

Our activity work plan for 2025-27 - core funding

Updated 2025

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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

The activities outlined below are planned to be implemented during 2025-27.

- Finalise and communicate review of rural primary health services to inform future commissioning activity.
- On going contract management and performance monitoring of RPHS services.
- Based on outcome of review, as appropriate, undertake market preparation with a view to progressing to approach the market or alternate commissioning process.

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 use of Primary Health Tasmania resources related to the management of diabetes
- increased dissemination of information to primary care clinicians around the management of diabetes.

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Finalise and communicate review of diabetes services to inform future commissioning activity.
- On going contract management and performance monitoring of the diabetes management service.
- Based on outcome of review, as appropriate, undertake market preparation with a view to progressing to approach the market or alternate commissioning process.
- Monitor and update HealthPathways annually as required to maintain relevance, with a full review every three years in accordance with the review cycle.

- Provide education, training, resources and toolkits, as required, to support primary health care workers.

Workforce development

Aim of activity

The aim of this activity is to provide 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.

The scope of core general practice support activity is determined by national priorities outlined in the PHN core funding schedule 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).

The activity also aims to strengthen multi-disciplinary care through targeted engagement and support in building primary care sector capacity and capability by:

- supporting state and national primary care provider emergency readiness
- collecting and compiling broader primary health service and workforce information to support state and national data collection strategy
- providing information and education to primary health care professionals to support best practice care, particularly in areas identified as Tasmanian needs
- increasing uptake and meaningful utilisation of national and state digital health tools, such as Tasmanian HealthPathways, eReferrals, My Health Record, electronic prescribing, electronic pathology requesting and Provider Connect Australia to support patient clinical transfer, support and service experience between health care providers
- embedding person centred, safety and quality principles
- supporting effective care coordination networks in local community to support effective integration of patient care with the patient's usual general practice.

Description of activity

The activities outlined below are planned to be implemented during 2025-27, aligned with Strengthening Medicare Reform initiatives and Primary Health Tasmania's workforce and digital health strategies.

- Continue delivery of core support and engagement activities, through working with both primary care organisation staff and clinicians.
- Showcase successful general practice quality improvement partnerships.
- Continue expansion of partnerships to further primary care providers including allied health, pharmacy and Aboriginal Community Controlled Health Organisations.

- Continue working with the National Improvement Network Collaborative (NINCO) and MyMedicare PHN collaborations to increase standardisation of quality improvement support nationally.
- Support and maintain general practice data sharing and meaningful use of data and clinical decision support tools for quality improvement.
- Engage as needed with general practice to support awareness of and readiness for emerging national priorities and reforms, including but not limited to Strengthening Medicare Taskforce Report and National Primary and Community Healthcare Standards.
- Finalise and commence implementation of Primary Health Workforce Strategy and continue to deliver clinical education activities with a specific focus on:
 - continue allied health engagement activity focusing on targeted implementation of allied health priorities
 - continued engagement with allied health providers to understand how allied health roles and supported clinical leadership development, alternate workforce models and targeted resources can contribute to improved multi-disciplinary, quality and coordination of care
 - 'Clinical Education Improvement' activities focussed on continuing to implement and embed a model (framework) to guide clinical education planning and delivery
 - continued engagement with primary care providers to support awareness of and readiness for emerging national priorities and reforms, such as Strengthening Medicare Taskforce Report and National Primary and Community Healthcare Standards.

Targeted workforce support activity will be delivered through a combination of practice level engagement, targeted workforce development initiatives, access to resources, education, workshops and peer to peer engagement with GPs and allied health professionals.

Strengthening digital health capability

Aim of activity

The aims of this activity area are to:

- increase integration between Primary Health Tasmania developed health system tools, such as eReferral, HealthPathways, the Digital Health guide and the Tasmanian Health Directory
- increase primary care awareness and participation in 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

The activities outlined below are planned to be implemented during 2025-27, focussing on implementing Primary Health Tasmania's digital health strategy in addition to supporting state and national digital health initiatives.

Priority areas include:

- Increasing awareness and uptake of Provider Connect Australia.

- Continuing to increase 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 and requesting.
- Increasing meaningful and appropriate use of telehealth in primary care and residential aged care homes (RACHs).
- Building digital capacity for Aboriginal Community Controlled Health Organisations to enable use of digital health products and access to the eReferral system.
- Improving completeness and quality of patient and clinical information in general practice.
- Improving digital health coordination with software vendors and support organisations.
- Supporting development of a hospital record GP viewer as part of the Tasmanian Department of Health's Digital Transformation Strategy.
- Improving the Tasmanian eReferral system for GP to allied health (including community pharmacy and Aboriginal Community Controlled Health Organisations) referral and case management.
- Continuing eReferral roll out to include allied health organisations.
- Investigating feasibility to extend eReferral system to encompass team care.
- Increasing consumer awareness and use of My Health Record, ePrescribing, eRequesting, Telehealth and eReferral.
- Improving consumer digital health literacy.
- Reviewing and updating Primary Health Tasmania's Digital Health Strategy for 2026-28, ensuring alignment with national and state strategies and incorporating feedback from system partners as well as findings from the latest Primary Health Tasmania needs assessment.

Primary health provider safety and quality

Aim of activity

Primary Health Tasmania will continue to progress a suite of safety and quality activities that contribute to the Primary Health Tasmania Outcomes Framework, the Quintuple 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 following eight streams:

Primary Health Tasmania Safety and Quality Framework

- Improve Primary Health Tasmania's strategic approach to developing and reinforcing a culture of safety and quality within our organisation and across the primary care sector, through defined focus areas, roles and responsibilities, underpinned by an organisational framework and implementation plan.

Stream 1 - Clinical governance

- Provide high level clarity on Primary Health Tasmania's approach to clinical governance as it relates to our health system improvement work, and the commissioning cycle and commissioned providers.

Stream 2 - Person centred care

- Improve understanding and approach to person centred care both internally within Primary Health Tasmania and externally within primary care providers and Primary Health Tasmania's commissioned providers, through the provision of contemporary resources and frameworks.
- 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, 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

- Improve cultural awareness and competence both internally for Primary Health Tasmania's staff, and externally within general practice and commissioned providers.
- Continue to build strong relationships, with multicultural and Aboriginal organisations across Tasmania, promoting reconciliation within our sphere of influence.

Stream 5 - Data and digital innovation

- Improve quality and use of general practice and commissioned service provider data.
- Routinely collect and analyse information on our programs and commissioned service activities to identify opportunities for improvement driven by data and digital innovation.

Stream 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.

Stream 7 - Leadership and culture

- Strengthen leadership in safety and quality to embed a strong safety and quality culture across Primary Health Tasmania.

Stream 8 - Continuous quality improvement

- Improve understanding and implementation of continuous quality improvement across Primary Health Tasmania, primary care providers and commissioned providers.

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

Stream 1 - Clinical governance

- Progress the staged implementation of Primary Health Tasmania's Clinical Governance Statement and Application Guide.
- Continue to monitor and respond appropriately to clinical incident reporting in line with the roles of the commissioner and commissioned providers.
- Continue to facilitate access to clinical governance and safety-and-quality training programs and resources for service providers, addressing identified clinical governance shortfalls across the provider network.

Stream 2 - Person-centred care

- Continue to provide person-centred care resources to primary care providers.
- Continue to promote the uptake of PREMs resource by primary care providers and commissioned providers, encouraging the use of outcomes to inform continuous quality improvement cycles.

Stream 3 - Health literacy

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

Stream 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 cultural competency and approach to reconciliation.

Stream 5 – Data and digital innovation

- 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.
- Continued development and implementation of Primary Health Tasmania's data governance (including infrastructure) arrangements aligned to industry recognised standard requirements (in preparation for certification against ISO 27001).

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

- Strengthen understanding of Primary Health Tasmania's leadership role in safety and quality to support ongoing engagement across the broader health system.

Stream 8 - Continuous quality improvement

- Embed an organisational approach to continuous quality improvement.

Tasmanian clinical referral pathways

Aim of activity

The aim of the Tasmanian HealthPathways (THP) 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.

Description of activity

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. We will also continue to participate in activities at the national PHN level related to platform review and ongoing management.

The activities outlined below are planned to be implemented during 2025-27. Activity will continue to focus on embedding and evaluating outcomes of 2024-25 activities, specifically:

- embedding the THP operating model and local participation in and implementation of relevant HealthPathways platform-related improvements
- continuing to support increased uptake of THPs by health care providers
- rollout of personalised logins to support the user experience and reporting capabilities of the platform
- continuing external stakeholder collaborations with Tasmanian Health Service to progress shared governance of THPs and improvement of referral processes through continued embedding clinical prioritisation criteria (now known as statewide referral criteria) into THPs
- continued engagement with the national HealthPathways community of practice via PHNs to collaborate on the development and implementation of health pathways initiatives, improving the efficiency of PHN resources related to this work.

Preventative health

Aim of activity

The aim of this activity is to:

- continue collaboration with key service partners to maintain childhood immunisation rates at or above 95% for Tasmania to reduce the incidence of preventable health conditions
- 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

The activities outlined below are planned to be implemented during 2025-27.

- Continue to develop and deliver cancer screening education to primary care clinicians, including new focus on lung cancer screening.
- Continue engagement with Aboriginal and Torres Strait Islander priority population stakeholders to improve understanding of barriers to culturally appropriate cancer screening services and identification of potential improvement activities. Consider this approach as a potential model for future engagement with other priority population groups.

- Develop and deliver immunisation specific education and training to primary care clinicians.
- Ongoing collaboration with the Tasmanian Department of Health and the Tasmanian Health Service to ensure action aligns with state and national strategies.
- Maintain relevant cancer screening and immunisation HealthPathways.

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

The activities outlined below are planned to be implemented during 2025-27.

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

- Continue working with the Tasmanian Department of Health and the Tasmanian Health Service, Tasmania's local hospital network (LHN) under a Memorandum of Understanding to progress key strategic and shared priorities. Priority 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 Tasmanian Government Our HealthCare Future, Long Term Plan for Healthcare in Tasmania 2040
 - continuing to support primary care provider participation in key planning forums such as Tasmanian Clinical Networks
- Working with the Tasmanian Department of Health 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:
 - 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
 - progressing opportunities for a shared approach to health needs assessment and associated resource for Tasmania with the Tasmanian Department of Health

- continued efforts into incorporation and comprehensive use of Primary Health Insights (PHI) platform. Continued collaboration in this national initiative and involvement in the national level working groups to integrate and analyse data among all other PHNs using PHI platform.
- Formalising governance and resource arrangements associated with future data linkage capability and initiatives for Tasmania, in collaboration with the Tasmanian Department of Health.

Consumers and communities

- Continuing engagement with the Tasmanian Department of Health and the local hospital network, supporting the implementation and embedding the State's consumer health organisation as a key health system partner.
- Continuing engagement with consumer peak organisations, advocacy groups, and people with lived experience to incorporate the lived experience voice in planning, implementation, and evaluation of activities/initiatives/programs/reform.
- Continuing to focus on the implementation of Primary Health Tasmania's community engagement toolkit, reviewed in 2024 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.

Allied health professionals

- Continue and strengthen engagement with allied health professionals, including through the Primary Health Tasmania Allied Health Advisory Group.

University of Tasmania

- Engaging with the Tasmanian Department of Health 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, Alcohol and other Drug, 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 Tasmanian Department of Health to review the role of the PHN as part of State emergency management arrangements, based on:
 - learnings from recent emergency responses
 - the evolving role of PHNs as part of Australian Government emergency management response arrangements.

Local population health planning

- Continue and strengthen Primary Health Tasmania's approach to working with local communities and service providers to plan for sustainable primary health services based on local population priorities. Apply lessons from related initiatives such as the Innovative Models of Care, thin markets and related initiatives to identify and apply this in local communities as priorities arise.

Strengthening Aboriginal and Torres Strait Islander partnerships

- Establish formalised arrangements to strengthen opportunity for ACCHOs to prepare for and participate in local and national reforms, such as Closing the Gap.

Workforce innovation funding

- As part of Primary Health Tasmania's focus on primary health workforce strategy, identify potential new models relevant to the Tasmanian context, including focus on pharmacists in general practice and allied health assistants in allied health practices, contributing to multi-disciplinary team Strengthening Medicare Reforms and help address workforce shortages.

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 program 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 complete establishment of a Tasmanian population-based, linked and anonymised healthcare system dataset that provides system wide insights into patient journeys across Tasmania, informs resource allocation decisions by Primary Health Tasmania and enables access for ethical and approved research.

Description of activity

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

The activities outlined below are planned to be implemented during 2025-27.

- Build on the activity undertaken to date and continue to gain insights and understanding to ensure stakeholder requirements and needs.
- Continue activities to support compliance with the ISO27001 standards.
- Support meaningful use of clinical decision support tool Primary Sense and targeted quality improvement priorities with general practices.
- Update and improve the PHN Exchange data available to general practices.
- Continue to develop enhanced primary health data linkages across the health care sector.
- Continue to develop and implement activities to build data analytics capacity, including the establishment of an updated TasLink-Health dataset and associated governance.
- Expand participation in the updated TasLink Health dataset to further data sharing with general practices.

Strategic chronic conditions management

Aim of activity

The aim of this activity is to:

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

This will be achieved through:

- improved service provider and GP knowledge and skills in evidence based management of complex chronic conditions
- increased consumer knowledge and skills in self-management of their chronic conditions
- increased understanding of how health system resources can be best targeted to improve the management of chronic conditions.

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Continued engagement with key stakeholders associated with the management of chronic conditions including service providers and funders to promote collaboration and integration of services.
- Continue to identify and review chronic conditions data capture in primary care to support identifying opportunities for improvement.
- Continued targeted development and delivery of chronic conditions education, including meaningful use of data, clinical decision support tools and resources to primary care.
- Maintain and update as applicable Tasmanian HealthPathways for chronic conditions.
- Continue to engage with the Tasmanian Department of Health as part of their Long Term Health Plan on initiatives including but not limited to the intention to develop a Tasmanian Chronic Disease Strategy.

Aged care clinical referral pathways

Aim of activity

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

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Monitor and update pathways annually as required to maintain relevance, in accordance with the review cycle.
- Expand the geographical scope of the Tasmanian aged care pathways to become lead region for appropriate pathways within this suite across the VicTas HealthPathways regions.
- Collaborate with key partners, including the Aged Care Reform Unit, clinical networks, aged care providers, and local health professionals to understand current challenges, gaps, and opportunities in aged care referral processes and update the HealthPathways as required.
- Provide education to support Tasmanian health professionals access and utilise the HealthPathways effectively in their clinical practice.
- Work with system partners to deliver clinical education and training aligned with priority pathways, and support GPs to embed this knowledge into practice.
- Continue to promote the aged care HealthPathways through engagement opportunities, events and education and support utilisation by key stakeholders.

Dementia support pathways

Aim of activity

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

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Monitor and update pathways annually as required to maintain relevance, in accordance with the review cycle.
- Continue to promote dementia consumer resources at appropriate events and on the Primary Health Tasmania's website.
- Invite Dementia Australia to co-develop and validate pathway content, ensuring alignment with their clinical and community-facing resource.
- Continue to provide targeted education related to dementia and dementia specific pathways where there is local need identified.
- Continue to collaborate with PHN regions by sharing and contributing to dementia support pathways.
- Continue to identify services appropriate to be listed in the Dementia Directory in collaboration with TasCOSS.
- Continue to promote both resources with key stakeholders.
- Promotion campaign to increase visibility of dementia directory.

COVID-19 primary care support

Aim of activity

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

Description of activity

The activities outlined below are planned to be implemented during 2025-26.

- Continue to support primary care providers in responding to COVID-19, including integrating into usual practice.
- Continue to engage with the Australian Government and Tasmanian Department of Health regarding ongoing COVID-19 response priorities, requirements and associated activities.
- Support providers through sharing of information, education and updating of Tasmanian HealthPathways as appropriate.
- Support continued access to funding to support delivery of care to vulnerable population groups, including continued focus on vaccination rates.

- Continue support providers in reviewing COVID-19 response, including lessons learned for integration into ongoing COVID-19 activities and business continuity plans.

Emergency preparedness and coordination

Aim of activity

The aim of this activity is to build capacity to manage emergency preparedness, planning and coordination across the primary care sector in Tasmania.

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Develop and maintain emergency preparedness protocols
- Build and strengthen relationships with key stakeholders and understand Tasmanian emergency risks and priorities
- Participate in relevant targeted regional and state emergency response structures and forums
- Share relevant emergency management information, training opportunities and updates via our Primary Health Update
- Review current emergency response templates and develop updated versions aligned to local need where identified
- Support and monitor preparedness of primary care providers
- Facilitate access to support and resources for practices in developing emergency management plans
- Provide communication and situational awareness before and during emergencies
- Deliver training and education aligned to identified needs
- Embed continuous improvement into emergency response.

Commissioning of multidisciplinary teams

Aim of activity

The aim of this activity is to strengthen multi-disciplinary team (MDT) primary health care in Tasmania to improve the management of chronic conditions through commissioning multi-disciplinary teams and supporting allied health professionals and organisations' continuous quality improvement.

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Co-design MDT models of care in targeted local government areas (LGAs) of Tasmania.
- Commission a local organisation to collaborate with stakeholders to develop and implement an allied health model of care, including commissioning an allied health roles.
- Assist with implementation planning of allied health workforce models, including training.

- Support and build provider capacity to embed MDT arrangements by integrating principles, frameworks, and processes. Depending on need this could include leveraging digital solutions to facilitate information sharing, optimising service coordination strategies and/or exploring alternate allied health workforce models.
- Further integrate targeted allied health support across Tasmania through practice support, increase education and networking opportunities.
- Update Tasmanian HealthPathways as appropriate.

MyMedicare

Aim of activity

The aim of this activity is to support practices to maintain accreditation and assist those who are unaccredited to become accredited where appropriate under the National General Practice Accreditation (NGPA) Scheme, ultimately aiming at improving safety and quality in health care.

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

Via in person or virtual primary health care practice visits:

- Assist eligible unaccredited general practices to achieve and maintain accreditation.
- Continue to promote the benefits of obtaining accreditation with the remaining eligible, unaccredited general practices.
- Offer pre-accreditation readiness assessments to practices on request.
- Promote the use of RACGP formal documentation, national standards and collaboratively developed NINCO (National Improvement and Innovation Collaborative) resources in our Primary Health Update, via in-person practice visits.
- Where relevant, encourage practices to register for and use *Practice Hub*.
- Provide guidance and support, where required, around effective use of existing digital tools.
- Support quality improvement (QI) initiatives with primary health care practices in utilising clinical and population health data, host online webinars focused on QI methodologies (PDSA, models for improvement).
- Provide, on request, training in the use of *Primary Sense* for all members of the primary health care practice team.
- Promote resources, QI activities and MyMedicare insights via identified conferences, including Tasmanian Aged Care conference, Tasmanian Rural Health conference and Tasmanian Primary Health Leadership conference.
- Respond to practice-initiated requests for MyMedicare related QI or data quality support.
- Promote training pro-actively in the above forums and deliver sessions on request to allow for real-time data use for planning.

General Practice in Aged Care Incentive (GPACI) - Capacity building

Aim of activity

The aim of this activity is to implement and manage initiatives to support matching of residents in residential aged care home (RACHs) to GPs and practices and/or Aboriginal Community Controlled Health Services (ACCHS).

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Continue to support RACHs of GPACI and the benefits by providing information at identified conferences, including the Tasmanian Primary Health Leadership conference.
- Continue offering support to assist with coordination of care by:
 - updating the Primary Health Tasmania's website with information on national RACH provider care coordination toolkit and other identified resources
 - working directly with RACHs to introduce and promote utilisation of toolkit and support improving coordination between RACHs and general practices.
- Enhance RACHs knowledge of GPACI and their role through in-person support visits to RACHs.
- Continue to support eligible (un)accredited general practices and RACHs in the initial MyMedicare registration process, ensuring improved understanding of the benefits and requirements of the program by dissemination of resources such as the GPACI MBS User Guide and in person or virtual practice visits.
- Continue stakeholder engagement and relationship building with general practices, RACHs, ACCHOs and communities throughout activity design and delivery. This includes conducting practice, RACHs and ACCHOs visits to provide tailored support based on identified needs.
- Continue evaluation and refinement of support models to assist with linking residents from RACHs to local ACCHOs and GP practices.

General Practice in Aged Care Incentive (GPACI) - Thin markets

Aim of activity

The aims of this activity are to:

- co-design an appropriate support model to improve local management of care for people in residential aged care homes (RACHs)
- increase care efficiency between residential aged care homes and primary care provider
- improve access to existing GPs and primary care professionals in thin market area/s.

Description of activity

The activities outlined below are planned to be implemented during 2025-27.

- Engage stakeholders in each selected location to assess willingness and obtain commitment to participate.
- Commence service model redesign with three selected locations via a sequential implementation.
- If required:
 - Upgrade telehealth systems and staff training sustainability
 - Ensure digital health workflows, such as e-referrals, are in use
 - Develop targeted training programs for clinical and non-clinical staff
 - Explore feasibility and sustainability of nurse practitioners or independent nurse models
 - Explore consumer-facing resources and education to support residents and carer engagement with digital health services.
- Fully embed redesigned workflows and new models of care.
- Monitor billing and patient flow if nurse practitioner or independent nurse model is embedded.
- Refine and review digital health integrations.
- Work with the Tasmanian Department of Health - Frailty Network and Aged Care Reform Unit to strengthen pathways from primary and aged care to intermediate and tertiary care services, access to specialist support and advice and transfer of care resources.
- Update Tasmanian HealthPathways as appropriate.
- Evaluate support models and evidence-based learnings to inform model refinement and expansion.
- Continue to attend and contribute, when required, to GPACI Thin Markets Community of Practice meetings.
- Continue to engage where appropriate with TAZREACH outreach and other identified services.
- Continue to support implementation and refine model.
- Monitor and evaluate the identified models.
- Conduct review against KPIs and document lessons learned.
- Update Tasmanian HealthPathways as appropriate.

General Practice Incentive Fund - West Coast

Aim of activity

The aim of this activity is to co-design, implement and evaluate an appropriate community endorsed nurse practitioner led multidisciplinary model of care in the West Coast of Tasmania that complements existing primary care services.

Description of activity

Phase 1

- In consultation with Cygnet Family Practice (CFP), undertake stakeholder engagement to co-design a nurse practitioner led multidisciplinary model of care for the small population centres within the West Coast of Tasmania.
- Identify integration opportunities with the model with other primary care services in the community.
- Assess local community need, including how the model may support service overflow of existing providers in the region.
- Summarise existing available resources into a West Coast needs assessment, seeking input from local stakeholders to contribute data and anecdotal evidence.
- Identify any un-serviced populations (those not otherwise seeking primary care from existing services) and assess opportunity for the model.
- In conjunction with Cygnet Family Practice, facilitate design of the CFP/NP Assist West Coast service delivery model incorporating feedback from stakeholders.
- Support Cygnet Family Practice to develop a service establishment plan for the service delivery model.

General Practice Incentive Fund - Thin markets

Aim of activity

The aim of this activity is to work with local consumer and health service provider stakeholders in the Southern Huon Valley, the Tasmanian Department of Health and Tasmanian Health Service to co-design a service system recovery plan to inform the potential allocation of thin markets funding to this community to strengthen sustainable access to primary health care services.

Description of activity

Phase 1: Development of a local service system recovery plan

- Engage with local community, service provider and system partner stakeholders, through existing governance mechanisms to undertake rapid service system recovery planning.
- Activities include:
 - Conducting a rapid business model review of relevant service operating arrangements to understand sustainability challenges and identify potential solutions

- Undertaking a collaborative sprint with key stakeholders to enable the design of the recovery plan that enhances GP capacity, improves patient care, and ensures sustainable primary health services
- Investigating digital solutions that could support a sustainable primary care model, including virtual hub models
- Exploring potential alternate workforce models that could enhance existing workforce arrangements for the delivery of integrated care.

Phase 2: Implementation of local service system recovery plan

- Revise and implement clinical and administrative workflows, including re-assigning staff roles to maximise scope and embedding redesigned workflows and new models of care.
- Undertake a nurse practitioner feasibility study to inform development of a sustainable nurse practitioner business case. Recruit and onboard nurse practitioner where feasible.
- Upgrade telehealth system and deliver staff training.
- Develop and implement a consumer education campaign on telehealth.
- Document lessons learnt and case studies to inform ongoing and future improvement activities.

General Practice Incentive Fund - Network-based approach

Aim of activity

The aim of this activity is to work with local consumer and health service provider stakeholders in the four local government areas (LGAs) in southern/central Tasmania (Derwent Valley, Central Highlands, Southern Midlands and Brighton), the Tasmanian Department of Health and Tasmanian Health Service to co-design a service system recovery plan that supports improved access to primary health care services for the Central Highlands community.

The plan will inform the potential allocation of thin markets funding to this community to strengthen sustainable access to primary health care services.

Description of activity

Phase 1

- Complete a needs assessment, inclusive of community consultation to understand priority needs across the LGAs.
- Engage with local community, service providers and system partner stakeholders, through existing governance mechanisms to undertake a rapid service system recovery planning.
- Activities include:
 - Conducting a rapid business model review of relevant service operating arrangements to understand sustainability challenges and identify potential solutions
 - Identifying potential hub and spoke models that could support a coordinated network approach to service delivery
 - Undertaking a collaborative sprint with key stakeholders to enable the design of the Recovery Plan to enhance GP capacity, improve patient care, and ensure sustainable primary health services.