

AFTER HOURS ACTIVITY WORK PLAN 2017 - 2019

Primary Health Tasmania

After Hours

Activity Work Plan 2017-2019

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Strategic Vision for After Hours

Primary Health Tasmania (PHT) will continue to work in collaboration with key stakeholders and where appropriate work in partnership to build on the work previously undertaken during the 2015-16 financial year in relation to identifying and addressing gaps in after-hours services, improve service integration and promote innovation and service redesign to ensure responsive solutions to access to care in the after-hours environment.

Primary Health Tasmania will continue to build on work commenced in 2012-13 around after -hours community needs for at risk and vulnerable people through the After Hours Community Awareness and Education Campaign. This will include updates the after -hours community website, mobile phone app and community resources regarding information about after hours care and where and how to access services. Continue to work with at risk and vulnerable communities and other service providers to source feedback on after hours service experience, gaps and opportunities for improvement and system innovation. A whole of health system community education and awareness partnership approach is being explored.

Planned Activities – After Hours Primary Health Care

After Hours Innovative

Proposed Activities: AH 1: Maintain the After Hours Telephone-based Primary Medical Advice and GP Support Service for Tasmania (GP Assist)	
After Hours Activity Title / Reference	AH 1: Maintain the After Hours Telephone-based Primary Medical Advice and GP Support Service for Tasmania (GP Assist)
Existing, Modified or New Activity	Existing
After Hours Priority Area	Access to after-hours general practice care
Description of Activity	<p>The GP Assist service commenced operation on 1 July 2013. This service interfaces with the Healthdirect Australia (HDA) national nurse triage service provided by Medibank Health Solutions (MHS). The key aim of this service is to provide after-hours consultations for patients, and to prevent the loss of existing after-hours functionality across Tasmania, especially in more rural and remote areas where after-hours telephone-based support and advice is highly utilised. This service is foundational to preventing an exacerbation of workforce issues, supporting general practice to provide care, supporting access for vulnerable populations and to maintain access to care within a range of settings, including Residential Aged Care Facilities (RACFs).</p> <p>The Tasmanian community directly phone the national nurse triage service. Through a clinical triage process, the nurse will transfer all Tasmanian callers assessed as requiring an Emergency Department (ED) or a GP during the after -hours period to the GP Assist service. The GP Assist service maintains after hour on-call GP arrangements across the state. If the GP Assist doctor deems that a person should be seen during the after -hours period they facilitate a face-to-face consultation with a local/regular GP either in a clinic, at home or in a rural ED/multi-purpose centre.</p> <p>Tasmanian health professionals call the GP Assist service directly via ‘fast track’ priority line to speak with the GP Assist doctors. Health professionals who utilise the GP Assist service include nurses working in RACFs and palliative care units, pathologists, ambulance and police. The GP Assist doctors provide a range of medical advice, scripts, review of abnormal pathology results through to end of life certificates.</p> <p>Continuity of care is supported by the transmission a medical summary of the telephone consultation to the person’s regular GP the following business day.</p> <p>PHT continues to liaise with Healthdirect Australia, through the Department of Health and Human Services (DHHS) and GP Assist to ensure a seamless patient pathway for Tasmanians. This will include capacity building as needed and maintaining effective communication channels.</p>

	A full review of the quality and safety of the service is undertaken at the quarterly Contract Review meetings, where GP Assist presents the Governance and Performance Indicator Report.
Collaboration	Primary Health Tasmania (PHT) will continue to work in close association with the Department of Health and Human Services (DHHS) and their sub-contractor Healthdirect Australia (HDA) to maintain the telephone-based after-hours Primary Medical Advice and GP Support Service, trading as GP Assist, in conjunction with the HDA nurse triage service provided by MHS.
Indigenous Specific	No, however Primary Health Tasmania will work as needed with Aboriginal Community Controlled Health Organisations as key stakeholders
Duration	Two years (1 July 2017 - 30 June 2019)
Coverage	All of Tasmania.
Commissioning approach	An open competitive tender was undertaken in 2013 for this service with the existing contract being extended by variation until 30 September 2017. A new contract will be negotiated with the existing service provider for the 21 month period 1 October to 30 June 2019.

Proposed Activities: AH 2: Evaluate the After Hours Telephone-based Primary Medical Advice and GP Support Service for Tasmania (GP Assist)	
After Hours Priority Area	Access to after-hours general practice care
After Hours Activity Title / Reference	AH 2: Evaluate the After Hours Telephone-based Primary Medical Advice and GP Support Service for Tasmania (GP Assist)
Description of After Hours Activity	Continue to evaluate the Tasmanian after-hours telephone-based Primary Medical Advice and GP Support Service by the Health Economics team from Menzies Institute for Medical Research. Primary Health Tasmania will work with Menzies to identify priority areas of interest for focus in this next phase of evaluation. This activity will involve one evaluation report within the two year period.
Collaboration	Collaboration between PHT, Department of Health and Human Services (DHHS), the Menzies Research Institute, and University of Tasmania (UTAS).
Duration	2 Year (1 July 2017 – 30 June 2019)
Coverage	All of Tasmania.
Commissioning approach	A service agreement will be executed between Primary Health Tasmania, Menzies Research Institute and UTAS to continue the evaluation of the GP Assist service that commenced in 2014.

After Hours Primary Health Care

Proposed Activities AH 3: After Hours Community Awareness and Education Campaign	
After Hours Priority Area	Appropriate use of after-hours services
After Hours Activity Title / Reference	AH 3: After Hours Community Awareness and Education Campaign
Description of After Hours Activity	<p>The Community Awareness and Education Campaign will be deployed across the state of Tasmania.</p> <p>Continue to build on work commenced in 2012-13 around after -hours community needs for at risk and vulnerable people through the After Hours Community Awareness and Education Campaign.</p> <p>Continue to update the after-hours community website, mobile phone app and community resources regarding information about after hours care and where and how to access services.</p> <p>Continue to work with at risk and vulnerable communities and other service providers to source feedback on after hours service experience, gaps and opportunities for improvement and system innovation.</p> <p>It is proposed to undertake the program of awareness and education over the Christmas and Easter periods therefore maximising the impact over the public holiday periods.</p>
Collaboration	NA
Duration	2 Years (1 July 2017 -30 June 2019)
Coverage	All of Tasmania.
Commissioning approach	Renewal of contract to same provider as 2016-17 for 2017-18

Proposed Activities AH 4: After Hours Community Awareness and Education Campaign	
After Hours Priority Area	Appropriate use of after-hours services
After Hours Activity Title / Reference	AH 4: Primary Care Education and Awareness Campaign
Description of After Hours Activity	<p>To develop, pilot and implement an innovative whole-of-region Primary Care Education and Awareness Campaign utilising a collaborative whole of state approach in the delivery of the project</p> <p>The intention is to provide a consistent, state-wide approach to targeted key messages and information to the community about what are the appropriate care options available to them.</p> <p>The campaign covers both in and after hours periods as they are intrinsically linked and similar decision making processes and behaviours of individuals may be observed during both periods. The campaign aims to provide a step towards creating in intergenerational and sustainable shift in the behaviours and choices patients make to address the welfare of their health</p> <p>Primary health Tasmania objectives are to identify and develop local solutions to address gaps and improve access to primary health care, specifically in the after hours period, in consideration of vulnerable Tasmanians and Tasmanian communities who experience specific challenges in access to primary care arrangements e.g. rural and remote communities, Residential Aged Care Facilities, palliative-care and house bound patients.</p> <p>Collaboration will include working closely with the Menzies Institute for Medical Research, University of Tasmania (UTas) to be part of project development and evaluation, as well as key system and service delivery partners, Department of Health and Human Services, Ambulance Tasmania and Tasmanian Health Service.</p> <p>Full undertaking and evaluation of this project is dependent on receipt of the NHMRC grant. Activity will not commence until grant funding is confirmed. If the grant application is not successful then all partners will review their position in the initiative, however they have all agreed in principle to continue with a joint program of work. If this is the case then the resource allocation may alter.</p>
Collaboration	A partnership approach will be utilised for the Primary Care Education Awareness Campaign between PHT, DHHS, AT, the THS, Menzies Institute for Research, and UTAS
Duration	The expected duration of the project is planned to continue until June 2019 however the activity outlined is only for 2017-18.
Coverage	All of Tasmania
Commissioning approach	A partnership agreement/project business plan will inform the co-contributions of human and financial resources invested by each of the partnership organisations.

Proposed Activity: AH:5: Mobile Health Clinic	
After Hours Priority Area	Appropriate use of after-hours services
After Hours Activity Title / Reference	AH 5: Mobile Health Clinic
Description of After Hours Activity	<p>A mobile health clinic will be provided to improve access to after hours medical care for vulnerable Tasmanians who are accessing and/or reliant on the following community services:</p> <ul style="list-style-type: none"> • emergency and/or transitional accommodation; • homelessness services; • residential or foster care services; • supported accommodation; and/or • disability services. <p>The service will provide after hours primary health care to vulnerable clients of Community Service Providers (CSPs) requiring short-term and/or crisis accommodation unable to access mainstream primary health services. The Service will not replace regular in hours general practice service provision and will attempt at all times to integrate with other primary health services and connect clients back into regular in hours mainstream health services including general practice.</p> <p>Medical Services will:</p> <ul style="list-style-type: none"> - establish regular after hours health clinics at the premises/locations of the partnered CSPs to promote proactive and preventative health management; and - provide daily appointment times for urgent after hours medical needs which all partnering CSP's can access to support the urgent medical needs of their clients
Collaboration	Community Health Service providers and GP practices in the Greater Hobart
Duration	2 Years (1 July 2017 – 30 June 2019)
Coverage	Greater Hobart
Commissioning approach	<p>Evaluation of the services delivered in 2016-17 has shown the service to be an effective service delivery model.</p> <p>The service does not duplicate existing services and has been able to integrate with other in-hours and other out of hours primary care services where appropriate including GP Assist, general practice and other service providers.</p>

Proposed Activities AH:6 After Hours Innovation	
After Hours Priority Area (e.g. 1, 2, 3)	Appropriate use of after-hours services
After Hours Activity Title / Reference (e.g. AH 1.1)	AH 6: After Hours Innovation
Description of After Hours Activity	<p>Primary Health Tasmania will continue to build on the work previously undertaken during the 2016-17 financial year in relation to identifying and addressing gaps in after-hours services, improve service integration and promote innovation with a emphasis on vulnerable people e.g. rural and remote communities, RACFs, palliative-care and house-bound patients.</p> <p>PHT will focus on potential areas for the design and implementation of system improvements that may act as enablers for improved transfers of care between after-hours care providers, such as Ambulance Tasmania, RACFs and general practice.</p> <p>This work will include but not be limited to:</p> <ul style="list-style-type: none"> • Review of the recommendations from the Review of Ambulance Tasmania Clinical and Operational Services Final Report to investigate opportunities for improving after hours care for patients by working with Ambulance Tasmania including secondary triage and communication between ambulances and primary care following a '000' call that does not lead to transport • Review and strengthening of the implementation of the Aged Care Emergency Decision Guidelines and use of the 'Yellow Envelope initiative' <p>The above initiatives are yet to be fully scoped and defined therefore specific details regarding project feasibility, scope and implementation are not available.</p>
Collaboration	Tasmanian primary health providers
Duration	2 Years (1 July 2017 – 30 June 2018)
Coverage	All of Tasmania
Commissioning approach	<p>A consideration of the extension of existing contractual arrangements ensuring all procurement processes follow probity and are in line with business procurement framework as appropriate.</p> <p>Collaboration and partnership agreement with health care providers</p>

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