



Core Program

Activity Work Plan

2023-24 to 2026-27

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1. COVID-19 Vaccination of Vulnerable Populations

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity aims to provide support and facilitate local solutions to vaccinate vulnerable populations who may have difficulty in accessing COVID-19 vaccination facilities to obtain vaccines.

DESCRIPTION OF ACTIVITY

This Activity will provide support and facilitate local solutions to vaccinate vulnerable populations who may have difficulty in accessing COVID-19 Vaccines. These will be delivered in collaboration with COVID-19 vaccination providers including general practice, pharmacy, contracted providers, state health services and nurse practitioners.

These vulnerable groups will include (but not limited to):

- those who are experiencing homelessness.
- people with disability or are frail and cannot leave home.
- people in rural and remote areas with limited healthcare options.
- culturally, ethnically and linguistically diverse people.
- those who are not eligible for Medicare and/or live in an area without access to a state, territory or Commonwealth Vaccination Clinic.
- aged care and disability workers.

This activity will engage health care professionals to deliver COVID-19 vaccination models in areas of need and will include general practitioners and contracted services. Throughout the vaccination process the PHN will facilitate vaccine transfers as required between primary care vaccination centres to ensure minimal waste and to ensure delivery to areas of demand in a timely manner.

At the completion of the vaccination program, further consultation will be undertaken to better understand the needs and motivations of the small unvaccinated population to determine what strategies will be most effective to encourage this cohort to become vaccinated.

Patient triage assistance collateral will be designed and distributed to primary care providers, providing support to increase usage of telehealth tools for consultations along with the delivery of educational webinars to keep primary care providers up to date with the latest information on treating and managing infections.

Our PHN will partner with the local Hospital and Health Services and community care pathways will continue to be developed to provide treatment and escalation pathways which are consistent with the overall National Scheme that are responsive to vulnerable communities needs.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of Aboriginal and Torres Strait Islander peoples
Improving the health of older Australians
Improving the health of vulnerable groups

COLLABORATION / CONSULTATION:

To ensure the vulnerable groups in our region are identified and targeted, consultation with the following key stakeholders will be undertaken:

- Darling Downs Health and West Moreton Hospital and Health Service.
- West Moreton Hospital and Health Service.
- Residential Aged Care Facilities.
- Homeless Shelters and Soup Kitchens.
- Agricultural employers who engage high volumes of migrant workers.
- Refugee support organisations.
- General Practitioners and health professionals.
- The Vacseen Project.
- Disability services.
- Community and religious groups.
- Other key stakeholders.



2. Primary Care Support for Flood Impacted PHNs

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of the Primary Care Support for Flood Impacted PHNs activity is to establish a primary health care emergency response function within the organisation.

DESCRIPTION OF ACTIVITY

This activity will ensure access to primary care services for people in our region who have been impacted by Queensland flood events through the establishment of a dedicated primary health care emergency response role that will work to coordinate and enhance the primary care response to emergencies and support people in our region to have better access to care.

The emergency response function will include (but is not limited to) the following key projects:

- Developing plans and responding to emergency health care needs.
- Establishing and maintaining localised crisis protocols (e.g. a register of accredited health professionals able to be deployed in response to a disaster), communication, and referral and care pathways.
- Engaging with local providers to obtain insights into impacts on their service capabilities during an emergency.
- Working with other emergency response bodies and local authorities to support the coordination and provision of primary care services during and following an emergency.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

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CONSULTATION AND COLLABORATION

The following key stakeholder groups will be engaged and consulted during the activity:

- Darling Downs and West Moreton Hospital and Health Service.
- Emergency Services Groups which include key State Government Departments.
- Community Working Group/s.
- PHN Clinical Council.
- GP / Health Service Provider Advisory Groups.

3. PHN Clinical Referral Pathways

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of the PHN Clinical Referral Pathways activity is to support the creation, review and enhancement of information and referral pathways on the HealthPathways platform.

DESCRIPTION OF ACTIVITY

The PHN will:

- Update and review existing clinical pathways to reflect contemporary best practice.
- Develop, enhance and maintain clinical referral pathways that support General Practice and other local health professionals to provide advice and referral options that support the health needs relevant to our region.
- Work with GP Clinical Editor Teams and Specialists based in local Hospitals to:
 - Develop and review pathways and ensure alignment with the most up-to-date clinical guidance and
 - Ensure that referrers use the correct assessment, management and on-referral guidance relevant to their region.
- Consult with local primary care clinicians, allied health, aged care providers and consumers to identify current gaps and opportunities within the current models of care. Consultation occurs through:
 - Regular planning meetings between Hospital and Health Services (HHS) and the PHN to set priorities. and
 - Adaptation of Statewide Pathways developed and shared by other PHNs across Queensland to our region.
- Support increased awareness, use and integration of clinical pathways by local health care practitioners through activities such as:
 - Web-based promotion of HealthPathways via the PHN website, social media and various digital marketing e-newsletters targeted to health professionals.
 - Promotion of HealthPathways at events such as PHN Meet and Greets, bi-annual GP Education Red Ant Roundup Symposiums and various GP and health professional educational workshops aimed at specific cohorts (e.g. Maternity, Aged Care, Dementia, etc).
 - Delivery of PHN monthly webinars that will include information regarding HealthPathways aimed at General Practitioners and Allied Health professionals in our region.
 - Development of a podcast series targets for GPs, highlighting everyday clinical matters (including HealthPathways). and
 - Face-to-face visits with PHN Primary Care Liaison Officers, who will share HealthPathways information such as flyers and other printed resources during practice visits.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Supporting healthy mothers and children

Treating alcohol and other drug use

Preventing and managing chronic conditions

Core Flexible Activity Work Plan

Increasing workforce capacity and wellbeing
Improving the health of Aboriginal and Torres Strait Islander peoples
Improving the health of older Australians
Improving the health of vulnerable groups
Increasing access and coordination of care
Providing primary mental health care
Promoting health and preventing disease

CONSULTATION/COLLABORATION

In collaboration with Darling Downs Health and West Moreton Health, the PHN will continue to implement HealthPathways. Pages within HealthPathways are localised and developed by local general practitioners as the clinical editors and specialists and are used in assessment, management and referral decisions.



4. Access and Equity Opportunities Across the Region

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity aims to improve access to services and resources to increase or maintain health status and achieve equity of health outcomes for people who experience health disadvantage.

DESCRIPTION OF ACTIVITY

Difficulties in accessing primary health care may result in delays to early intervention or ongoing treatment, increased morbidity, increased need for hospitalisation and potentially premature deaths.

The PHN will continue to address health disadvantage through service integration and system reform activities together with provision of care coordination, telehealth and outreach services that provide opportunities for people and communities to access the health care services they need.

The activity includes the coordination and integration of low cost, access to health services in rural areas of need the mobilisation of both volunteer and community networks and service mapping at the local level.

This provides improved accessibility to primary health care for rural communities facilitating primary health care appointments, case conferencing and client access to transport for these appointments.

NEEDS ASSESSMENT PRIOTITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of vulnerable groups
Increasing access and coordination of care



5. Services Supporting People with, or At-Risk of Developing, Chronic Conditions

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to reduce the impact of the most prevalent chronic conditions in our community via effective and efficient, goal-oriented, client-centred and evidence-based service delivery for clients who are either at risk of developing or already have a diagnosed chronic condition for target groups identified through the HNA including Aboriginal and Torres Strait Islander people, and other priority populations.

DESCRIPTION OF ACTIVITY

In response to the National Strategic Framework for Chronic Conditions, the PHN has re-aligned service delivery to include a focus on prevention, early intervention, care coordination and self-management.

Commissioning processes have been informed by significant consultation with the sector, consumers and may include a model of care for holistic wrap-around, multidisciplinary services for individuals with a rising risk of additional chronic conditions and higher levels of support, and those who would benefit from prevention and early intervention support.

Components of the service include:

- Care Coordination: to maximise health literacy and access to wrap-around services in a timely manner in an appropriate environment.
- Self-Management: Targeted self-management programs to improve the ability of clients to effectively manage their condition and reduce deterioration, exacerbation or complication of their chronic conditions which may require an acute response.
- Health promotion: to better manage risk factors associated with chronic conditions and to reduce the likelihood of converting these risk factors to a chronic condition e.g. increase physical activity, healthy eating choices which includes a behavioural change element, community projects to reduce obesity.

Services are delivered by a range of allied health professionals (such as physiotherapist, podiatrist, exercise physiologist, therapy assistant, diabetes educator, nurse, occupational therapist, dietitian, respiratory nurse, or speech pathologist) and project officers.

Activities are directed across the lifespan in recognition of the impacts to health arising from risk factors prior to birth and throughout childhood including a focus on empowering people to self-manage their health. Darling Downs and West Moreton PHN will continue to partner with key providers to identify evidence-based programmes that target priority populations.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Preventing and managing chronic conditions

Improving the health of vulnerable groups

Promoting health and preventing disease



6. Service Integration and Decreasing Potentially Preventable Hospital Presentations and Hospitalisations

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to partner with Hospital and Health services to initiate service integration opportunities which provide alternative health care avenues, reduce hospital presentations that could be better cared for in primary care and assist in decreasing potentially preventable hospitalisations.

DESCRIPTION OF ACTIVITY

Easing pressure on emergency departments, providing alternative, low-cost, accessible primary health care solutions continues to be a challenge.

Primary health care can assist in decreasing hospitalisations through the provision of appropriate preventative health interventions and early disease management in primary care and community-based settings. Service integration and partnerships are integral in delivering a continuous healthcare system that allows for appropriate ongoing care.

The PHN will:

- Explore alternative practices that have potential to minimise preventable hospitalisations.
- Continue to provide General Practice Liaison Officers to link hospitals directly with General Practices across the region. This position aims to improve collaborative partnerships between the Hospital and Health service and primary health care providers by providing input into the planning and development of services at the local level, and ensuring care is integrated across the entire patient journey, appreciating the position operates within a broader HHS network of service delivery.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Preventing and managing chronic conditions
Improving the health of vulnerable groups
Promoting health and preventing disease



7. Initiatives to Support Older People, People with Complex Needs and/or Palliative Care

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

Through the provision of outreach and innovative services, this activity aims to improve quality of life and dignity in the most appropriate setting for older people. The Activity recognises the need for support to remain independent while maintaining choice and control around support needs.

DESCRIPTION OF ACTIVITY

This activity will assist older people remain in their chosen place of residence, improve quality of life while partnering with carers, care agencies and care homes. This will be achieved through:

- Continuation of current contracted service delivery providing non-acute nursing care in an appropriate setting for older people, people who require support with high and complex needs, and/or palliation over and above what is currently provided through Home and Community Care (HACC). This supports people who may otherwise require social admission to hospital or escalation to acute care.
- Ongoing consultation to identify partnership opportunities to promote physical and mental health of older Australians across the region improving health and wellbeing including aspects of social isolation. This involves key stakeholders, including local government and HHSs.
- The PHN will continue to be mindful of cultural safety to address the unique needs of Aboriginal and Torres Strait Islander people over the age of 50. This will continue to include collaboration to consider care coordination, assistance to individuals and families.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of older Australians
Improving the health of vulnerable groups

8. Population Health with a Focus on Vulnerable and Marginalised People

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to support improvements and coordination between Commonwealth and State programs to assist those who are vulnerable and marginalised to access primary health care. This includes appropriate assessments and community programs that are accessible, provide timely support, and reduce isolation.

DESCRIPTION OF ACTIVITY

The PHN continues to recognise the health gap for improved health outcomes for Older Australians, Aboriginal and Torres Strait Islander peoples and multicultural communities. This activity includes the following elements:

- Supporting young people at risk of poorer health outcomes to access support at the right time at the right place in partnership with youth specific providers to support engagement.
- Provision of translation and interpreter services for allied health providers not eligible for the Free Interpreting Service (FIS) from TIS National.
- Workforce upskilling to improve the ability to be able to provide cultural safe services and targeted appropriately for vulnerable communities.
- Cultural Development Program which incorporates the principles of the National Strategic Framework for Aboriginal and Torres Islander Peoples' Mental Health and Social and Emotional Wellbeing 2017-2023 to improve social emotional wellbeing, access traditional and contemporary healing practices and increase access to culturally and clinically appropriate primary mental health care. Referrals are also facilitated to social and emotional wellbeing and mental health programs as required.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Improving the health of Aboriginal and Torres Strait Islander peoples

Improving the health of vulnerable groups

9. Workforce Development

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to analyse, develop and implement effective workforce solutions to support the healthcare needs of our DDWM PHN population. The focus of this activity is to ensure that strategies are implemented to facilitate system wide approaches to problem solving regional workforce challenges through:

- Enabling better access to primary health care.
- Uplifting the quality of primary health care services.
- Addressing sustainability and viability challenges of general practice and the broader primary care workforce, and
- Tackling workforce shortages.

DESCRIPTION OF ACTIVITY

This Activity includes a number of elements, including:

1. Collaboration to address regional workforce and access to primary care challenges
Bring Primary Care professionals together to develop and grow:
 - Place based health care neighbourhoods.
 - Primary Care Collaboratives. and
 - Local General Practitioner, Practice Nurse and Allied Health networks.
2. Codesign regional responses to address chronic primary care workforce shortages
Facilitate system wide approaches to problem-solving regional workforce challenges through:
 - Undertaking a baseline assessment of the viability and sustainability of local general practices.
 - Initiating and supporting a GP Workforce Working Group to provide strategic advice on workforce initiatives.
 - Codesigning a Theory of Change and implementing an associated joint regional workforce plan to attract and retain primary care workforce, including encouraging medical student / junior doctors to choose general practice career pathways and supporting the General Practice registrar workforce through communities of practice.
 - Supporting communities in need to build capacity to attract and retain workforce.
 - Implementing workforce strategies to attract allied health professionals to rural locations. and.
 - Working with system partners to improve access to after hours in primary care and to reduce avoidable emergency department presentations.
3. Address chronic workforce shortages through innovative models of care
The PHN will pilot place-based responses to workforce challenges in identified areas of need, including:
 - Trialling innovative models of practice/supervision to overcome isolation and make rural work attractive.
 - Leveraging technology to fill service gaps through telehealth and virtually connecting urban workforces to rural practices. and
 - Co-design new models of care where professionals work to their full scope of practice and non-clinical staff are upskilled (e.g. telehealth, remote technology) to address gaps in rural primary care.
4. Provide education and training programs to ensure general practice staff and allied health have the skills required to support an integrated, person-centred team care approach

Core Flexible Activity Work Plan

Implement a region-wide education plan that addresses primary care training and development needs in context of Local Health Needs Assessment and Primary Care Reform Agenda through:

- Delivering of practice based, local, and PHN region wide education and training initiatives and events based on regional health needs and priorities.
- Upskilling and promoting Nurse Practitioners, Practice Nurses, Allied Health and Practice Managers to work in General Practice settings.
- -Supporting General Practitioners and other Allied Health professionals through immersion and placement programs with health system partners to work at top of scope, including covering costs of transport, accommodation and income.

5. Build cultural capability across the mainstream primary care workforce and support the Aboriginal Community Control Sector to attract and retain staff

Our PHN will continue to:

- Build cultural capability across primary care through the delivery and enabling mainstream primary care to attend innovative, cultural capability training in collaboration with system partners (e.g. Australian Indigenous Doctors Association).
- Provide primary care related scholarships to Aboriginal people to build a culturally appropriate, rural, mainstream primary care sector and Aboriginal Community Controlled Health Organisation workforce. and
- Deliver cultural capability training to PHN commissioned service providers, including the development, implementation and evaluation of an online learning platform.

6. Delivery of activities to support primary care provider wellness

Wellness of primary care providers, particularly those servicing rural areas or vulnerable populations, is a priority for the DDWM PHN. Self-care and mental health care will be supported through:

- Mentoring and peer support programs for General Practice Owners / Supervisors, General Practitioners and General Practice Registrars to encourage more General Practitioners to stay and work in the region. and
- Facilitating access to EAP programs and other self-care supports for the primary care workforce.

NEEDS ASSESSMENT PRIOTITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Increasing workforce capacity and wellbeing

10. Prevention and Early Development Initiatives for Children and Young People

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to reduce risk for vulnerable children and young people, including Aboriginal and Torres Strait Islander children and young people, by partnering with providers to deliver integrated models of care that target those at-risk, and provide health and wellbeing support, and wrap around services.

DESCRIPTION OF ACTIVITY

Through leveraging current alliances and networks including key stakeholders supporting children and young people who are at risk of adverse health and wellbeing outcomes, Darling Downs and West Moreton PHN will consider enhancements to current mechanisms supporting the health of vulnerable children and young people. including Aboriginal and Torres Strait Islander and other priority populations.

The PHN will coordinate activities across the region and focus on children and youth who may have had exposure to, trauma, which may include trauma from domestic and family violence, social and economic disadvantage, developmental deficits, and fractured family connections.

This activity will:

- Develop an internal Early Years strategy, focused on the First 2000 days, to ensure an evidence-based, coordinated response.
- Partner with established place-based collective impact groups throughout the region with an aim to enhance the local community response when supporting families, children and young people.
- Understand the antenatal experience across the region, addressing gaps in service accordingly to improve continuity of care, maternal factors and birth outcomes.
- Partner with specialist child services to increase the confidence and skills of primary health care providers with the provision of support to manage and monitor children and young people with child assessments and counselling
- Provide perinatal mental health programs as preventative interventions that could have an impact on the development of bonding after birth and empower parents/caregivers to maximise health child development.
- Provide sexual and reproductive health initiatives which enhance current programs supporting the health and well-being of older children/adolescents, including sexual activity, at risk behaviours and healthy lifestyles.
- Provide group programs for 0-14 years which increase family bonding and decrease chaotic family behaviours for improved child behavioural outcomes and potentials for decreasing the probability of adult-onset chronic disease for Aboriginal and Torres Strait Islander children
- Explore the introduction of child development checks and screening services that may be offered in facilities such as early childhood education centres, where families may be supported to access early intervention services when required
- Explore ways of upskilling the primary care workforce on child development through centralising and embedding the Brain Builders initiative
- Timely access to developmental screening and support services has the potential to improve lifelong outcomes. and
- Explore and develop opportunities for partnerships and enhance perinatal education and services.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Supporting healthy mothers and children
Improving the health of Aboriginal and Torres Strait Islander peoples



11. Dementia Consumer Pathway Resource

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of this activity is to develop resources that support people living with dementia to live well in the community. These resources will enhance the care and support provided to people living with mild cognitive impairment or dementia, and support as well as their carers and family.

DESCRIPTION OF ACTIVITY

The PHN will develop, review, maintain and enhance localised dementia consumer resources that support older people, their carers and families to understand and make informed choices about health and aged care services that may be of benefit to them.

Where there are existing localised dementia consumer resources available, these will be reviewed and updated to reflect contemporary best practice and will be informed by broad local consultation.

The localised dementia consumer resources have been developed with input from Dementia Australia to ensure the resources are nationally consistent at a high level and reflective of individual services and supports within our PHN region. These resources are in the process of being reviewed and updated.

In addition, our PHN is developing a dementia journal, which will provide a way for people with dementia (and their carers) to keep track of appointments, medications and their emotional wellbeing.

We will also work with other priority populations in our region, including local Aboriginal and Torres Strait Islander, LGBTIQ+ and multicultural communities to ensure that the journal is culturally appropriate and representative for the various priority population cohorts.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of older Australians
Improving the health of vulnerable groups
Promoting health and preventing disease

CONSULTATION/COLLABORATION

The Dementia Consumer Resources have been developed with input from Dementia Australia to ensure the resources are both nationally consistent at a high level and reflective of individual services and supports within our PHN region. The consultation with Dementia Australia also extends to people living with dementia, their carers, friends and families and specifically identify what information they would find useful during or immediately after dementia diagnosis, and what could be incorporated in consumer resources.



Core Flexible Activity Work Plan

Consultation may also include discussions with:

- Dementia peak bodies as appropriate such as Carers Australia, Dementia Support Australia, Dementia Training Australia and the Australian Dementia Network (ADNeT)
- Consumer Groups and Local Networks
- Hubs and Neighbour Centres
- Local Dementia Collaborative



12. Aged Care Clinical Referral Pathways

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of the Aged Care Clinical Referral Pathways activity is to support and enable health professionals to provide advice, referrals and connections for Australians into local health, support and aged care services in the Darling Downs and West Moreton Region using the HealthPathways digital tool.

DESCRIPTION OF ACTIVITY

The PHN will:

- Update and review existing aged care pathways to reflect contemporary best practice in the Older Persons Care space. This includes consultation with local primary care clinicians, other health, allied health, aged care providers and consumers and will identify current gaps and opportunities in the current model of care.
- Continue to develop, enhance and maintain clinical referral pathways for Older Persons care that support General Practice and other local health professionals to provide advice and referral options that are relevant to the needs of our region.
- Engaged General Practitioners and other suitable primary care providers as Clinical Editors to develop, review and/or update existing Aged Care clinical pathways to ensure alignment with the most up-to-date clinical guidance.
- Ensure that referrers use the correct assessment, management and on-referral guidance relevant to our region. and
- Support increased awareness, use and integration of the aged care clinical pathways by local health care practitioners through activities such as:
 - Web-based promotion of HealthPathways via the PHN website, social media and various digital marketing e-newsletters targeted to health professionals.
 - Promotion of HealthPathways at events such as PHN meet and greets, bi-annual GP Education Red Ant Roundup symposiums and various GP and health professional educational workshops aimed at specific cohorts.
 - Delivery of PHN monthly webinars that will include information regarding HealthPathways aimed at General Practitioners and Allied Health professionals in our region.
 - Development of a podcast series targets for GPs, highlighting everyday clinical matters (including HealthPathways). and
 - Face-to-face visits with PHN Primary Care Liaison Officers, who will share HealthPathways information such as flyers and other printed resources during practice visits.

NEEDS ASSESSMENT PRIOTITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Improving the health of older Australians

Increasing access and coordination of care

13. Dementia Clinical Referral Pathways

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of the Dementia Clinical Referral Pathways activity is to support and enable health professionals to provide advice, referrals and connections for Australians with dementia to local health and dementia support services in the Darling Downs and West Moreton Region.

DESCRIPTION OF ACTIVITY

The PHN will:

- Continue to work with Dementia Australia to ensure specific support and referral pathways reflect emerging best practice, and appropriate services and supports within the region that allow people living with dementia and their carers and families to live well in the community.
- Continue to develop, enhance and maintain clinical referral pathways for people living with dementia that support General Practice and other local health professionals to provide advice and referral options that are relevant to the needs of our region. This includes consultation with local primary care clinicians, other health, allied health, aged care providers and consumers and will identify current gaps and opportunities in the current model of care.
- Engage General Practitioners and other primary care providers as Clinical Editors to develop, review and/or update existing Dementia Clinical Pathways to ensure alignment with the most up-to-date clinical guidance.
- Support increased awareness, use and integration of Dementia Clinical Referral Pathways by local practitioners through activities such as:
 - Web-based promotion of HealthPathways via the PHN website, social media and various digital marketing e-newsletters targeted to health professionals.
 - Promotion of HealthPathways at events such as PHN Meet and Greets, bi-annual GP Education Red Ant Roundup Symposiums and various GP and health professional educational workshops aimed at specific cohorts.
 - Delivery of PHN monthly webinars that will include information regarding HealthPathways aimed at General Practitioners and Allied Health professionals in our region.
 - Development of a podcast series targets for GPs, highlighting everyday clinical matters (including HealthPathways). and
 - Face-to-face visits with PHN Primary Care Liaison Officers, who share HealthPathways information such as flyers and other printed resources during practice visits.

NEEDS ASSESSMENT PRIOTITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Improving the health of older Australians

Increasing access and coordination of care

14. Health Systems Improvement

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Other – Corporate Services

AIM OF ACTIVITY

This Activity aims to provide the resourcing required to:

- Scope, develop, commission, manage, monitor and evaluate activities.
- Complete population health planning including Health Needs Assessment.
- Provide stakeholder engagement and support across health care in the region to identify and design solutions to address relevant health issues.
- Collaborate with regional health services to improve integrated care pathways.
- Ensure PHN staff are appropriately trained, including cultural safety and awareness.
- Manage operational and reporting obligation of the PHN.

DESCRIPTION OF ACTIVITY

Elements of this activity include:

1. Population Health Planning

- Data analysis using multiple qualitative and quantitative platforms such as consumer/ community and stakeholder consultation, general practice information and data, hospital and health services, Departmental data sources, to determine local priorities and potential actions.
- Ongoing review and analysis of data elements for health needs and service gaps with quarterly Health Needs Assessment updates.

2. Stakeholder Engagement

- Co-designing activities to address identified needs.
- Consultation for evaluation of implemented activities.
- Consideration for an on-line platform for real-time feedback opportunities.
- Community education and health literacy events.
- Proactively managing relationships with key stakeholders such as Public Health Units, Hospital and Health Services, Other PHNs, Regional Councils and Education providers.
- Membership with community organisations.

3. Health Promotion

- Multi-modal communication platforms including social media
- Health promotion and awareness campaigns

4. Quality Improvement Projects and Education

- Providing education to allied health providers
- Consideration to partnerships for annual medical conferences
- Partnering to develop, implement and evaluate innovative models of care for allied health care providers

5. Project Development and Management

- Developing mechanisms to improve coordination of care
- Ensuring activity development aligns with priorities identified through the Health Needs Assessment

Core Flexible Activity Work Plan

- Monitoring to ensure service is value for money and maintains effectiveness and efficiencies in service provision
- Partnering to develop appropriate outcome measures that demonstrate health care improvements
- Developing partnerships to support a coordinated approach to health care delivery

7. Commissioning Support

- Following all elements of a quality commissioning framework
- Development of outcome-based commissioning
- Procurement and monitoring

8. Performance Management and Compliance

- Maintenance of organisational legislative compliance
- Development of quality management systems
- Ongoing monitoring, evaluation and reporting for Department of Health deliverables

9. Primary Care Support

- Resourcing of primary care engagement team
- Support to allied health service providers and pharmacies including education
- Service integration and partnerships
- Delivery of education to primary care providers through scholarships guided by annual Training Needs Analysis and the PHN identified priorities guide and delivered in collaboration with Health Workforce Queensland.
- Support wellness of primary care providers, particularly those servicing rural areas or vulnerable populations. Wellness activities are incorporated within key events such as the Goondiwindi Muster, Dalby Medical Conference and the Red Ant Round-Up Medical Conference. Also a mentoring/peer support program for GPs.

10. Operations

- Appropriate oversight of financial and budgetary matters
- Human resource management and staff performance and development

11. Identification of Workforce Gaps and Development of Local Workforce Plan

- Partnership with Health Workforce Queensland to analyse the workforce needs for the PHN region

12. Enhancing networks and supports for existing primary care providers

- Continuation of networking groups for all primary care professional groups in multiple Local Government Areas, including:
 - General Practice Chapters/network
 - Practice nurse networks
 - Practice manager networks
 - Allied health professional networks
 - Online networking groups are being scoped

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Supporting healthy mothers and children

Core Flexible Activity Work Plan

Treating alcohol and other drug use
Preventing and managing chronic conditions
Increasing workforce capacity and wellbeing
Improving the health of Aboriginal and Torres Strait Islander peoples
Improving the health of older Australians
Improving the health of vulnerable groups
Increasing access and coordination of care
Providing primary mental health care
Promoting health and preventing disease



15. Primary Care Engagement, Education, Support & Training Development

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Workforce

AIM OF ACTIVITY

This activity aims to address key priority areas by supporting general practices and other primary care health professionals to deliver high quality, safe, evidence-based care to their communities. This will be achieved through engagement, education, support and training development and focus on the following priorities:

- Health equity and cultural safety in services delivered across the region.
- Joint development of a regional response to workforce challenges.
- Modernising primary care and uplifting the quality of care through the use of data, technology and digital innovation.
- Working with primary care to help them effectively manage change and transition to new ways of working.
- Enabling a primary care response to emergencies and natural disasters.

This will be achieved through:

- Clinical engagement and support.
- System leadership.
- Primary care capability building.

DESCRIPTION OF ACTIVITY

The PHN's Primary Care Team will achieve these aims through:

1. Addressing inequities

The PHN ensures health equity and cultural safety in services delivered across the region through:

- Implementation of the Aboriginal and Torres Strait Islander Health Strategy.
- Building cultural capability and safety of the mainstream primary care sector.
- Developing and implementing a health literacy and system literacy strategy.
- Supporting vaccinations in vulnerable populations.

2. Tackling Workforce shortages

The PHN will develop a regional response to workforce challenges through:

- Facilitating system wide approaches to problem solve regional workforce challenges.
- Co-designing a joint regional workforce plan to open the workforce pipeline.
- Reporting regionally relevant data to inform GP Workforce Planning and Prioritisation.
- Piloting place-based responses and models of service delivery to address thin markets.
- Working with system partners to improve access to after hours primary care and reduce avoidable hospital presentations.

3. Increase quality and innovation

The PHN will increase quality and innovation through:

- Supporting General Practices to gain and maintain Accreditation
- Enabling General Practices to utilise practice data and evidence-based care to inform quality improvement activities and meet PIP QI requirements
- Improving understanding of referral pathways and available services through the utilisation of HealthPathways, IAR tools, including referral to Head2Health and Mental Health service navigation.
- Supporting an uplift in IT infrastructure and education so that primary care can maximise the benefits of data and digital reforms, mitigate risks and undertake continuous quality improvement.

Digital health support includes:

- Facilitating enhanced understanding and use of MBS item numbers and PIP including assistance with quality activities.
- Ongoing digital audit with all general practices in the DDWM regions.
- Promotion and support in use of CAT Plus Tools.
- Implementation of a data sharing education program.
- Ongoing development of clinical software templates and referral forms.
- Promoting and embedding the use of secure messaging systems.
- Increased use of telehealth and digital health tools by primary care providers.
- Improved coordination of care and access to clinical information by utilising digital health tools including My Health Record, The Viewer and Pexip app.
- Implementation of the digital health strategy aligned with national and state strategies and local consultation
- Ongoing commitment to the Digital Health Expansion Project through local implementation plan and contract with Digital Health.

4. Delivering High-Quality Education supporting general practice in:

- Immunisation and vaccines.
- Wound management.
- MBS billing and data management.
- Chronic disease management.
- Cultural competence.
- IAR training.
- Delivering High-Quality Education supporting general practice including Business sustainability and other topics identified through ongoing training needs analyses.

5. Addressing sustainability and viability challenges

The PHN will address sustainability and viability challenges through:

- Implementing the recommendations of the Strengthening Medicare Taskforce Report.
- Facilitating a baseline assessment of the sustainability and viability of general practices in the region.
- Co-designing place-based solutions through implementation of new models of care.
- Supporting person-centred care through the adoption of new funding models and reform.
- Implementing the Allied Health Engagement Strategy 2022-2025, including:
 - Facilitating inter-disciplinary networking events.
 - Promoting and/or facilitating relevant education opportunities.
 - Providing ongoing digital health support relevant to Allied Health sector.
 - Delivering High-Quality Education supporting general practice including Business sustainability and other topics identified through ongoing training needs analyses.



Core Flexible Activity Work Plan

6. Emergency responsiveness

The PHN works with primary care providers to ensure the region is supported through emergencies through:

- Supporting practices to develop business continuity and disaster management plans.
- Developing a region wide, primary care response to crises and natural disasters.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Increasing workforce capacity and wellbeing
Increasing access and coordination of care



16. COVID-19 Primary Care Support

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity will provide support for Australia's COVID-19 Vaccine and Treatment Strategy (Strategy) to the primary, aged care and disability sectors.

DESCRIPTION OF ACTIVITY

This Activity will provide support for Australia's COVID-19 Vaccine and Treatment Strategy (Strategy) to the primary, aged care and disability sectors as follows:

- Continue to provide guidance and expert advice to General Practices, Aboriginal Community Controlled Health Services (ACCHs), residential aged care facilities (RACF), disability accommodation facilities and governments on local needs and issues.
- Coordinate vaccine rollout within RACFs and disability accommodation facilities, including local service integration and communication, liaison with key delivery partners and consistent reporting.
- Coordinate the delivery of vaccination services to RACFs in our region.
- Support vaccine delivery sites in their establishment and operation, including where appropriate, performing functions of assurance and assessment of suitability and ongoing quality control support. and
- Support vaccine delivery to be integrated within local health pathways to assist with the coordination of local COVID-19 primary care responses, including identification and assistance for General Practices interested in participating, and ensuring consistent communications to local communities.

NEEDS ASSESSMENT PRIOTITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of Aboriginal and Torres Strait Islander peoples
Improving the health of older Australians
Improving the health of vulnerable groups
Increasing access and coordination of care
Promoting health and preventing disease

17. My Medicare

Program Priority Area

Population Health

Aim of Activity

This activity aims to promote improved safety and quality of health care, increase GP access to commonwealth funded programs such as My Medicare through improved rates of General Practice accreditation. This activity also supports the creation of resources and support mechanisms to assist general practices in achieving and maintaining accreditation throughout each accreditation cycle.

Description of Activity

Our PHN will support unaccredited general practices in the Darling Downs and West Moreton region to meet the minimum standards of safety and quality by becoming accredited under the National General Practice Accreditation Scheme (NGPA Scheme). This will be achieved through:

- Developing resources to assist unaccredited practices in their regions to achieve and maintain accreditation under the NGPA scheme.
- Keeping GPs informed about the benefits of MyMedicare to general practices, including providing opportunities for practices to learn and benchmark their performance, improve organisational capacity to identify and manage risks to patient safety, decrease legal risk, and improve culture and job satisfaction.
- Assist General Practices to overcome barriers to accreditation that may prevent them from receiving access to Commonwealth funded programs such as MyMedicare.

NEEDS ASSESSMENT

Darling Downs and West Moreton Live Health Needs Assessment 2022/24

Needs Assessment Priorities

Promoting health and preventing disease

18. General Practice in Aged Care Incentive (GPACI) – GP Matching

Program Priority Area

Population Health

Aim of Activity

This activity supports General Practitioners (GPs) and practices and/or Aboriginal Community Controlled Health Services (ACCHS) to be matched with residents in residential aged care homes (RACHS), which will allow for residents to receive regular visits and care planning services from their responsible GP and practice. It aims to improve access to quality, proactive general practice care for older people who live in residential aged care homes (RACH) by incentivising proactive visits, regular, planned reviews and coordinated care planning to deliver improved continuity of care and reduce avoidable hospitalisations.

Description of Activity

The Darling Downs and West Moreton PHN will:

- Undertake a needs assessment of the region to inform the design, implementation and monitoring of the GPACI activity.
- Communicating program process to primary care practices through direct outreach and regular communications channels (e.g., PHN websites, PHN network forums etc)
- Support GPs, practices and RACHs/ACCHs to meet the General Practice in Aged Care Incentive (GPACI) eligibility and servicing requirements. This includes providing support during the initial registration processes to MyMedicare and understand the benefits and requirements of the program, including incentive payments.
- Support RACH residents to register with MyMedicare and formalise relationships with their practice and care team.
- Undertake stakeholder engagement and direct outreach with RACHs, general practices, ACCHSs, Aboriginal Medical Services, and First Nations and Culturally and Linguistically Diverse communities to encourage practice collaboration and communication.

Our PHN will also recruit a dedicated staff member to:

- Implement strategies to develop and enhance relationships between primary practice and RACHS.
- Develop resources for general practitioners and practices to improve understanding and awareness of the GPACI program.

NEEDS ASSESSMENT

Darling Downs and West Moreton Live Health Needs Assessment 2022/24

Needs Assessment Priorities

Promoting health and preventing disease

19. Workforce Incentive Program (Practice Stream)

Program Priority Area

Workforce

Aim of Activity

This activity aims to support practices receiving WIP-PS incentives to implement effective models of multidisciplinary team care within the Darling Downs and West Moreton Region.

Description of Activity

The Darling Downs and West Moreton PHN will:

- Develop a clearer understanding of how WIP Practice Streams in our region are currently utilised, including the range of activities nurses and allied health professionals undertake in primary care supported by the WIP-PS
- increase general practice participation in WIP-PS, and identify and provide additional supports to practices addressing gaps in WIP-PS knowledge.
- improve patient outcomes by identifying and improving access to different models of providing sustainable, quality multidisciplinary care supported by the WIP-PS in response to community need.
- identify best practice models of care supported by WIP-PS; and have general practices

NEEDS ASSESSMENT PRIORITY

Needs Assessment Priorities

Promoting health and preventing disease



20. PHN Commissioning of Multidisciplinary Teams

Program Priority Area

Population Health

Aim of Activity

The purpose of this activity is to strengthen the role that the Darling Downs and West Moreton PHN play in commissioning multidisciplinary health care teams to improve the management of chronic conditions and reduce avoidable hospitalisations in our region.

Description of Activity

As a component of this activity, the PHN will design an approach for multidisciplinary team services in the PHN region based on community need, particularly within underserved or financially disadvantaged communities (such as treating chronic conditions and injuries, coordinating care for priority patients, mobilising social supports for at risk patients)

In addition, the PHN will:

- consult with small or solo general practices and Aboriginal Community Controlled Health Services that are unable to engage a multidisciplinary team.
- commission multidisciplinary teams that address the prioritised needs in the Darling Downs and West Moreton region
- extend our PHNs existing role in general practice to support to private allied health, nursing and/or midwifery practices
- establish reporting processes supported by data collection and data management practices, including both activity and outcome measures, and
- monitor implementation of the activity utilising relevant outcome measures.

NEEDS ASSESSMENT PRIORITY

Needs Assessment Priorities

Promoting health and preventing disease

