



Australian Government

Department of Health

phn
BRISBANE SOUTH

An Australian Government Initiative

Activity Work Plan 2018-2021: Integrated Team Care Funding

The Activity Work Plan template has the following parts:

1. The Integrated Team Care Annual Plan 2018-2021 which will provide:
 - a) The strategic vision of your PHN for achieving the ITC objectives.
 - b) A description of planned activities funded by Integrated Team Care funding under the Indigenous Australians' Health Programme (IAHP) Schedule.
2. The Budget for Integrated Team Care funding for 2018-2021 (attach an excel spreadsheet using template provided).

Brisbane South PHN

When submitted this Activity Work Plan 2018-2021 to the Department of Health, the PHN must ensure that all internal clearances have been obtained and has been endorsed by the CEO.

The Activity Work Plan must be lodged to your Program Officer via email on or before four (4) weeks after the execution of the Integrated Team Care Funding Schedule Deed of Variation.

Overview

This updated Activity Work Plan covers the period from 1 July 2018 to 30 June 2021. To assist with PHN planning, each new activity nominated in this work plan should be proposed for a period for 12 months.

1. (a) Strategic Vision for Integrated Team Care Funding

Aboriginal and Torres Strait Islander health is one of the six national priorities identified by the Commonwealth Government. Whilst the majority of Queenslanders enjoy prosperity against most measures of wellbeing, such as education, employment and health, data continues to show a pronounced difference or 'gap' between Aboriginal and Torres Strait Islander, and non-Aboriginal and Torres Strait Islander Queenslanders. The Brisbane South PHN region has the largest urban Aboriginal and Torres Strait Islander population (23,122 people), compared with all other metropolitan PHNs nationally.

The Brisbane South PHN strategic vision for the Integrated Team Care (ITC) program is to improve access to the most appropriate health services for Aboriginal and Torres Strait Islander peoples at the right time and in the right place. This is with a view to reduce potentially preventable hospital admissions and emergency department presentations, improve understanding and appropriate use of the healthcare system, and support Aboriginal and Torres Strait Islander peoples to take part in a healthy lifestyle.

Brisbane South PHN worked in partnership with Brisbane North PHN (BNPHN), Gold Coast PHN (GCPHN) and Darling Downs West Moreton PHN (DDWMPHN) to commission the ITC program through a single service provider in previous years. The Improving Indigenous Access to Mainstream Primary Care (IIAMPC) component of the ITC funding will be delivered through a formal Services Agreement with the Institute of Urban Indigenous Health (IUIH) from 1 January 2017 to 30 June 2018. The Care Coordination and Supplementary Services (CCSS) component will be delivered through a formal Agency Agreement with BNPHN (and by subcontract, IUIH) from 1 July 2016 to 30 June 2018.

Activities included in this Activity Work Plan will address the following key areas for action identified through the Brisbane South PHN Needs Assessment and consultation undertaken with key stakeholders:

- Improved access to mainstream primary care services
- Improved access to coordinated and multidisciplinary care through place-based services and support
- Increased capacity of mainstream primary care services to deliver culturally appropriate and relevant services
- Improved coordination and collaboration across primary health care and relevant community services
- Improved community engagement, health literacy and systems navigation.

1. (b) Planned activities funded by the Indigenous Australians' Health Program Schedule for Integrated Team Care Funding

PHNs must use the table below to outline the activities proposed to be undertaken within the period 2018-2021. These activities will be funded under the IAHP Schedule for Integrated Team Care.

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Existing, Modified, or New Activity	Existing (Integrated Team Care).
Start date of ITC activity as fully commissioned	1 January 2017 (ongoing).
Is the PHN working with other organisations and/or pooling resources for ITC? If so, how has this been managed?	<p>Brisbane South PHN appointed Brisbane North PHN as its Agent (under a formal Agency Agreement) to assist in the management and distribution of ITC funding for care coordination and supplementary services, whereby Brisbane North PHN subcontracts the Institute for Urban Indigenous Health (IUIH). The Agency Agreement between Brisbane South PHN and Brisbane North PHN is for the period 1 July 2018 to 30 June 2019, to be reviewed annually. Brisbane South PHN contributed to the development of the South East Queensland Integrated Team Care Annual Plan 2018/19 (attached).</p> <p>Brisbane South PHN has commissioned IUIH (under a formal Services Agreement) for the delivery of the remaining ITC activities provided by Indigenous Health Project Officers (IHPOs), Outreach Workers and Care Coordinators. Brisbane South PHN will commission IUIH for the period of 1 July 2018 to 30 June 2019, through a Services Agreement, to be reviewed annually.</p> <p>Brisbane South PHN will continue to work closely with key sectorial partners including Metro South Hospital and Health Service (Metro South Health), IUIH, Aboriginal and Torres Strait Islander Health Services (AMs), non-government organisations, private service providers, and federal, state and local governments to ensure that planned actions are delivered.</p>
Service delivery and commissioning arrangements	The ITC program is commissioned to Brisbane North PHN and IUIH in full.
Decommissioning	Not applicable.
Decision framework	In addition to the needs assessment process, Brisbane South PHN undertook further community and service provider consultation to assess and prioritise planned actions in order to best respond to community need. Consultations with the Department of Health, neighbouring PHNs and IUIH informed the decision making process, with the outcome of appointing Brisbane North PHN as its Agent to assist in the management and distribution of ITC funding for CCSS. Please see <i>Decision framework documentation</i> .

Indigenous sector engagement	In line with ITC objectives, Brisbane South PHN and commissioned service providers are required to foster collaboration and support between mainstream, and Aboriginal and Torres Strait Islander health sectors. Brisbane South PHN will continue to work closely with groups within the Aboriginal and Torres Strait Islander sector, including IUIH, AMSS, Community Elders and members, non-government organisations, private service providers, MSHHS, and federal, state and local governments to ensure that planned actions meet emergent community needs.
Decision framework documentation	Brisbane South PHN utilises a formal commissioning strategy (including needs assessment, market analysis, and clinical and consumer input) to identify and assess potential investment opportunities. This strategy was only used in part due to the requirement for existing service provider continuity for the CCSS component of the ITC program, and upon guidance from the Department of Health, Brisbane North PHN and IUIH on the IAMPCC component of the ITC program.
Description of ITC Activity	<p>The aims of the ITC program are to:</p> <ul style="list-style-type: none"> • contribute to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, and support for self-management • improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health, and specialists) for Aboriginal and Torres Strait Islander people <p>The objectives are to:</p> <ol style="list-style-type: none"> 1. contribute to better treatment and management of chronic conditions for Aboriginal and Torres Strait Islander people enrolled in the program 2. improve access to appropriate health care through care coordination and provision of supplementary services for eligible Aboriginal and Torres Strait Islander people with chronic disease 3. foster collaboration and support between the mainstream primary care and the Aboriginal and Torres Strait Islander health sectors 4. improve the capacity of mainstream primary care services to deliver culturally appropriate services to Aboriginal and Torres Strait Islander people 5. increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items, including Health Assessments for Aboriginal and Torres Strait Islander people and follow up items <p>ITC is provided by teams of IHPOs, Care Coordinators and Outreach Workers who work in the Brisbane South PHN region across both mainstream, and Aboriginal and Torres Strait Islander health sectors, as per Department of Health Integrated Team Care Implementation Guidelines.</p> <p>The Brisbane South PHN-IUIH Services Agreement (non-clinical services) also states that IUIH must deliver cultural awareness training that meets the Practice Incentives Program Indigenous Health Incentive accreditation requirements for general practice and their staff. Training must be delivered to at least 40 individuals, through at least 2 group</p>

training sessions (spaced approximately 6 months apart), in the Brisbane South region each year.

Activities that may be undertaken in order to meet ITC program requirements and, more broadly, assist mainstream primary care services to become more culturally competent include:

- identify and promote opportunities for engagement, networking and exchange between mainstream primary care and Aboriginal and Torres Strait Islander community controlled health sector staff in the context of educational events, in-service training, community activities and other events
- encourage specific workforce skills and knowledge exchange, for example, through visits by mainstream primary care practice managers and key clinical staff to Aboriginal and Torres Strait Islander community controlled health sector clinics, and vice versa
- continue to refine and improve training in the application of MBS items which form an important part of the cycle of care for Aboriginal and Torres Strait Islander clients, as a component of the cultural training package delivered to mainstream general practice staff
- build on the relationships established during delivery of the formal cultural training package to provide the opportunity for ongoing contact and reflective learning with the ITC team beyond the short period of the "introductory" training
- actively promote community and cultural events to mainstream practices, providing linkages to facilitate attendance and participation of practice staff
- provide more intensive support and mentorship for mainstream primary care providers: (1) in areas where access to services provided by Aboriginal and Torres Strait Islander community controlled health services is limited; and (2) mainstream general practices demonstrating a strong commitment to enhancing their accessibility and responsiveness to the needs of their local Aboriginal and Torres Strait Islander populations
- support provision of timely advice, support and assistance for mainstream primary care providers to enhance understanding of the needs of Aboriginal and Torres Strait Islander clients and to improve engagement and accessibility of services overall
- continue to develop, refine and deliver specific strategies for working with pharmacies to address gaps in knowledge and capacity in delivering services for Aboriginal and Torres Strait Islander people; continue to draw on the networks and expertise of the UIIH Regional Pharmacist to assist with engagement and peer education, as well as developing / refining CTG co-payment scheme educational resources and tools.

Outputs

Brisbane South PHN must oversee the monitoring and performance of the ITC program using the reporting template provided by the Department of Health in the Indigenous Australians' Health Programme Funding Schedule. As the commissioned service provider, UIIH must ensure that data is submitted in accordance with these reporting requirements.

As part of the formal Services Agreement, IUIH must also undertake and comment on the following activities, through quarterly performance reporting with the PHN:

- Actively participate in meetings and forums with stakeholders, general practices and Brisbane South PHN
- Actively promote a feedback approach to clients
- Delivery of cultural awareness training programs that meets Practice Incentive Program Indigenous Health Incentives accreditation requirements for general practice and their staff
- Actively engage general practice, allied health, pharmacy and other health professionals when delivering services

Short-term outcomes

- Local health care providers educated on culturally appropriate practices
- Aboriginal and Torres Strait Islander identified health workforce is able to access training required
- Provision of ITC services to improve coordination of care and access for Aboriginal and Torres Strait Islander peoples with chronic conditions
- Local solutions to health needs of Aboriginal and Torres Strait Islander peoples

Intermediate and Long-term outcomes

- Local health care providers provide culturally appropriate services to Aboriginal and Torres Strait Islander peoples
- Aboriginal and Torres Strait Islander identified health workforce capacity and capability matches needs of the region
- Aboriginal and Torres Strait Islander peoples with chronic conditions receive coordinated care
- Aboriginal and Torres Strait Islander peoples are able to access primary health care services as required
- PHN contributes to closing the gap, and Aboriginal and Torres Strait Islander peoples experience improved physical, social and emotional wellbeing
- Aboriginal and Torres Strait Islander people in PHN region receive the right care in the right place at the right time

ITC Workforce

Workforce as at 31 December 2017:

Position	FTE
IHPO	2
Care Coordinator	8
Outreach Worker	3

As the ITC program has been successfully commissioned in full all IHPOs, Care Coordinators and Outreach Workers are now employed by IUIH. In the immediate term, it is expected that the make-up of the ITC workforce will continue without significant change. In reviewing agreed work plans and budgets, Brisbane South PHN will liaise with IUIH to ensure appropriate resources are deployed to meet the program objectives.