



Australian Government

Department of Health

phn

An Australian Government Initiative

Activity Work Plan 2019-2021: After Hours Funding

This After Hours Activity Work Plan template has the following parts:

1. The After Hours Activity Work Plan for the financial years 2019-20 and 2020-2021. Please complete the table of planned activities funded under the following:
 - a) Primary Health Networks Core Funding, Item B.3 – Primary Health Networks – After Hours Primary Health Care Program Funding
2. The Indicative Budget for the financial years 2019-20 and 2020-21. Please attach an excel spreadsheet using the template provided to submit indicative budgets for:
 - a) Primary Health Networks Core Funding, Item B.3 – Primary Health Networks – After Hours Primary Health Care Program Funding

Western New South Wales PHN

When submitting this Activity Work Plan to the Department of Health, the PHN must ensure that all internal clearances have been obtained and the Activity Work Plan has been endorsed by the CEO.

Overview

This After Hours Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan can be proposed for a period of up to 24 months. Regardless of the proposed duration for each activity, the Department of Health will require PHNs to submit updates to the Activity Work Plan on an annual basis.

Important documents to guide planning

The following documents will assist in the preparation of your Activity Work Plan:

- Activity Work Plan guidance material;
- PHN Needs Assessment Guide;
- PHN Program Performance and Quality Framework;
- Primary Health Networks Grant Programme Guidelines;
- Clause 3, Financial Provisions of the Standard Funding Agreement.

Formatting requirements

- Submit plans in Microsoft Word format only.
- Submit budgets in Microsoft Excel format only.
- Do not change the orientation of any page in this document.
- Do not add any columns or rows to tables, or insert tables/charts within tables – use attachments if necessary.
- Delete all instructions prior to submission.

1. (a) Planned PHN activities for 2019-20 and 2020-21 – After Hours Primary Health Care Program Funding

PHNs must use the table below to outline the activities proposed to be undertaken within the period 2019-2021.

| Proposed Activities - copy and complete the table as many times as necessary to report on each activity | |
|--|---|
| ACTIVITY TITLE | AH 1 - After Hours GP Clinics in Bathurst and Dubbo and the After Hours Phone Service |
| Existing, Modified, or New Activity | Existing Activity Previous activity work plan reference AH 1.1 |
| Program Key Priority Area | Population Health |
| Needs Assessment Priority | <p><i>Service Access</i></p> <ul style="list-style-type: none"> • (1) Support new models in general practice to increase access to integrated primary care (page 122) • (2) Work with partners to reduce low acuity ED presentations (page 122) • (2) Increase after hours GP access in rural and remote communities including phone assistance (page 124) <p><i>Digital Health</i></p> <ul style="list-style-type: none"> • (3) Expand telehealth access (page 128) |
| Aim of Activity | <p>The aim of the After-Hours GP Clinics and phone services is to:</p> <ul style="list-style-type: none"> • Provide after hour medical services for Bathurst and Dubbo, and the surrounding communities and visitors to these regions that meet the needs of those who require after hours health care. • Provide a quality focused service. • Support local General Practice in the ongoing care of patients. • Reduce unnecessary ED presentations for urgent but non-emergency care. <p>The aim of the After-Hours phone services is to:</p> <ul style="list-style-type: none"> • Provide clinical advice/treatment to the participating practice population outside of regular practice hours. • Provide clinical services which facilitates continuity of care with the person's regular GP. • Facilitate access to a quality after hours medical service. • Provide service visits to RACF's who contact the after-hours phone service. • Reduce unnecessary ED presentations for urgent but non-emergency care. |
| Description of Activity | The clinics provide consultations by local GPs to patients who have an urgent medical condition and are unable to wait to see their regular GP during normal surgery hours. The clinics are staffed by a GP, a Registered Nurse and a receptionist. This model supports local GPs to provide after- hours services where there is minimal coverage and details regarding the Clinics are promoted within the community. |

| | |
|---|---|
| | <p>The After Hours GP Clinics are located at Bathurst and Dubbo. Both clinics are located on the Local Health District hospital campus' near the Emergency Departments.</p> <p>Both clinics operate on Saturdays and Sundays and public holidays (excluding Christmas Day and Good Friday), with clinics opened for 4 hours. The clinic operational times are 3pm to 7pm in Bathurst and 2pm to 6pm in Dubbo.</p> <p>The Clinics offer bulk billing and are a walk-in model so no appointments are necessary. All patients are triaged by a Registered Nurse prior to seeing the GP. Patient consultation notes are sent to their usual GP/practice to keep the patients doctor informed and in case there is any follow up required during the week.</p> <p>The After Hours phone service (operated by Marathon Health) is provided by local GPs for Bathurst, Dubbo and surrounding regions.</p> <p>The phone service is provided using an on call phone system with the doctor deciding at the time if the person needs to be referred to the Emergency Department or if medical advice over the phone is sufficient. The service supports people in the primary care setting and residential aged care facilities, who have an urgent non-emergency medical condition requiring attention, or who are seeking reassurance or medical advice over the phone. The service also offers after hour's service visits to Residential Aged Care Facilities (RACFs) when the after-hours on call doctor is called. The phone service is available:</p> <ul style="list-style-type: none"> • Mondays to Fridays from 6pm to 8am the following day • Saturdays from 12pm to 8am the following day in Bathurst; and 8am to 8am the following day in Dubbo <p>Sundays and Public Holidays (including Christmas Day and Good Friday), the service operates 24 hours.</p> |
| Target population cohort | After Hours patients who would otherwise present at ED in Dubbo & Bathurst Hospitals. |
| Indigenous specific | No |
| Coverage | Dubbo LGA and Bathurst LGA |
| Consultation | Consultation with Dubbo and Bathurst GPs and the Western NSW Local Health District (WNSW LHD). |
| Collaboration | Marathon Health partnership with WNSW Local Health District at Dubbo and Bathurst Hospitals. |
| Activity milestone details/ Duration | <p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2021</p> |
| Commissioning method and approach to market | <p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> |

| | |
|-----------------|--|
| | 2a. Is this activity being co-designed? No 2b. Is this activity this result of a previous co-design process? No 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No No |
| Decommissioning | No |

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

| | |
|-------------------------------------|--|
| ACTIVITY TITLE | AH 2 - RACF Telehealth and ISBAR support/ training |
| Existing, Modified, or New Activity | Existing Activity Previous activity work plan references AH 1.2 and AH 1.3 |
| Program Key Priority Area | Population Health |
| Needs Assessment Priority | <p><i>Service Access</i></p> <ul style="list-style-type: none"> (1) Support new models in general practice to increase access to integrated primary care (page 122) (2) Work with partners to reduce low acuity ED presentations (page 122) (2) Increase after hours GP access in rural and remote communities including phone assistance (page 124) <p><i>Digital Health</i></p> <ul style="list-style-type: none"> (3) Expand telehealth access (page 128) <p><i>Aged Care and Older People</i></p> <ul style="list-style-type: none"> (2) Increase primary health care access in aged care facilities (page 129) |
| Aim of Activity | <ul style="list-style-type: none"> Improve multi-disciplinary access to health professionals in aged care facilities and establish linkages to required services, provide care coordination and advisory services. Reduced low acuity transfers from Residential Aged Care Facilities to ED. Enhance in-reach services to aged care recipients through education and implementation of care pathways. Increase the use of telehealth to support service delivery. Review the region's after hours requirements and undertake a regional service mapping exercise for aged care services. Ensure data metrics relating to outcomes associated with after-hours requirements are collected, monitored, reviewed and reported for quality improvement purposes. Increase the use of effective clinical handovers in aged care settings (Residential Aged Care Facilities and Multi Purpose Services) utilising ISBAR (Introduction, Situation, Background, Assessment and Recommendation) methodology. |
| Description of Activity | <p>Telehealth in Residential Aged Care Facilities Program (TRAC)</p> <ul style="list-style-type: none"> Provision of general practitioner (GP) services to aged care residents in management of chronic health issues, episode and event-based care and other ongoing clinical service needs through a video consultation model via Healthdirect secure clinics. Service is available after hours, weekends and public holidays. |

| | |
|---|--|
| | <ul style="list-style-type: none"> WNSW PHN provides GP/ RACF training, technical support, billing support (clinical service payments funded by the NSW Rural Doctors Network) and ongoing service liaison and delivery. <p>ISBAR – Effective Clinical Handover Education Program</p> <ul style="list-style-type: none"> Continue to rollout a framework for effective clinical handovers in aged care settings (Residential Aged Care Facilities and Multi-Purpose Services) utilising ISBAR (Introduction, Situation, Background, Assessment and Recommendation) methodology. Training outcomes include: <ul style="list-style-type: none"> a. Key principles of effective clinical handovers b. Tools and techniques c. Barriers to effective clinical handovers and practical strategies to overcome these d. Understanding of the National Safety and Quality Health Service Standard 6 e. ISBAR tool to manage effective clinical handovers Online Learning is provided through customised eLearning modules for all RACF and MPS clinical staff (Cert IIIs and above) in the region. Administration, training, monitoring, reporting and evaluation by Western NSW PHN Aged Care Programs Coordinator. Regional service mapping exercise for RACFs and MPSs to determine gaps and service needs. <p>WNSW PHN is targeting this education to RACF aged care nursing staff with an emphasis on after hours handovers as these are vital to ensure where treatment is required clinicians (who might not always be the regular GP, particularly when occurring after hours) have timely, relevant and structured information to safely manage the care of the aged care resident.</p> <p>RACF Aged Care staff are completing this training online outside of their normal working hours in a self-paced manner.</p> |
| Target population cohort | Residential Aged Care Facilities and Multi-Purpose Services (Western and Far West LHDs), GPs and Residents. |
| Indigenous specific | No |
| Coverage | The ISBAR Program covers the whole of WNSW PHN region. TRAC Program currently operates in Broken Hill, Wentworth and Dubbo, with plans to expand to other locations. |
| Consultation | WNSW PHN Advisory Councils, Western NSW LHD, Far West LHD, NSW RDN, Healthdirect, GPs, Aged Care Channel (Altura Learning), Region-wide Residential Aged Care Facilities and Multi-Purpose Services Health Service Managers. |
| Collaboration | Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Clinical Teams in General Practice, Allied Health Professionals, Specialists (within and outside WNSW PHN geography) and RACFs across the region. |
| Activity milestone details/ Duration | Activity start date: 1/07/2019 Activity end date: 30/06/2021 |
| Commissioning method and approach to market | 1. Please identify your intended procurement approach for commissioning services under this activity: <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension |

| | |
|-----------------|--|
| | <input type="checkbox"/> Direct engagement. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach – activity is managed directly by WNSW PHN 2a. Is this activity being co-designed? No 2b. Is this activity this result of a previous co-design process? No 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No |
| Decommissioning | No |

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

| | |
|-------------------------------------|---|
| ACTIVITY TITLE | AH 3 - Regional After Hours services |
| Existing, Modified, or New Activity | Modified Activity Previous activity work plan reference AH 1.4 |
| Program Key Priority Area | Population Health |
| Needs Assessment Priority | <p><i>Service Access</i></p> <ul style="list-style-type: none"> (1) Support new models in general practice to increase access to integrated primary care (page 122) (2) Work with partners to reduce low acuity ED presentations (page 122) (2) Increase after hours GP access in rural and remote communities including phone assistance (page 124) <p><i>Health Workforce</i></p> <ul style="list-style-type: none"> (7) Initiatives to address primary care workforce shortage (page 123) <p><i>Digital Health</i></p> <ul style="list-style-type: none"> (1) Implement a regional electronic health record (page 128) (3) Expand telehealth access (page 128) <p><i>Aged Care and Older People</i></p> <ul style="list-style-type: none"> (2) Increase primary health care access in aged care facilities (page 129) <p><i>Mental Health</i></p> <ul style="list-style-type: none"> (5) & (6) Improve access to psychological therapy to reduce mental health hospitalisations (page 132) <p><i>First 2000 Days of Life</i></p> <ul style="list-style-type: none"> (14) Support extended opening hours for Aboriginal health services (page 139) |
| Aim of Activity | <ul style="list-style-type: none"> Alignment of supply of after hours services with demand for after hours services. Increase the use of telehealth to support service delivery. Improved public awareness of existing after hours services. Enable timely access to relevant clinical data to support remote Reduced low acuity transfers from residential aged care facilities to ED. Improved patient access to after hours services. Reduce mental health ED presentations and hospitalisations. |

| | |
|---------------------------------|--|
| <p>Description of Activity</p> | <ul style="list-style-type: none"> • Implement an Electronic Health Record (EHR) solution to enable timely access to relevant clinical data and to support remote clinical service delivery – WNSW PHN will continue to develop and procure a solution to enable access and sharing of clinical data for improved patient care, particularly after hours. This solution will not overlap with My Health Record or other strategic eHealth initiatives. Rather, the solution should provide core medical information to clinicians and be real time, interoperable and fit for purpose. • Implement new approaches to resourcing after hours services in key locations - Assess the total available health workforce in each geographic location and feasible service models for the best use of these resources after hours services. Collaborate with the LHDs and General Practice to pool resources for a solution to reduce low-acuity ED presentations after hours. Activities to be managed directly by WNSW PHN through dedicated After Hours Coordinator Role • Implement a targeted strategy for strengthening primary care workforce and new workforce models for the region - GP recruitment and retainment are significant issues as there are a limited number of doctors in the region who are already overworked and are not able to do additional work after-hours. WNSW PHN will work with stakeholders to increase workforce, including retention and succession planning as well as the development of new models of care. The strategy will leverage and be complementary to any existing resources and initiatives. Activities to be managed directly by WNSW PHN through dedicated After Hours Coordinator Role • Raise awareness of existing after hours services among communities where usage is low and/or there are high volumes of low acuity ED presentations - The program should extend to both community and provider awareness, with a focus on reaching vulnerable groups including Aboriginal people. awareness and engagement, as well provider awareness. This activity will be conducted by WNSW PHN. • Integrated Remote GP telehealth solution to support access to health services (both in-hours and after hours) - While recognising the current high-level use of telephone on its own, this model would make available a reliable, cost effective, user friendly videoconferencing platform to expand the technological capacity of the service. This activity leverages on WNSW PHN’s success with the Telehealth in Residential Aged Care Facilities Program (see AH2). • Increasing access to mental health services after hours – This activity involves WNSW PHN working with current commissioned mental health service providers, GPs, ACCHOs and AMSs to develop strategies to provide mental health supports after hours, particularly for Aboriginal people. Services will be targeted at areas of need to reduce mental health ED presentations and hospitalisations. This activity will increase access to culturally safe services after hours including Aboriginal health professionals and liaison officers. |
| <p>Target population cohort</p> | <p>Areas with high emergency department category 4-5 patients, rural and remote communities, disadvantaged groups, RACF residents.</p> |

| | |
|---|--|
| Indigenous specific | No |
| Coverage | WNSW PHN Region, focusing on areas with high rates of low-acuity ED presentations |
| Consultation | WNSW PHN Community, Clinical and Aboriginal Health Councils, general practitioners, Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Bila Muuji, HealthDirect, RaRMS. |
| Collaboration | Western NSW LHD, Far West LHD, NSW Rural Doctor's Network, Bila Muuji, HealthDirect, RaRMS, GP/VMOs, Marathon Health, ODGP, LiveBetter, RDA (NSW), RFDS, NSW Ambulance, RFDS, eHealth NSW, Pharmaceutical Society |
| Activity milestone details/ Duration | Activity start date: 1/07/2019 Activity end date: 1/07/2021 |
| Commissioning method and approach to market | <p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Not yet known - Increasing access to mental health services after hours <input checked="" type="checkbox"/> Continuing service provider / contract extension - Regional Electronic Health Record; Integrated Remote GP telehealth solution; After Hours GP Clinics in Bathurst and Dubbo and the After Hours Phone Service <input type="checkbox"/> Direct engagement. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (please provide details) – other activities to be managed directly by WNSW PHN <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p> |
| Decommissioning | No |