

Western NSW - Integrated Team Care 2019/20 - 2023/24 Activity Summary View



ITC - 1 - ITC-01 – Care coordination and supplementary services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

ITC-01 – Care coordination and supplementary services

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

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

Improve health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, support for self-management, and culturally appropriate primary care services.

Description of Activity *

Service delivery model

The ITC program across the WNSW PHN will be delivered in the following way:

- Each of the Aboriginal Medical Services (AMS) in the region will be offered the opportunity to the ITC program directly to their clients. Where an AMS chooses not to deliver the service, WNSW PHN will work with that AMS to identify and engage an

appropriate provider to support that client cohort.

- Additional service providers will be commissioned to deliver ITC to those Aboriginal people who do not, or cannot, access their healthcare from an Aboriginal Medical Service, across six different geographic lots.

Care coordination will be provided in consultation with the referring GP and in accordance with the client's care plan. In line with the Program Implementation Guidelines, a locally determined mix of Outreach Workers and Care Coordinators will deliver the ITC Program.

Each commissioned service provider will manage their own Supplementary Services Funds.

Each commissioned service provider will be required to participate in an ITC Network/Community of Practice that will be facilitated to support:

- the joint development of future measures of success and key performance indicators for the Program.
- access to peer support, professional guidance and mentoring where required.
- access to formal training and professional development

Needs Assessment Priorities *

Needs Assessment

WNSWPHN Needs Assessment 2021/22-2024/25

Priorities

Priority	Page reference
Aboriginal Health (Inc. Chronic Disease)	67
Chronic disease management & prevention	30



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

This program was co-designed to ensure Aboriginal leadership and delivery. Access to the service is solely limited to clients that identify as Aboriginal or Torres Strait Islander. In addition all services will be delivered by or in partnership with an Aboriginal organisation.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Blue Mountains - South	12402
Lachlan Valley	10302
Bathurst	10301
Lower Murray	10902
Lithgow - Mudgee	10303
Orange	10304
Broken Hill and Far West	10502
Dubbo	10503
Bourke - Cobar - Coonamble	10501



Activity Consultation and Collaboration

Consultation

The WNSW PHN works with many organisations in delivering this unique ITC Program and a key feature is strong Indigenous partnership alliances. Some core relationships for consultation include:

- WNSW PHN Aboriginal Health Council
- All ACCHOs across the WNSW PHN region
- Western NSW Local Health District (NSW Health) integrated care strategy program staff
- Far West NSW Local Health District
- Local Health District Aboriginal health workers (WNSWLHD AND FWLHD)
- Bila Muuji Aboriginal Health Services Incorporated (regional peak ACCHO/AMS consortium group).
- Regional Assemblies:
 - o The Murdi Paaki Regional Assembly (MPRA) (represents 16 Aboriginal communities in Western NSW. They are Broken Hill, Wentworth/Dareton, Ivanhoe, Menindee, Wilcannia, Cobar, Bourke, Enngonnia, Brewarrina, Goodooga, Weilmoringle, Lightning Ridge, Walgett, Coonamble, Gulargambone, Collarenebri).
 - o The Three Rivers Regional Assembly (region extends from Lithgow in the east of NSW through to Nyngan in the west, representing the interests of Aboriginal people across the communities of Bathurst, Dubbo, Gilgandra, Mudgee, Narromine, Nyngan, Orange, Parkes, Peak Hill, Trangie, Warren and Wellington).
- Aboriginal Lands Council groups.

Consultation and maintaining these relationships include regular meetings, regular provider and program updates (to the WNSW PHN Aboriginal Health Council) and Project monitoring i.e. PHN reporting and evaluation, stakeholder, patient and GP feedback and program governance.

Collaboration

Collaboration with stakeholders is vital for the ongoing success of this program and involves maintaining relationships with the organisations listed under the Consultation section above.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

Service Delivery Start Date

01/07/2019

Service Delivery End Date

30/06/2024

Other Relevant Milestones

NA



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): Yes

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

Yes

Decommissioning details?

Given the activity funding is due to cease on 30 June 2024, and unless future funding is confirmed, WNSW PHN will commence the de-commissioning process in January 2024. This will be informed by advice from the DoHAC with planning for decommissioning to be undertaken in partnership with the relevant commissioned service providers in order to facilitate minimal impact to community.

Co-design or co-commissioning comments

na



ITC - 2 - ITC-02 – Culturally competent primary health services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

ITC-02 – Culturally competent primary health services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

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

The purpose of WNSW PHN Cultural Safety Framework implementation activities are to drive and influence improvement in health outcomes for Aboriginal people and help prevent systemic racism and discrimination in primary health care. All activities extend on work already undertaken in developing our WNSW PHN Cultural Safety Framework.

This activity aims to:

- Provide High quality culturally safe, responsive and accessible primary health care for Aboriginal and Torres Strait Islander people
 - Raise awareness about the barriers to equitable outcomes for Aboriginal people
 - Strengthen partnerships with the primary health sector
 - Improve capacity of General Practice and ACCHOs to provide culturally responsive health care for Aboriginal people.
- Increase access for Aboriginal people to other health providers by covering gaps, assistance with sourcing relevant and appropriate services and liaising with patients and their careers.

Description of Activity *

This activity builds on the Cultural Safety work previously undertaken by WNSW PHN across the region by undertaking the following activities to further develop culturally appropriate primary healthcare services in both AMSs and mainstream health care

providers. Activities include the following:

- Extension of WNSWPHN Cultural Safety in Primary Health Services education program. Program content will be based on WNSWPHN Cultural Safety Framework, provided within local context and will include relevant primary care case studies. The target audience for this training includes (but is not limited to): Specialists, GPs, Registrars, Nurses, Allied Health Professionals, Dental clinicians, Pharmacists, Reception Staff and other primary care providers working within Specialist Practices, Allied Health Practices, General Practices, Dental Practices and others within the primary care sector. ACCHO/AMS specific regional education sessions will also be delivered, based on feedback from the sector.

The education program will be provided by an appropriated trained, qualified, facilitator/training organisation, procured in alignment with WNSW PHN procurement policy.

- Implementation of WNSW PHN Cultural Safety Framework. Activities include promotion of the framework for use across the primary care sector including commissioned service providers.
- Practice Support Aboriginal Health Initiatives. Activity to continue to incorporate Aboriginal Health Initiatives within Practice Engagement plans for mainstream and AMSs as delivered by the WNSW PHN Practice Support Team. This involves delivering an Aboriginal Health Business Model developed by the Practice Support Team, including a presentation of the ITC program; care tool templates for Aboriginal and Torres Strait Islander patients; Closing the Gap and Practice Incentive Program education; as well as information and resources on Cultural Safety.
- Development of an Aboriginal Stakeholder and Community Engagement Process Guide for health care organisations. The process guide will align with the WNSWPHN Cultural Safety Framework and have relevance to a WNSW PHN regional context and will include an education training component. The purpose of this document is to support improved, appropriate engagement and consultation with Aboriginal community and stakeholders for health services, increasing cultural safety and access to services for Aboriginal people.

1.0 FTE Program Officer located within the WNSW PHN to work across the region and increase awareness of the ITC program

Key functions include:

- This role has a primary focus on implementing the WNSW PHN cultural safety framework across ACCHO and mainstream general practice, specialist practices and allied health provider practices to improve cultural safety in primary care services and will further support and strengthen the ITC program to improve health outcomes for Aboriginal people.

Workforce development activities provided in-line with WNSW PHN staff training and development program and Aboriginal Employment Strategy.

Needs Assessment Priorities *

Needs Assessment

WNSWPHN Needs Assessment 2021/22-2024/25

Priorities

Priority	Page reference
Aboriginal Health (Inc. Chronic Disease)	67



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Funding has been provided to the ACCHS to engage with their patients and those of surrounding communities under the ITC funding

Coverage

Whole Region

Yes

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Blue Mountains - South	12402
Lachlan Valley	10302
Bathurst	10301
Lower Murray	10902
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Dubbo	10503
Bourke - Cobar - Coonamble	10501



Activity Consultation and Collaboration

Consultation

Stakeholder engagement and consultation activities will include collaboration and feedback review with the following groups:

- WNSW PHN councils:
 - Aboriginal Health Council,
 - WNSW and FW Community Councils
 - WNSW and FW Clinical Councils
- Western NSW Local Health District (WNSW LHD)
- Far West Local Health District (FW LHD)
- Agency of Clinical Innovation network associations
- NSW/ACT PHN Aboriginal Health and network partnerships
- ACCHOs/AMSS
- General practice, Primary health and community healthcare providers.

Collaboration

The WNSW PHN Aboriginal Health Council will be the key collaborators in the development and delivery of this activity.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

Service Delivery Start Date

June 2019

Service Delivery End Date

June 2024

Other Relevant Milestones

NA



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): Yes

Is this activity being co-designed?

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

No

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?

na

Co-design or co-commissioning comments

na

