administrative and a clinical coordinator role.