

Core funding

Activity work plan

2022-23

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Rural primary health services (RPHS)

Aim of activity

The aim of this activity is to:

- increase access to appropriate allied health services for people living in Tasmania who are most at risk of poor health outcomes (targeting priority chronic conditions including Chronic Obstructive Pulmonary Disease (COPD), cardiovascular disease, diabetes and musculoskeletal conditions),
- improve efficiency and effectiveness of primary health care in rural areas so that people receive the right care in the right place at the right time through integrated and coordinated care.

Description of activity

Activities being implemented in 2022-23 include:

- continued contract management of RPHS commissioned providers (Rural Flying Doctor Service, Corumbene, Rural Health Tasmania)
- continued collection, collation, and assessment of commissioned service model efficacy
- undertake a process of design/co-design, and commissioning of Rural Primary Health Services. This will consider the service needs of priority populations and chronic conditions as identified in the Primary Health Tasmania Chronic Conditions Program Strategy and Logic. The process will also consider findings flowing from the assessment of existing services and service design.
- market preparation
- approach to market or alternate re-commissioning process
- contract negotiation, execution, and service transition.

Healthcare Connect

Aim of activity

The objective of the work is to improve access to quality health and community-based support services for Tasmanians who need them the most.

The project outcomes include:

- reduced preventable hospitalisations and inappropriate demand on the acute service system,
- improved access to intensive primary care for highly complex patients,
- improved the coordination of the care for the most complex patients,
- improved ability to meet agreed goals of care for the most complex patients,
- improved patient experience.

The aim of the Healthcare Connect (previously called Complex Chronic Care model) is to:

- improve people's access to timely and appropriate specialised care in the community, so that they can better manage their condition,
- reduce inappropriate demand on the acute care system through targeted access to complex care in the community, and
- better understand how health system resources can be best targeted to improve the management of people living with chronic conditions, including testing innovative use of existing funding.

Description of activity

The Healthcare Connect (previously referred to as Complex Chronic Care model (CCC)) aims to strengthen and promote regional collaboration in the delivery of health care services to support local and out of hospital health care.

The model specifically targets a small group of Tasmanians with multiple chronic conditions who consume a large proportion of hospital resources and whose care needs exceed the capacity of usual general practice business and access models.

The model will provide intensive team based chronic conditions care for the cohort of Tasmanians who consume the largest number of public hospital bed days in Tasmania. Healthcare Connect is community-based, focusing on a cohort of patients who are the most frequent users of the acute health system.

The model will use innovative funding mechanisms allowing for best use of all applicable funding sources.

The key features of the model include:

- formal linkage to a nominated healthcare team who leads assessment, care planning, coordination of delivery and monitoring and review,
- agreed goals of care and action plan that enables effective coordination of care between providers and with the patient,
- multidisciplinary team-based care with medical, nursing, allied health working together,
- on liaison and engagement with the individuals usual primary care providers. In the event that the individual does not have a normal GP the team will work with them to establish a connection with a provider,
- capacity to straddle the acute/primary divide to streamline continuity of clinical care,
- Healthcare Connect healthcare team draws upon accessing the existing service system to support effective management of care - including access to medical specialist consultancy services and community-based service providers - as well as filling service gaps as needed,
- same day access for enrolled patients for timely response to escalating complex needs,
- telemedicine and outreach to improve the timeliness and efficiency of monitoring needs,
- using MBS and other contributory funding mechanisms to collectively fund the model.

Activities being implemented in 2022-23 include:

- implementation of the agreed the Healthcare Connect North Service in collaboration with the Department of Health, Tasmania and Ambulance Tasmania,

- ongoing evaluation of the service delivery model ensuring that all aspects of service delivery are reviewed,
- informed by the early evaluation findings, begin to consider the business case for sustainability,
- extensive engagement with internal and external stakeholders to understand evaluation findings and codesign the sustainable model of service delivery beyond the funding period,
- understanding levels of consumer satisfaction with the model noting any modifications in behaviours such as decreased hospital attendances,
- collaboration and liaison with existing providers to ensure seamless transfer of care,
- specific work with the adult mental health centre in Launceston to ensure that individuals with a primary mental health diagnosis are able to receive the most appropriate care to improve health outcomes.

In addition to the implementation of the service in the North, Primary Health Tasmania will undertake early engagement with key stakeholders in the Northwest and the South of Tasmania related to the management of individuals with complex chronic conditions that are frequent users of hospital services.

Diabetes management

Aim of activity

The aim of this activity is to improve health outcomes for people living with diabetes, through the targeting of Primary Health Tasmania's funding to increase access to quality diabetes services for Tasmanians who need them the most. This will be achieved through:

- improved contract management of all activities undertaken with Diabetes Tasmania,
- improved use of Primary Health Tasmania's resources related to the management of diabetes,
- increased ability to disseminate information and knowledge to primary care clinicians around the management of diabetes.

Description of activity

To ensure all work related to chronic conditions is in line with the needs of the Tasmanian population and within our scope of influence, Primary Health Tasmania will finalise a Chronic Conditions Management strategy that will inform and refine all of the activities undertaken in this speciality plan into the future.

Activities being implemented in 2022-23 include:

- continuation of service delivery of the program delivered across 29 local government areas in Tasmania. The program focuses on providing improved access to allied health services and integration of services for people living with diabetes. Diabetes Tasmania will continue to work with the providers of the Rural Primary Health Services to ensure seamless patient pathways to improving health outcomes,
- ongoing work with Diabetes Tasmania to fully implement the revised key performance measures,
- identification of quality improvement initiatives related to the management of residents in residential aged care facilities with diabetes,

- ongoing promotion of Tasmanian HealthPathways related to prevention and control of diabetes,
- provide education and training for primary healthcare providers about management of diabetes including:
 - clinical guidelines (biomarkers, etc)
 - identification and management of diabetes complications
 - promote identification and management of factors that contribute to poor diabetes outcomes
- facilitate ways in which primary care clinicians may promote ways in which individuals with diabetes can improve self-management through the delivery of education and resources.

General practice support

Aim of activity

This activity outlines a core program of general practice engagement and support work aimed at improving safety and quality, supporting the transition to an outcome based general practice service model and refreshing understanding of the general practice workforce, including barriers to change, needs and issues.

Engagement activity at the practice level will continue to strengthen Primary Health Tasmania's relationship with practice managers and general practice understanding of the purpose, role and value of PHNs and support state and national COVID-19 response plans. This will be achieved through delivering requested or relevant information and resources, updating service and provider information in our systems and understanding practice needs and issues.

In addition, targeted workforce support activity will be delivered through a combination of practice level engagement, workshops and peer to peer engagement with GPs via the clinical lead provider engagement and clinical engagement program.

The scope of core general practice support activity is determined by national priorities as outlined in the general practice support framework and focusses on the following priority subject areas:

- safety and quality (supporting data and service quality improvement)
- digital health (tools to improve clinical decision making and coordination of care)
- effective use of MBS item numbers (supporting the shift to an outcomes-based service model).

Description of activity

Year 2022-23 activity will complete evaluation of the first round of the advanced general practice quality outcomes program with the view to continue to engage additional practices to the program. Additionally, 2022-23 activity will incorporate learnings on GP engagement and respond to the needs of general practices.

Activities being implemented in 2022-23 include:

General practice support

- Maintaining general practice engagement, relationships and insights into general practice support needs and priority issues.

- Maintaining general practice data sharing and availability of practice data reports including health data analysis system migration from PenCat to Primary Sense.
- Maintaining general practice workforce data and supporting general practice workforce analysis with system partners.
- Supporting general practice RACGP 5th edition standards accreditation readiness.
- Increasing the capability of general practice managers and nursing through professional development opportunities.
- Contributing to the standardisation of quality improvement approaches across PHNs.

General practice quality improvement

- Increasing general practice focus on a patient centred, evidence-informed approach to continuous quality improvement beyond quality improvement from compliance with accreditation standards.
- Aligning Primary Health Tasmania's identified population priority needs and strategies with general practice continuous quality improvement partnerships to improve outcomes for Tasmanians suffering from chronic conditions (identified priority conditions are cardiovascular, respiratory, diabetes mellitus, musculoskeletal and cancer), poor mental health and addictions to alcohol and other drugs.
- Embedding a person-centred approach to care, improving general practice confidence and competency to consider and engage with patients appropriately according to their culture, sexual and gender identity and special health needs, for example:
 - Aboriginal people
 - people from the LGBTIQ+ community
 - people from other cultural backgrounds
 - people that don't speak English as their primary language
 - people who have low levels of literacy
 - people who have an intellectual disability.
- Improving general practice capability to test new ways of working and coordinating with other care providers involved in patient care.
- Showcasing the benefits of PHN partnership with general practices in quality improvement.
- Increasing general practice understanding of Australian Government funding available to Tasmania through identifying at risk patient cohorts and increasing appropriate use of Medicare service items to address gaps.
- Increasing general practice capability to implement data quality improvement strategies.
- Increase meaningful use of Tasmanian HealthPathways and evidence based clinical decision support tools as a key support to health professionals and support staff working in general practice.

Workforce development

Aim of activity

The aim of this activity is to support and supplement investment in general practice support activity, building primary care sector capacity and capability by:

- supporting state and national COVID-19 response plans
- collecting and compiling broader primary health workforce information to support national data collection strategy
- providing information and education to primary health care professionals to support best practice care, particularly in areas identified as Tasmanian priority such as chronic obstructive pulmonary disease, heart failure and diabetes
- increasing use of national and state eHealth tools such as Tasmanian HealthPathways, eReferrals, My Health Record and the Digital Health Guide to support patient clinical transfer, support and service experience between health care providers
- embedding person-centred, safety and quality principles
- establishing effective care coordination networks in local community to support effective integration of patient care with the patient's usual general practice.

Description of activity

Activities being implemented in 2022-23 include:

Allied health engagement and capability building is a key enabler to health system improvement through improved quality and safety of care and effective care coordination. Activities will focus on the following key priority areas:

- increase allied health (including pharmacists) awareness of the national PHN Program, Primary Health Tasmania as the PHN for Tasmania, its role and scope,
- increase understanding of allied health sector wide support needs vs profession specific needs, and gaps in support,
- improve Primary Health Tasmania allied health engagement and alignment of allied health support with Primary Health Tasmania's health strategies,
- improve coordination of care between general practice and allied health care providers involved in patient care,
- increase allied health awareness of primary care quality improvement standards and understanding of allied health intent to implement the primary care quality improvement standards within their organisation.

Clinical education is a key pillar of health system improvement. The clinical education project seeks to establish a model to guide clinical education planning for all program teams in Primary Health Tasmania. Activities will focus on the following key priority areas:

- increase workforce participation in clinical education planning and priorities,
- strengthen the effectiveness of Primary Health Tasmania's clinical education through understanding more effective and engaging ways to deliver clinical education in future years,

- improve knowledge of Tasmanian HealthPathways, population health priorities, clinical decision and digital health tools to enable efficient, effective and person-centred patient care,
- improve measurable impact of clinical education on primary health workforce skills, knowledge and implementation into practice,
- improve the alignment of clinical education to support Primary Health Tasmania's health strategies,
- increase adoption and use of Primary Health Tasmania's Learning Hub (launched in April 2022),
- clinical education will include focused training for service providers in clinical leadership and service integration to improve provider connectivity and service interface.

Strengthening digital health capability

Aim of activity

The aims of this activity area are to:

- support implementation of national and state COVID-19 digital health initiatives,
- increase integration between Primary Health Tasmania developed health system tools, such as eReferral, HealthPathways and the Tasmanian Health Directory,
- increase primary care participation and promotion of digital innovation,
- increase Tasmanian health sector awareness and knowledge of the national Digital Health Strategy,
- support improved patient access to medical services via telehealth.

Description of activity

Activity during 2022-23 will continue focussing on rollout and meaningful use of My Health Record, Telehealth and eReferral in Tasmania in addition to other local initiatives and areas of collaboration identified with the Department of Health, Tasmania and the Tasmanian Health Services in 2021-22.

Activities being implemented in 2022-23 will focus on the following priority areas:

- increasing primary care workforce and jurisdictional partner awareness of Primary Health Tasmania's role and priorities in digital health,
- increasing meaningful use of key national and state digital health infrastructure, including
 - eReferral
 - My Health Record
 - electronic prescribing
- increasing meaningful and appropriate use of telehealth in primary care,
- exploring digital care planning tool maturity and sustainable options for primary care workforce,
- increasing awareness of digital health benefits and meaningful use of digital health tools,
- improving quality of clinical information in general practice,

- improving digital health coordination with software vendors and support organisations,
- increasing consumer awareness and use of My Health Record, ePrescribing, telehealth and eReferral,
- improving consumer digital health literacy.

Primary health provider safety and quality

Aim of activity

Primary Health Tasmania will undertake a suite of safety and quality activities that contribute to the Primary Health Tasmania Outcomes Framework, the Quadruple Aim and the PHN Program Performance and Quality Framework. The work will be driven by the Primary Health Tasmania Safety and Quality Framework and the activities outlined in the implementation plan. In line with the Safety and Quality Framework the work will be described in the eight streams:

Primary Health Tasmania Safety and Quality Framework

- Improve Primary Health Tasmania's understanding of safety and quality priorities, roles and responsibilities through the implementation of the organisation's framework underpinned by relevant organisational policies and procedures.

Stream 1 - Clinical governance

- Improve the Primary Health Tasmania's approach and understanding of clinical governance as it relates to the commissioning cycle and commissioned providers through the use of safety and quality indicators and appropriate data sets ensuring compliance with contractual agreement.

Stream 2 - Person centred care

- Improve understanding and approach to person centredness both internally within Primary Health Tasmania and externally within primary care providers and Primary Health Tasmania's commissioned providers.
- Improve the use of Patient Reported Experience Measures (PREMs) to inform quality and safety improvements at a system and provider level.

Stream 3 - Health literacy

- Improve understanding and approach to health literacy within Primary Health Tasmania and within commissioned providers and the wider Tasmania health and community sector.
- Improve consumer participation in their own health care through improved access to health literacy resources.

Stream 4 - Cultural safety

- Improved cultural awareness and competence for general practice and commissioned providers.
- Primary Health Tasmania has a Reconciliation Action Plan that informs Primary Health Tasmania's role and approach to improving culturally appropriate care for Aboriginal and Torres Strait Islander people.

Stream 5 - Data driven

- Improve quality and use of general practice data (linked with Primary Health Information Network (PHIN) project) and our commissioned service provider data.

Steam 6 - Organised for safety

- Improve the use of safety and quality measures as described within the Primary Health Tasmania's Safety and Quality Framework.
- Improve the management of clinical incidents in commissioned providers.
- Improve the primary health sector understanding of safety and quality standards across the primary health care and aged care sectors.

Stream 7 - Leadership and culture

- Improve leadership, as it relates to safety and quality to embed safety and quality as part of Primary Health Tasmania's culture.

Stream 8 - Continuous quality improvement

- Improve understanding and approach to continuous quality improvement both within Primary Health Tasmania and externally within primary care providers and Primary Health Tasmania's commissioned providers.
- Improve the use of PREMs to inform quality improvements in commissioned services.

Description of activity

Activities being implemented in 2021-23 include:

Stream 1 - Clinical governance

- Ensure all service specification and approach to market suite of documents/resources are appropriately updated and implemented.
- Continue to monitor and appropriately respond to clinical incident reporting in line with the appropriate roles of commissioner and commissioned providers.
- Develop and facilitate clinical governance and safety and quality training program and resources for service providers to address a number of clinical governance shortfalls evident across our provider population.

Stream 2 - Person-centred care

- Make person-centred care resources available to primary care providers.
- Continue to promote the uptake of Patient-reported experience measures (PREMs) resource by primary care providers and commissioned providers encouraging the use of outcomes to inform quality improvement cycles.

Stream 3 - Health literacy

- Continue to promote health literacy capacity and resources to general practice, primary care providers and commissioned providers.

Steam 4 - Cultural safety

- Continue to work with the State Government on the development and implementation of the Cultural Respect Framework for Tasmania.
- Support continued focus on cultural awareness to be embedded as part of quality standards of care for general practice, allied health and commissioned providers.

- Continue to focus on Primary Health Tasmania's Reconciliation Action Plan.

Stream 5 - Driven by information

- Continue to support commissioned providers and primary care providers to promote data literacy.
- Ongoing promotion of the use of data to inform continuous quality improvement cycles.
- Updating and continued implementation of Primary Health Tasmania's data governance arrangements.

Stream 6 - Organised for safety

- Ongoing implementation of the measures outlined in the Safety and Quality Framework including training to all staff about safety and quality in the commissioning environment and defining an approach for documenting and monitoring whole of organisation continuous improvement.

Stream 7 - Leadership and culture

- Ongoing improvement of understanding of Primary Health Tasmania's role in leadership in Safety and Quality in Primary Health Care for continued engagement with the broader health system.

Stream 8 - Continuous quality improvement

- Embed an organisational approach to continuous quality improvement.

Tasmanian HealthPathways

Aim of activity

Tasmanian HealthPathways (THP) development and review work priorities will be aligned with the potentially preventable hospitalisations component of the needs assessment and priorities identified by the THP working group, in addition to being responsive to the needs of the health system.

The aim of the Tasmanian HealthPathways is to:

- contribute to reduced unwarranted variation in care, improve communication and relationships, reduce uncertainty for patients and clinicians and encourage the appropriate use of tests, treatments and referrals,
- contribute to improved health system efficiency and effectiveness by continuing to provide a comprehensive suite of HealthPathways that ensure patients and consumer have access to appropriate and timely care.

This activity marks an important maturation and consolidation phase for THP and together with the shared governance approach currently underway enabling demonstration of the THP value proposition at three levels of benefits for the patient, clinician and the Tasmanian Health Service (THS).

Going forward the THP program aims to:

- consolidate, maintain and strengthen its current suite of Pathways,

- maximise its uptake and use by undertaking several THP/THS initiatives collaboratively under a recently formed shared governance approach with the THS and Tasmanian Department of Health,
- showcase THP benefits to the patient, clinician and health system through the adoption and integration the THP approach into health system reform initiatives,
- develop a sustainable collaborative model for THP for the future.

HealthPathways are nationally and internationally recognised as an enabler for building partnerships between sectors of the health system and addressing shared problems. There are positive benefits to developing Pathways which have been shown across the HealthPathways community and include the following:

- build internal/external relationships
- facilitate engagement with clinicians
- ensure service profiles are clearly defined and understood
- standardising urgency categories for referral
- agree work-up requirements for referrals.

Additionally, once Pathways are developed and implemented, further benefits have included:

- improved communication with referrers
- optimal management in primary care and work up pre-referral
- reducing incomplete and inappropriate referrals
- facilitation of criteria-based triage
- supporting standardised referral templates and practices
- agreed and integrated system wide approach to care across the health care service system.

Primary Health Tasmania will continue to contract Streamliners New Zealand, who provide the THP web platform and associated technical writing services for the ongoing maintenance of Tasmanian HealthPathways.

Description of activity

Primary Health Tasmania, in collaboration with key stakeholders, will continue to develop and review HealthPathways ensuring a comprehensive up to date suite of Pathways are available and utilised by health professionals in the Tasmanian health system.

It is imperative and will be a strong focus to ensure that current Pathways are regularly reviewed to reflect both changes to clinical practice, the available health services in Tasmania and to include the current and future services that will be commissioned by Primary Health Tasmania.

Activities being implemented in 2022-23 include:

- continue to embed adopted THP evaluation recommendations into work plan,
- continue the THP review schedule of works,
- development and embedding of THP operating model (current Pathway reviews and new Pathway development, reporting and evaluation),
- continue to undertake engagement and promotion strategy activities with key stakeholders to increase and maintain health provider uptake,

- continue external stakeholder engagement and shared governance activities through THP Optimisation Working Group to progress a partnering and whole of system approach to providing evidence based clinical information, health services and referral pathways,
- planned - progress engagement and planning for collaboration with Tasmania Health Service Outpatients Project - Clinical Prioritisation Criteria to providing improved referral pathways and care integration.

Disease prevention

Aim of activity

The aim of this project is to:

- develop an improved strategic direction and planning processes around preventative and early intervention activities within the scope of the role of a PHN,
- continue collaboration with key service partners to maintain childhood immunisation rates at or above 95% for Tasmania and reduce the incidence of preventable health conditions,
- identify opportunities where Primary Health Tasmania may help to improve the uptake of the HPV vaccination in adolescents,
- support the maintenance of the skill base of immunisation providers through increasing awareness of and utilisation of immunisation information and resources,
- improve access to immunisation against seasonal influenza for people at risk of homelessness and accessing crisis accommodation,
- contribute to strategies that increase the efficiency and effectiveness of cancer screening systems in primary health care services and timely access to screening services and programs with the goal of increasing screening rates.

Description of activity

Activities being implemented in 2022-23 include:

- clearly outline the strategic direction of preventative health in Primary Health Tasmania ensuring that any activities are in line with the organisational health strategies and logics,
- maintaining, updating and providing access to current resources and information relating to the Childhood Immunisation and Cancer Screening for GPs and the primary health workforce through:
 - providing education forums for general practice and primary health providers across the state of Tasmania
 - provision of updates through Primary Health Update newsletter, Primary Health Tasmania website, social media, Primary Health Tasmania Primary Health Matters magazine
 - ensuring HealthPathways are updated and made available to general practice and other immunisers,
- continue to commission an organisation to provide influenza vaccination to those at risk of homelessness in the three regions of Tasmania,

- ongoing collaboration with the Department of Health, Tasmania and the Tasmanian Health Service to ensure action aligns with state and national strategies,
- in collaboration with key stakeholders Primary Health Tasmania will continue to support the rollout of the COVID-19 vaccination program.

Partnerships and integration

Aim of activity

The aim of this activity is to improve system integration through driving partnerships, collaboration and sharing of information.

Description of activity

During 2022-24, Primary Health Tasmania will continue to drive and/or participate in a range of strategic initiatives through collaboration and partnership. These include but are not limited to:

State Government and local hospital networks

- Working with the Department of Health, Tasmania and the Tasmanian Health Service, Tasmania's local hospital network under a Memorandum of Understanding to progress key strategic and shared priorities. Priorities areas revised by the partners include, data sharing, digital health, complex chronic conditions management and Tasmanian HealthPathways.
- Continuing engagement with the Tasmanian Department of Health and Tasmanian Health Service on strategic planning initiatives including:
 - prevention, primary care and community health planning, including a focus on incorporating consistent and evidence-based approaches to population health planning and place-based initiatives, to support integrated health care and innovative sustainable primary care models
 - joint initiatives identified under the Our HealthCare Future consultation, developed in 2020-21 by the Department of Health, Tasmania
 - continuing to support primary care provider participation in key planning forums such as Tasmanian Clinical Networks
 - continuing to support the Department of Health, Tasmania's response to the COVID-19 pandemic, as a support organisation listed as part of the public health emergency management arrangements.
- Work with the Department of Health, Tasmania and Australian Government on regional planning priorities in line with the bi-lateral arrangements.

Data sharing

- Continuing focus on embedding data sharing arrangements, both at the system partner level and with service providers to inform planning. Key initiatives include:
 - the continued implementation and promotion of a health information portal in collaboration with Murray PHN to improve access to health data to inform health service and system planning, including the automation of secure access to health information reports for general practice in support of the Primary Health Information Network
 - continued development of health atlas for the State, based on the model developed through the diabetes health atlas collaboration.

Consumers and communities

- Continuing engagement with the Department of Health, Tasmania and the local hospital network supporting the implementation and embedding the State's consumer health organisation as a key health system partner.
- Continuing to focus on the implementation of Primary Health Tasmania's community engagement toolkit, finalised in 2020-21, to strengthen effective engagement with communities to inform local planning and solutions, including implementing this approach in local communities.

General practice

- Continuing engagement with key Tasmanian general practice peak bodies through the Tasmanian General Practice Forum to inform the advocacy role of PHNs for the place and capacity of primary medical care as part of national and state health policy reforms. This collaboration also enables collective views to be developed and shared with State Health Minister and Department Secretary.
- Continuing to engage with the Tasmanian General Practice Forum routinely throughout the COVID-19 pandemic to seek input on primary care issues and potential strategies as part of the pandemic response.

University of Tasmania

- Engaging with the Department of Health, Tasmania and the University of Tasmania to progress collaborative approaches to innovation in regional and rural health, including collaborative implementation of the Tasmanian Collaboration for Health Improvement.

Sector partnership and integration

- Engaging with health system stakeholders to progress collaboration and integration of health care services and initiatives across the various sectors. This includes increasing visibility and development of shared reform (i.e. aged care reform, Closing the Gap reform, mental health reform) and key strategic priorities such as chronic conditions management, after hours, disease prevention, and palliative care.

Emergency management

- Along with the specific support activities, particularly associated with the COVID-19 response, Primary Health Tasmania will work with the Department of Health, Tasmania to review the role of the PHN as part of state emergency management arrangements, based on:
 - learnings from recent emergency responses, and
 - the evolving role of PHNs as part of Australian Government emergency management response arrangements.

Primary Health Information Network

Aim of activity

- The Primary Health Information Network (PHIN) aims to establish a system for the regular collection, collation, analysis, interpretation and feedback of data from general practices in Tasmania in order to improve patient care and outcomes. This information will also be used to describe and monitor trends in diseases, and their management, across Tasmanian regions over time, which will inform service safety and quality improvement, in addition to local and state-wide health service policy development and planning.
- This system will also enable us to advocate for further investment in the high quality, value and capacity of general practice in a system consistently dominated by disproportionate acute care expenditure.
- There are many uses for general practice data. Some of these include:
 - to inform our understanding of general practice activities including problems managed, medications prescribed, clinical treatments, tests ordered, and referrals made,
 - to help strengthen the knowledge and awareness of policy makers, planners and funders about the capacity and capability of primary care to significantly impact and improve health outcomes of the Tasmanian community,
 - to develop practice, regional and state quality improvement activities,
 - to assist in determining localised service needs and priorities,
 - to monitor the impact of public health and primary health care programs,
 - to evaluate regional patient journeys,
 - to evaluate specific projects in which the practice is a participant,
 - to understand and monitor the nature of the work undertaken by general practice workforce to inform workforce planning and support,
 - to assist Primary Health Tasmania in planning and prioritising support to general practice and ensuring limited health funding is targeted at the highest priority needs,
 - to understand the impact of COVID-19 workforce and population impact in Tasmania.

Description of activity

The PHIN project will continue working with general practice and system partners to provide insights to general practice data to improve the population health picture of Tasmania and measure the impact of quality improvement initiatives in primary care.

Activities being implemented in 2022-23 include:

- build on the activity undertaken to date and continue to gain insights and understanding as outlined in the above activities to ensure stakeholder requirements and needs,
- undertake planning activities to provide a roadmap to compliance with the ISO27001 standards,
- trial and evaluate clinical decision support product Primary Sense with key practice partners,
- support enhanced primary health data linkages across the health care sector,

- continue to develop and implement activities to build data analytics capacity.

Strategic chronic conditions management

Aim of activity

The aim of this activity is to:

- embed Primary Health Tasmania's chronic conditions strategy that will improve joint understanding on how Primary Health Tasmania's projects, programs and activities are better coordinated, integrated and improved over time, and
- strengthen focus on elements of the quadruple aim in the management of chronic conditions in Tasmania.

This will be achieved through:

- improved service provider and GP knowledge and skills in the management of complex chronic conditions,
- increased consumer knowledge and skills in medication management and self-management of their chronic conditions,
- increased understanding of how health system resources can be best targeted to improve the management,
- working with existing providers to promote service delivery for the management of musculoskeletal conditions, this may be via an adjunct to or a modification of existing service delivery.

Description of activity

The aims and objectives of a Primary Health Network is to reorient and reform the primary health care system and a key focus is the management and prevention of chronic diseases. Therefore, in line with other PHNs, Primary Health Tasmania is committed to continuing to carry out activities linked to chronic conditions.

As part of this work in 2020-21 Primary Health Tasmania finalised a Chronic Conditions Management Strategy for the organisation. This strategy will inform and refine the activities undertaken in this speciality into the future, to ensure that Primary Health Tasmania is allocating resources to projects and activities in a transparent way all aiming for the overarching outcomes as outlined in the strategy.

The activities outlined below will continue and be refined in line with the Chronic Conditions Management Strategy.

Activities being implemented in 2022-23 include:

- Primary Health Tasmania to continue to liaise with the Tasmanian Health Service and the Tasmanian Department of Health to progress the implementation of the primary care specific elements of the strategy,
- support identification of patients with complex chronic conditions through:
 - promoting the measurement and recording of biomarkers of specified chronic conditions based on relevant guidelines

- promotion of regular primary care reviews
- development and promotion of Tasmanian HealthPathways for chronic conditions,
- provide education and training for primary healthcare providers in assessment and management of patients with chronic conditions,
- promote deprescribing opioids medications in general practice,
- work with existing providers to investigate service delivery for the management of musculoskeletal conditions. This may be via an adjunct to or a modification of existing service delivery.

GP-led respiratory clinics/COVID-19 primary care support/COVID-19 vaccination of vulnerable populations

Aim of activity

The aim of this activity is to continue to support an effective national response to the COVID-19 pandemic.

Description of activity

Activities being implemented in 2022-23 include:

COVID-19 primary care support

- Continue the activities from the previous years as needed.
- Work closely with the Tasmanian Vaccination Emergency Operations Centre, Public Health Emergency Operations Centre and Aged Care Emergency Operations Centre as they plan for and implement transition from current emergency management arrangements to 'business as usual', with a specific focus on implications for primary care providers expected roles and responsibilities.
- Engage with key primary care stakeholder to understand current and projected issues and needs for support as part of transition from emergency management arrangements.

COVID-19 vaccination of vulnerable populations

- Continue the activities implemented in the previous years as needed to support the local coordination of the COVID-19 vaccination program in line with ongoing Australian Government advice and direction.

General Practice Incentive Fund

Aim of activity

The purpose of this funding is to enable PHNs to work with rural workforce agencies in their regions to:

- identify barriers to accessing high quality GP services,
- provide support and other incentives to attract GPs to areas of need,

- provide localised community support and other incentives to upskill GPs within the targeted regions to help meet local health needs.

Within Tasmania, the funding is specifically targeted to communities in the northern and north-western regions.

Description of activity

Activities being implemented in 2022-23 will focus on the following priority areas:

- delivering targeted support and funding to general practices with identified recruitment and retention issues,
- promoting the workforce audit tool developed in 2022-21 to all general practices across Tasmania.

Aged care and dementia HealthPathways

Aim of activity

The aim of this activity is to provide aged care Pathways to support health professionals to provide advice, referrals and connections for senior Australians with local health, support and aged care services.

Description of activity

Activities being implemented in 2022-23 include:

- identify and engage key stakeholders and subject matter experts to provide consultation on the development, review and enhancement of older persons HealthPathways for clinicians,
- socialise and implement pathways and resources to target audiences,
- provide education and training to implement Pathways and resources and to maximise engagement and uptake of toolkits,
- evaluate Pathway functions and usefulness.

Dementia consumer pathway resource

Aim of activity

The aim of this activity is to provide dementia pathways and consumer resources to support people living with dementia to live well in the community for as long as possible. It will support clinicians, primary care and the allied health workforce to enhance the care and support provided to people living with mild cognitive impairment or dementia, as well as their carers and family.

Description of activity

- Identify and engage key stakeholders and subject matter experts to provide consultation on:
 - the development and enhancement of existing dementia Pathways for clinicians
 - the development of consumer-focused local dementia support and referral resources.

- Socialise and implement Pathways and resources to target audiences.
- Provide education and training to implement Pathways and resources and to maximise engagement and uptake of toolkits.
- Evaluate Pathway functions and usefulness.

Living with COVID-19

Aim of activity

The aim of this activity is to continue to support an effective national response to the COVID-19 pandemic and transition to living with COVID-19.

Description of activity

Activities being implemented in 2022-23 include:

Positive community care Pathways

- Engage with the Department of Health, Tasmania to support the planning of COVID-19 Pathways and model of care, including facilitating consultation with primary care providers during development phases.
- Develop and maintain relevant Tasmanian HealthPathways to support primary care provider access to clinical decision support information.
- Collaborate with the Department of Health, Tasmania to ensure primary care providers are briefed and provided with relevant education to support their participation in living with COVID-19 Pathways and associated care.
- Support access to key immunisation resources through distribution of key Australian and Tasmanian Government communications (such as provider bulletins and public health alerts).
- Deliver a grants program for the Department of Health, Tasmania - Emergency Operations Centre for primary care providers focused on supporting living with COVID-19 supports (e.g. face-to-face care, home medication delivery).
- Contribute to related Department of Health, Tasmania winter planning activity and any associated implications for living with COVID-19 activities.
- Work closely with the Tasmanian Vaccination Emergency Operations Centre, Public Health Emergency Operations Centre and Aged Care Emergency Operations Centre as they plan for and implement transition from current emergency management arrangements to 'business as usual', with a specific focus on implications for primary care providers expected roles and responsibilities.
- Engage with key primary care stakeholders to understand current and projected issues and needs for support as part of transition from emergency management arrangements.

Support for primary care national stockpile

- Support primary care providers in ordering available personal protective equipment (PPE) from the Australian Government stockpile in line with Australian Government guidelines, including initial ordering, packing and distribution of living with COVID-19 bundles.
- Order, store and coordinate the delivery of PPE to primary care providers, including ACCHOs.

- Ensure capability to provide a rapid PPE response to targeted areas of increased COVID-19 cases, as needed.
- Provide ongoing PPE ordering support and trouble shoot PPE access issues with primary care providers and the Australian Government as needed.
- Support the Department of Health, Tasmania in the allocation and distribution of Rapid Antigen Tests for use by primary care providers.
- Work with the Australian Government to transition PPE distribution to a preferred provider.

Commissioned home visits

- Develop a home visit model in line with local needs and available market in line with Australian Government guidelines.
- Implement an approach to market to identify potential primary care providers, including associated contractual arrangements.
- Promote availability of providers locally in line with the approved model.
- Support providers to implement and report on home visit model, including showcasing good news stories and trouble-shooting issues.
- Support cessation of program, including associated transition out planning and implementation.