

# Integrated Team Care (ITC)

## Activity Work Plan

2020-2024

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# ITC1 - Care coordination and supplementary services

## Aim of Activity

The aim of this activity is to 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.

## Description of Activity

### **2020 - 2021**

The Integrated Team Care (ITC) model for this activity includes the following:

#### **1. *Continued funding of commissioned providers to deliver ITC care coordination and supplementary services***

- In 2016/17 Primary Health Tasmania applied its commissioning framework to the commissioning of the ITC program. This complied with the PHN recommended approach and focused on:
  - Needs based planning
  - Co-design approaches
  - Market analysis and procurement of solutions focused services
  - Relationship based stakeholder and contract management
- Five Aboriginal Community Controlled Health Organisations (ACCHOs) and one mainstream provider, who delivers an Aboriginal health service, have been contracted to deliver a mix of care coordination, supplementary services and outreach worker elements of the ITC program. The program was designed in consultation with ACCHOs and other key stakeholders.
- Service delivery commenced in January 2017 and contracts with the six providers have been extended until June 2021 aligning to the Primary Health Tasmania's contract period with Australian Government.
- Providers and service delivery arrangements established through the commissioning process are:
  - Circular Head Aboriginal Corporation
  - Flinders Island Aboriginal Association
  - Karadi Aboriginal Corporation
  - Rural Health Tasmania (No. 34 Aboriginal Health Service)
  - South East Tasmanian Aboriginal Corporation
  - Tasmanian Aboriginal Corporation
- Care coordination activity will continue to be undertaken aligned with Section 8 of the ITC Guideline.
- Clients with multiple chronic conditions resulting in complex care needs will continue to be prioritised into the program.

- Care coordinators will utilise the client's care plan, as developed by the general practitioner, to ensure the client has access to appropriate and multidisciplinary coordinated services and a means for ensuring access to services.
- Improving client self-management knowledge and skills will continue to be a focus of care coordination services.
- Care coordination services will continue to liaise closely with the general practitioner and provide regular feedback on the progress of clients towards improving/managing their chronic condition.
- Strategies to improve access will include assistance with arranging transport via outreach workers and supplementary services funds to enable appropriate and timely access to specialist services as identified in the care plan.
- The use of the MBS 715 will be promoted and encouraged to ensure that clients receive a full health assessment with consideration of complementary health services to assist them in managing their chronic condition.
- Primary Health Tasmania will work with commissioned providers to monitor and review progress towards agreed outcomes to inform future commissioning cycles for the ITC program.

## **2. Maintain regular provider contact**

- Primary Health Tasmania has and will continue to maintain a continuous quality improvement approach to supporting service delivery through our capacity building and contract management approaches including quarterly service agreement compliance meetings.
- Six monthly provider forums to inform ongoing capacity building needs, provider compliance and possible service agreement scope changes.
- Provision of ongoing support to providers in the collection and reporting of data.

## **3. Indigenous Health Project Officers (IHPO)**

- Improved collaboration - work with senior management in Primary Health Tasmania, ACCHOs, relevant State and Australian Government agencies and existing Aboriginal health forums and networks to identify opportunities to improve relationships with and between Aboriginal organisations. This will include specifically active participation in key forums, as invited by the organisations, including:
  - The Tasmanian Aboriginal Health Forum, with the National Aboriginal Community Controlled Health Organisation affiliate
  - The Tasmanian Aboriginal Health Reference Group
  - The Tasmanian Department of Health Cultural Respect Framework working group

Implementation of the Aboriginal and Torres Strait Islander health advisory function for Primary Health Tasmania will also inform the planning and recommendations of the clinical and community advisory councils.

- Improved access to health information - continue to work with ACCHOs to identify opportunities to improve access to data. Work will also continue with other organisations such as the Australian Bureau of Statistics, programs currently funded through the Australian and State governments, such as Medical Outreach for Indigenous Chronic Disease Program (MOICDP), Rural Health Outreach Fund (RHOF) and Visiting

Optometrists Scheme (VOS) and with general practice utilising tools such as PenCAT to improve access to clinical health information.

- Working with commissioned providers in building capacity in areas identified through the routine management of performance. This work will be guided and supported by the Primary Health Tasmania's provider safety and quality program. Particular attention will be given to Primary Health Tasmania Outcomes Framework and quadruple aim. The focus for capacity building includes:
  - Strengthening data literacy, sharing, quality and compliance
  - Clinical governance
  - Person centred care
  - Team-based care
- Reconciliation Action Plan - continue to work with senior management within Primary Health Tasmania and with Aboriginal and Torres Strait Islander communities to implement our organisation's Reconciliation Action Plan.
- Increased uptake of MBS 715 and other MBS items - work collaboratively with ACCHOs to develop a strategy to focus specifically on the uptake of 715 through the identification of enablers and barriers to the use of 715 by general practitioners.
- Improved understanding of Aboriginal and Torres Strait Islander health workforce profile and needs - identify opportunities to collaborate with others to improve understanding and targeting of resources to address Aboriginal and Torres Strait Islander health workforce priorities.

#### **4. Workforce development**

As indicated above, as part of the IHPO role, Primary Health Tasmania supports and delivers workforce development to commissioned providers in several ways and this will continue in 2020/21. Areas of specific activity includes:

- Sponsorships for ACCHOs to attend targeted conferences, workshops and other training that is relevant to the Aboriginal workforce priorities.
- Data workshops and individual training that focuses on improving the quality of data collection, recording and reporting. Primary Health Tasmania contract managers, IHPO officers and health intelligence experts work with commissioned providers to enhance the use of Communicare. Primary Health Tasmania has also facilitated a Communicare workshop for providers and will continue to provide these on an as needed basis. As part of the IHPO function, Primary Health Tasmania will continue to spend dedicated time with each of the six commissioned providers to enhance the data quality to improve reporting and evaluation of the program so that health outcomes, program outputs and supplementary services activities can be reliably captured.
- Professional networking which provides opportunities for the Aboriginal workforce to share professional experiences, information and ideas about the ITC program delivery: Primary Health Tasmania has and will continue to facilitate providers forums where the workforce from across the state can meet face to face to share their experiences and provide advice to Primary Health Tasmania on future workforce development needs. At least two provider forums are planned for 2020/21 with topics to be decided in consultation with the service providers. The implementation of Engagement HQ (a closed online site for ITC commissioned providers) has been developed and will continue to be maintained by Primary Health Tasmania to allow the ITC workforce to gain updates and share information and opinions on topical issues.

- Supporting the Tasmanian Aboriginal Health Reference Group to contribute to strategic planning and workforce development. This has and will continue to include:
  - Bi-monthly meetings where a senior Primary Health Tasmania representative is present at meetings to share and discuss issues pertinent to the delivery of the ITC program.
  - Primary Health Tasmania update reports detailing current work being undertaken across the Aboriginal Health program (includes other Primary Health Tasmania's mental health and AOD funded programs), contract management report information, funding updates, Primary Health Tasmania Reconciliation Action Plan, planning and implementation and activities associated with the IHPO role.
- Implementing collaborative projects allowing Primary Health Tasmania and ACCHOs to work together on specific projects including the enhancement of MBS item 715 uptake and implementation, supporting strategies that promote self-identification and cultural awareness and safety strategies.
- Understanding workforce need - as noted above, Primary Health Tasmania are interested in engaging with other organisations to develop a shared understanding of workforce needs and priorities.

Primary Health Tasmania will continue to work with existing commissioned providers to transition to sustainable funding allocations in line with population need.

#### **5. Increasing MBS item 715 uptake - The Deadly Choices Initiative**

The Deadly Choices Initiative is to be funded from multiple program streams (Alcohol and Other Drugs, Primary Mental Health Care, Integrated Team Care) and will be implemented over a period until 30 June 2022. This initiative will be delivered state-wide and aims to empower Aboriginal and Torres Strait Islander people to make healthy choices for themselves and their families, focusing on chronic disease and their risk factors such as nutrition, physical activity, smoking and use of harmful substances. Deadly Choices encourages participants to access their local health service and complete an annual '715' health assessment.

#### **2021 - 2022**

The ITC model for this activity includes the following:

##### **1. Commission care coordination, outreach worker and supplementary services**

- Continued funding of commissioned providers to deliver ITC care coordination and supplementary services - five Aboriginal Community Controlled Health Organisations (ACCHOs) and one mainstream provider
- During the 2021/22 period, Primary Health Tasmania will continue to work with existing commissioned providers to transition to sustainable funding allocations in line with population need. This transition commenced in 2019/20 and will have the final change in funds in 2021/22.
- Clients with multiple chronic conditions resulting in complex care needs will continue to be prioritised into the program, focusing on client care plans, as developed by the general practitioner, to ensure the client has access to appropriate and multidisciplinary coordinated services and a means for ensuring access to services.
- The program will continue to work closely with the Deadly Choices Initiative (Alcohol and Other Drugs Program) as a mechanism for supporting timely access to health assessments and potential referral to ITC services. This will include a focus on program sustainability beyond the final year of funding currently available.

## **2. *Maintain regular commissioned provider contact***

- Primary Health Tasmania has and will continue to maintain a continuous quality improvement approach to supporting service delivery through capacity building and contract management approaches.
- Primary Health Tasmania will work with commissioned providers to monitor and review data and reporting requirements to best demonstrate the outcomes of the commissioned services and monitor progress towards agreed outcomes to inform future commissioning cycles for the ITC program.
- Work with commissioned providers in building capacity in areas identified through the routine monitoring of performance. This work will be guided and supported by the Primary Health Tasmania's Safety and Quality Framework.
- Strategies such as provider forums will be used to inform ongoing capacity building needs, and joint planning for potential service scope changes.

## **3. *Indigenous Health Project Officer (IHPO) support for commissioned providers***

- Primary Health Tasmania will work with ACCHOs to re-design and implement the IHPO position for the program. This will include identification of shared priorities and associated work plan.
- Alongside the implementation of Deadly Choices in communities, the use of the MBS 715 will be promoted and encouraged with general practice, to ensure that clients receive a full health assessment with consideration of complementary health services to assist them in managing their chronic condition.
- Understanding workforce need - Primary Health Tasmania will engage with other organisations to develop a shared understanding of workforce needs and priorities.
- Sponsorships will continue to be provided for ACCHOs to attend targeted conferences, workshops and other training that is relevant to the Aboriginal workforce priorities.
- Improved provider access to health information - continue to work with ACCHOs to identify opportunities to understand and improve access to data.

## **4. *Improved collaboration with ACCHOs***

- Senior management in Primary Health Tasmania will work with ACCHOs to improve its relationships and collaborative planning approach with organisations for Aboriginal health programs.
- Primary Health Tasmania will engage with existing Aboriginal health forums and networks and relevant State and Australian Government agencies to identify opportunities to improve relationships and planning with Aboriginal organisations. This will include specifically active participation in key forums, as invited by the organisations, including:
  - The Tasmanian Aboriginal Health Forum, with the National Aboriginal Community Controlled Health Organisation affiliate
  - The Tasmanian Aboriginal Health Reference Group
  - The Tasmanian Department of Health Cultural Respect Framework working group

## **5. *Reconciliation Action Plan***

- Continue to work with senior management within Primary Health Tasmania and with Aboriginal and Torres Strait Islander communities to implement our organisation's Reconciliation Action Plan.

## **2022 - 2023**

### **1. Commission care coordination, outreach worker and supplementary services**

- Continued funding of 5 ACCHOs and one mainstream commissioned provider to deliver ITC care coordination and supplementary services.
- Complete full review of services based on understanding of population need.

### **2. Maintain regular commissioned provider contact**

- Primary Health Tasmania will continue focus on identified continuous quality improvement approach to supporting service delivery through capacity building and contract management approaches.

### **3. Indigenous Health Project Officer (IHPO) support for commissioned providers**

- IHPO support for commissioned providers will be implemented based on identified priorities and agreed work plan with ACCHOs.

### **4. Improved collaboration with ACCHOs**

- Primary Health Tasmania will continue to build relationships with ACCHOs through regular participation in key forums and networks and joint work based on agreed shared priorities.
- Primary Health Tasmania will continue implementation of its Reconciliation Action Plan.

## **2023 - 2024**

### **1. Commission Care Coordination, Outreach Worker and Supplementary Services**

- Continued funding of 5 ACCHOs and one mainstream commissioned provider to deliver Integrated Team Care (ITC) Care Coordination and supplementary services;
- Commence re-commissioning activities for this program, dependent upon timing of advice from the Australian Government regarding future funding for the program.

### **2. Maintain regular commissioned provider contact**

- Primary Health Tasmania has and will continue to maintain a continuous quality improvement approach to supporting service delivery through capacity building and contract management approaches.

### **3. Indigenous Health Project Officer (IHPO) support for commissioned providers**

- Primary Health Tasmania will continue to build relationships with ACCHOs through regular participation in key forums and networks and joint work based on agreed shared priorities.

### **4. Improved collaboration with ACCHOs**

- Primary Health Tasmania will continue to build relationships with ACCHOs through regular participation in key forums and networks and joint work based on agreed shared priorities.
- Primary Health Tasmania will continue implementation of its Reconciliation Action Plan and commence a review of the Reconciliation Action Plan in late 2023/24.



## ITC2 - Culturally competent mainstream services

### Aim of Activity

The aim of this activity is to 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.

### Description of Activity

#### **2020 - 2021**

Primary Health Tasmania has been funded to deliver the ITC program since 2017.

In 2020/21 Primary Health Tasmania will focus on strengthening the resources that are available to mainstream providers in supporting the development of culturally competent mainstream services. Focus will be on reviewing available resources, dissemination mechanisms and awareness activities.

Primary Health Tasmania will build on these approaches by:

- Facilitating at least six cultural awareness training sessions for GPs and practice staff, commissioned providers and allied health providers. These sessions will be delivered by the University of Tasmania's "Come Walk with Me" program.
- Continuing to develop and distribute Cultural Awareness Resource Kits to GPs to help practices create a more welcoming environment, e.g. Indigenous artwork, flags and posters. This will be supported through the Primary Health Tasmania's Provider Support program and Provider Safety and Quality program.
- Encouraging uptake of Indigenous MBS items such as 715 health checks and ensuring follow-up services are utilised. As stated above in activity ITC1, Primary Health Tasmania will continue to work with the Tasmanian Aboriginal Health Reference Group to implement the state-wide Deadly Choices initiative to improve understanding of the importance of health assessments and use of 715 MBS item. This initiative is focused on engaging consumers and Tasmanian general practices. This strategy will be implemented in 2020/21 and beyond and will be delivered in consultation with the Provider Support program. (This work is being undertaken in conjunction with other Aboriginal and Torres Strait Islander specific funded activities including Alcohol and Other Drug and Primary Mental Health Care)
- Continuing to work with senior management within Primary Health Tasmania and with Aboriginal and Torres Strait Islander Communities to implement our organisation's Reconciliation Action Plan.
- Working with ACCHOs to implement a continuous quality improvement approach to culturally competent mainstream services through:
  - defining a 'culturally capable practice' from a consumer and community perspective and utilising this information to inform the inclusion of clauses into commissioned provider contracts as well as inform the development of resources and education modalities to support primary health providers,
  - developing and piloting online learning resources that are informed by the work above and the Tasmanian Cultural Respect Framework 2016 -2026. Primary Health Tasmania is a member of the Tasmanian Cultural Respect Framework working group

and works closely with the Tasmanian Department of Health to ensure there is continuity of approaches to cultural respect practices, resource development and implementation of strategies. As work progresses in this area, Primary Health Tasmania will work with stakeholders to ensure that we are contributing resources and implementing strategies across commissioned providers, general practices and the wider primary health workforce where appropriate. (This work is being undertaken in conjunction with a focus area within the Primary Mental Health Care Activity Work Plan - Aboriginal and Torres Strait Islander Mental Health Services).

## **2021 - 2022**

In 2021/22 Primary Health Tasmania will focus on reviewing and improving the resources that are available to mainstream providers in supporting the development of culturally competent mainstream services.

Focus will be on reviewing available resources, dissemination mechanisms and awareness activities and will include increased engagement of ACCHOs in the planning, development and delivery of these resources.

Primary Health Tasmania will build on these approaches by:

- Reviewing course structure and content and facilitating access to online resources and training sessions for GPs and practice staff, commissioned providers and allied health providers.
- Revising and improving access to Cultural Awareness Resource Kits to GPs to help practices create a more welcoming environment, e.g. Indigenous artwork, flags and posters. This will be supported through the Primary Health Tasmania's Provider Support program and Provider Safety and Quality program.
- Increased uptake of MBS 715 and other MBS items - work collaboratively with the Tasmanian Aboriginal Health Reference Group to develop a strategy to focus specifically on the uptake of 715 through the identification of enablers and barriers to the use of 715 by general practitioners. Activities will focus on improving understanding of the importance of appropriate identification of eligible people, value of health assessments and use of 715 MBS item. This initiative is focused on Tasmanian general practices and will be delivered in consultation with the Provider Support program.
- Continuing to work with the Tasmanian Department of Health's Tasmanian Cultural Respect Framework 2016-2026 through working group membership and collaborative and implementation of strategies.
- Work will also continue with other organisations such as the Australian Bureau of Statistics, programs currently funded through the Australian and State governments, such as Medical Outreach for Indigenous Chronic Disease Program (MOICDP), Rural Health Outreach Fund (RHOF) and Visiting Optometrists Scheme (VOS) and with general practice utilising tools such as PenCAT to improve access to clinical health information.

## **2022 - 2024**

Targeted implementation of strategies in 2022/23 will be informed by review work/evaluation of activity undertaken in 2021/22 and 2022/23 and continuing input and feedback from ACCHOs.

Broad areas of focus will continue to be:

- Implementation of online and facilitated training,
- Continued implementation of cultural awareness resources to general practice, commissioned providers, and allied health providers, and

- Specific and ongoing focus on MBS 715s, including appropriate identification and use of these resources by general practices for Aboriginal and Torres Strait Islander peoples.