



**Australian Government**  
**Department of Health**



An Australian Government Initiative

## **Activity Work Plan 2018-2019:**

**Core Funding**

**General Practice Support Funding**

**After Hours Funding**

***Western Sydney PHN***

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## Overview

The key objectives of Primary Health Networks (PHN) are:

- Increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and
- Improving coordination of care to ensure patients receive the right care in the right place at the right time.

Each PHN must make informed choices about how best to use its resources to achieve these objectives.

This Activity Work Plan covers the period from 1 July 2018 to 30 June 2019.

## Strategic Vision for PHN

<https://www.wentwest.com.au/about-us/strategic-plan>

## Core Flexible Funding Stream 2018-19

### Aged Care

Integrated care for Older People	
Activity Title / Reference	<b>CF 1.1 Integrated care for older people</b>
Existing, Modified, or New Activity	Modified Activity
Program Key Priority Area	Aged Care
Needs Assessment Priority Area	Aged Care - Section 4: page 48
Aim of Activity	<p>The aim of this activity is to:</p> <ul style="list-style-type: none"> <li>- Improve health outcomes and older peoples' experience of care through integrated and coordinated services.</li> <li>- Reduce preventable hospitalisations.</li> <li>- Build capacity and support the local workforce to deliver timely, coordinated, effective and appropriate care.</li> </ul>
Description of Activity	<p>The WSPHN will contribute to the work of the newly established aged health governance group, the Western Sydney Integrated Senior's Health (WISH) Committee. This will include Joint planning, system redesign and co design of joint initiatives such as;</p> <ul style="list-style-type: none"> <li>- <u>Commissioned</u> services/activities to address the health care needs of older people in the PHN, with a focus on supporting integrated models of care for vulnerable older populations e.g. living alone with no support, at risk of multiple falls, adverse outcomes from medicines misuse, dementia</li> <li>- Leveraging off and supporting enablers such as eHealth, My Health Record, Health Pathways,</li> <li>- Encourage provision of appropriate health services to older people in residential care by ongoing facilitation of the Aged Care Facilities Network in collaboration with the geriatric outreach team and NSW Ambulance.</li> <li>- <u>Commission</u> the rollout of training for <a href="#">ISBAR</a> clinical handover tool across local RACF.</li> <li>- <u>Commission</u> training opportunities for GPs with peak organisations to understand and address the needs of older people</li> <li>- Facilitate and/or provide training to health care providers on addressing needs of older people and promote the use of health pathways online portal</li> </ul>

	Establish integrated processes and coordinate pathways at levels of general practice and community allied health services to identify older and engage a whole of primary health care approach to falls prevention people at risk of falls end of life and their carers, for conditions including cancer, dementia, chronic illnesses.
Target population cohort	Older people 65+ and Aboriginal & Torres Strait Islanders 50+ in western Sydney
Consultation - HSI Component	<ul style="list-style-type: none"> <li>- Updated consumer needs assessment in 2017</li> <li>- Western Sydney Integrated Senior's Health (WISH) Committee</li> <li>- The Western Sydney Falls Collaborative</li> <li>- Local Aged Care Facilities</li> <li>- NSW Ambulance</li> <li>- GP's and Practice nurses – surveys conducted</li> </ul>
Collaboration - HSI Component	<ul style="list-style-type: none"> <li>- Western Sydney Integrated Senior's Health (WISH) Committee - the committee Co-Chaired by a GP and representative from Geriatric Medicine, provides governance oversight, prioritisation joint issues, promotes collaboration and improves communication flow. It will undertake evidence based shared decision making to strategically address gaps for older people in WS.</li> <li>- The Western Sydney Falls Collaborative – service mapping, gap analysis, Health Pathways, consumer engagement.</li> <li>- NSW Ambulance – joint initiatives to establish local referral pathways and sharing data around ambulance attendances to older people who are vulnerable.</li> <li>- Local Residential Aged Care facilities, primary care, acute care, NSW Ambulance – network meetings to facilitate communication and interaction across the sector.</li> <li>- Local GPs – engagement in training, education, working groups.</li> </ul>
HSI Component – Other	<ul style="list-style-type: none"> <li>- GP Practices, Universities, LHD, commissioned service providers, Joint LHD /PHN Consumer working groups.</li> </ul>
Indigenous Specific	No
Duration	1 July 2018 - 30 June 2019 (12 months from contract execution)
Coverage	Entire WSPHN region
Commissioning method (if known)	Commissioned services will be run in line with the WSPHN commissioning processes and framework.

Decommissioning	N/A
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## Digital Health

HealthPathways	
Activity Title / Reference	<b>CF 2.1 Care Pathways (HealthPathways)</b>
Existing, Modified, or New Activity	Existing Activity
Program Key Priority Area	Digital Health
Needs Assessment Priority Area	Primary Care Development and Pathways - Section 4: pages 39-40
Aim of Activity	<p>The key aim of the program is to improve the overall quality of care received in the region by providing Primary Care clinicians with up to date information and guidance on the agreed management of various medical conditions. Utilisation and adherence to the care pathways can:</p> <ul style="list-style-type: none"> <li>– Decrease variations of care in primary care, and unwarranted care</li> <li>– Increase GP capacity to manage patients within the community</li> <li>– Avoid unnecessary hospital admissions and more effectively manage chronic and more complex care in a community setting</li> <li>– Reduce the number of inappropriate referrals,</li> <li>– Improve quality of referrals to specialists</li> <li>– Increase patient access to services</li> </ul>
Description of Activity	<p>HealthPathways is a web-based health informational portal for General Practitioners and other health care providers to utilise during a consultation to assist with assessment, management and appropriate referrals to local specialists and services. It also provides patient information, reference materials, and education resources to increase the capacity for patients to actively assist in the management of their own health.</p> <p>Pathways are developed by GP Clinical Editors in collaboration with a range of healthcare professionals including; specialists, nurses, and allied health providers. All pathways are periodically reviewed and updated as required by GP Clinical editors.</p>

	The commissioned activity includes the provision of technical writing, community fees, website hosting and a sophisticated system to keep track of content in development.
Target population cohort	Entire western Sydney Population
Consultation - HSI Component	<ul style="list-style-type: none"> <li>- Western Sydney HealthPathways Steering Committee (Ongoing)</li> <li>- Western Sydney HealthPathways Paediatric Advisory Group (Ongoing)</li> <li>- Clinical Stream Planning Meeting members (Ongoing)</li> <li>- WSPHN Clinical Council (Ongoing)</li> <li>- Pathway Development Working Group Meetings (Ongoing)</li> <li>- HealthPathways Educational Events (future)</li> </ul>
Collaboration - HSI Component	<ul style="list-style-type: none"> <li>- Western Sydney Local Health District for strategic Governance and Coordination of hospital clinicians and services participation</li> <li>- Sydney Children's Hospital Network for strategic governance and coordination of hospital clinicians and services participation</li> <li>- HealthPathways Community – Sharing of pathways</li> <li>- Local Primary Healthcare Providers – Participation in working groups and pathway reviews</li> <li>- Local community health groups – Consultation and participation in working groups</li> <li>- Streamliners New Zealand – Website administration and Technical Writing</li> </ul>
HSI Component – Other	<p>Staff profile:</p> <ul style="list-style-type: none"> <li>- Program Manager</li> <li>- Pathway Coordinator</li> <li>- Clinical Lead</li> <li>- Clinical Editors</li> </ul> <p>Program Monitoring and Evaluation:</p> <ul style="list-style-type: none"> <li>- It is important not only to evaluate the utilisation of the HealthPathways platform, but also its effectiveness on improving quality of care. While utilisation of the platform is constantly monitored, an evaluation of its effectiveness will take more acute study. A study of HealthPathways impact on the variation of care in primary care is planned, which will assess the differences in care received by clinicians both using and not using pathways.</li> </ul>
Indigenous Specific	No
Duration	1 July 2018-30 June 2019

Coverage	Entire WSPHN region
Commissioning method (if known)	Commissioned services will be run in line with the WSPHN commissioning processes and framework.
Decommissioning	N/A

## Aboriginal and Torres Strait Islander Health

Aboriginal and Torres Strait Islander Health	
Activity Title / Reference	<b>CF 3.1 Aboriginal Health</b>
Existing, Modified, or New Activity	Existing Activity
Program Key Priority Area	Aboriginal and Torres Strait Islander Health
Needs Assessment Priority Area	Aboriginal and Torres Strait Islander Health – Section 4: pages 42-43.
Aim of Activity	<p>The activities outlined in this section aim to contribute to the provision of culturally safe and accessible primary health care of Aboriginal and Torres Strait Islander peoples by working across the primary health care sector to improve access and delivery of culturally appropriate mainstream health services and identification of gaps.</p> <p>The specific aim of one of the projects is to support Indigenous young people to maintain their culture, appreciate their heritage and reconnect with elders to reduce contact with the juvenile justice system and enhance school retention rates.</p>
Description of Activity	<p>The WSPHN will continue to expand its Aboriginal health focus whilst ensuring culturally appropriate and safe environments within western Sydney by investing resources in an Aboriginal person employed by the PHN to independently guide and coordinate the fragmented nature of ATSI health and social and emotional wellbeing services in the area.</p> <p>Critical success factors for this function will be impartiality, the ability to move across health sectors and current structures in the WS LHD and the ACCHO sector, ensure engagement of the community and manage change. Due to these factors, it is likely the PHN will directly appoint an Aboriginal person to manage this work.</p> <p>Key areas as identified in the needs assessment to be targeted include:</p>



	<ol style="list-style-type: none"> <li>1. Improving overall health literacy through education and community initiatives, influencing better lifestyle choices in nutrition, substance abuse and exercise</li> <li>2. Promote affordable and culturally appropriate health services through education, resources and community engagement opportunities to support navigation through the health system and mitigate the risk of untreated existing or developing chronic health conditions</li> <li>3. Improve integrated responses to maternal health and parenting</li> <li>4. Develop an Integrated Aboriginal Health Plan between WSPHN, WSLHD, Sydney West Aboriginal Health Service and The Sydney Children's Hospital Network</li> <li>5. Commission a service to engage young people into a non-traditional health and welfare setting to improve healthy behaviours and help-seeking behaviour.</li> </ol>
Target population cohort	Aboriginal and/or Torres Strait Islander peoples in western Sydney
Consultation - HSI Component	<ul style="list-style-type: none"> <li>- Talking with community members, Elders and service providers</li> <li>- Aboriginal and Torres Strait Islander health and social care providers</li> <li>- GWAHS</li> <li>-</li> <li>- Local health care stakeholders, including LHN's and other local stakeholders relevant to addressing health matters</li> </ul> <p>Further consultation will be conducted throughout the plan period to ensure the services being delivered are in line with stakeholder and community needs and priorities.</p>
Collaboration - HSI Component	WSLHD, GP practices, Local Health care providers
HSI Component – Other	HSI components required for this activity are population health planning, research and data analysis, and activity monitoring and evaluation, management and direction of the collaboration and reform.
Indigenous Specific	Yes
Duration	Ongoing up to 30 June 2019
Coverage	Entire WSPHN region
Commissioning method (if known)	Commissioned services will be run in line with the WSPHN commissioning processes and framework
Decommissioning	N/A

## Mental Health

Mental Health Consumer Voice	
Activity Title / Reference	<b>CF 4.1 Mental Health Peer Worker Strategy</b>
Existing, Modified, or New Activity	New Activity
Program Key Priority Area	Mental Health
Needs Assessment Priority Area	As outlined in the WSPHN Mental Health Needs assessment 2017 (page 4) <ol style="list-style-type: none"> <li>1. Maternal and perinatal mental health</li> <li>2. Aboriginal and Torres Strait Islander mental health</li> <li>3. Culturally and Linguistically Diverse Community Representation</li> <li>4. People who identify as LGBTIQ</li> </ol>
Aim of Activity	To improve outcomes for people with mental health conditions by employing additional consumers as peer workers in commissioned services and systems across the PHN.
Description of Activity	Commission an agency or agencies in western Sydney to employ peer workers to improve outcomes for consumers by providing support to and advocacy for consumers.
Target population cohort	<ul style="list-style-type: none"> <li>- Consumers of mental health services</li> <li>- peer workers</li> <li>- Mental Health service staff</li> </ul>
Consultation - HSI Component	<ul style="list-style-type: none"> <li>- LHD</li> <li>- SCHN</li> <li>- FACS</li> <li>- Mental Health Services</li> <li>- Other support services</li> </ul>
Collaboration - HSI Component	Relevant peak bodies, commissioned services, WS LHD
HSI Component – Other	HSI components required for this activity are population health planning, research and data analysis, and activity monitoring and evaluation.
Indigenous Specific	No

Duration	01 July 2018- 30 June 2019
Coverage	Entire WSPHN region
Commissioning method (if known)	Expression of Interest –
Decommissioning	N/A.

## Workforce – Chronic Disease Management

Prevention and Management of Chronic Disease	
Activity Title / Reference	<b>CF 5.1 Prevention and management of chronic disease in primary care.</b>
Existing, Modified, or New Activity	A range of new and existing programs and initiatives are planned in relation to this activity.
Program Key Priority Area	Workforce Chronic Disease Management
Needs Assessment Priority Area	Chronic Disease, workforce – Section 4 (page reference 42)
Aim of Activity	The activities outlined in this section aim to enhance the prevention and management of chronic disease in primary care by implementing initiatives that will increase provider capability and capacity to better manage chronic disease patients. These activities aim to foster the principles of Integrated Care and Health Care Home of team based, coordinated care focused on quality outcomes.  The activities will be evaluated in line with the PHN Performance Indicator Framework.
Description of Activity	The programs and initiatives that will be run under this area include but are not limited to: <ul style="list-style-type: none"> <li>– Initiatives run in partnership with the WSLHD to enhance the prevention and management of diabetes in primary care. This uniquely integrates primary and acute care to address the needs of western Sydney.</li> <li>– Programs to integrate pharmacists into the patient care team in the primary care setting.</li> </ul>

	<ul style="list-style-type: none"> <li>– Tools and programs to assist primary care practitioners in the management of chronic disease.</li> <li>– Commissioning of services to enhance health promotion initiatives across western Sydney.</li> <li>– Delivery of peer lead chronic disease self-management programs in primary care.</li> <li>– Initiatives and activities relating to disease surveillance, prevention, research and health promotion.</li> </ul>
Target population cohort	Entire western Sydney population
Consultation - HSI Component	<p>Consultation has occurred with the following stakeholders:</p> <ul style="list-style-type: none"> <li>– GPs</li> <li>– Primary Care Nurses</li> <li>– WSLHD</li> <li>– Western Sydney University</li> <li>– Agency of Clinical Innovation</li> </ul> <p>Further consultation will be conducted throughout the plan period to ensure the services being delivered are in line with stakeholder and community needs and priorities.</p>
Collaboration - HSI Component	<ul style="list-style-type: none"> <li>– WSLHD</li> <li>– WSDPMI</li> <li>– Western Sydney University,</li> <li>– Asthma Foundation,</li> <li>– NBMPHN</li> <li>– SWPHN,</li> <li>– NSW Agency for Clinical Innovation</li> </ul>
HSI Component – Other	HSI components required for this activity are population health planning, research and data analysis, and activity monitoring and evaluation.
Indigenous Specific	No
Duration	1 July 2018 – 30 June 2019
Coverage	Entire WSPHN region
Commissioning method (if known)	Commissioned services will be run in line with the WSPHN commissioning processes and framework

Decommissioning	N/A
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## Population Health

Viral Hepatitis	
Activity Title / Reference	<b>CF 6.1 Supporting primary care increase screening and management of Viral Hepatitis</b>
Existing, Modified, or New Activity	Existing Activity
Program Key Priority Area	Population Health
Needs Assessment Priority Area	Viral Hepatitis - Section: page 45
Aim of Activity	<p>The aim of this activity is to Reduce hepatitis B and C infections, disease burden and improve the health outcomes of people living with viral hepatitis in the WSPHN region.</p> <p>The WSPHN will contribute to improving population health by working with GPs, other health care providers and stakeholders to identify and address factors that affect a person’s health; and commission activities to address specific population health issues</p>
Description of Activity	<p>Aligning with NSW Hepatitis B &amp; C Strategy 2014-2020, WSPHN will continue its collaboration with the WSLHD, peak bodies and local partners. Local strategies will be undertaken to engage and address needs of “at risk” populations and health professionals who support them.</p> <p>Activities to be undertaken include:</p> <ul style="list-style-type: none"> <li>– Continue to support and commission health promotion agencies to provide targeted community engagement campaigns and educational sessions to reduce stigma and promote community action targeting Hepatitis B.</li> <li>– Upskill and increase the capacity of the health workforce by commissioning targeted education and training for general practitioners, nurses and promote advance prescriber courses delivered by Australasian Society for HIV, Viral Hepatitis and Sexual Health Medicine (ASHM)</li> <li>– In partnership with “WSLHD Hotter West program” target practices with high caseloads to improve screening and management.</li> </ul>

	<ul style="list-style-type: none"> <li>– Provide practice development support to Hotter West Clinical Nurse Specialist (hepatology outreach service) to promote uptake of PEN Clinical Audit Tool(CAT) in targeted practices to implement data driven quality improvement projects around Hepatitis</li> <li>– Promote the use of Hepatitis care pathways (HealthPathways) to medical professionals</li> </ul>
Target population cohort	Populations at risk of Hepatitis B in western Sydney including people from culturally and linguistically diverse backgrounds, priority language groups being Chinese, Arabic, Vietnamese and Korean speaking and Aboriginal Torres Strait Islander peoples
Consultation - HSI Component	<ul style="list-style-type: none"> <li>– Along with compelling data indicating need, feedback has been received from consumers and health professionals in Western Sydney about the need to improve in this area. A recent consumer consultation by Science of Knowing was also conducted.</li> <li>– Stakeholder consultation is ongoing through the Jade Fan working group with its stakeholders. Hepatitis NSW directly engage with the community through various activities and share this via the working group.</li> <li>– Further consultations will be undertaken with medical professional bodies who work with Asian communities e.g. Australian Vietnamese Health Professionals Association NSW</li> </ul>
Collaboration - HSI Component	<ul style="list-style-type: none"> <li>– A multisector working group called Jade Fan has focused on Hepatitis B in the Asian community and meets regularly to provide advice on emerging issues, joint planning of initiatives including commissioned education and health promotion activities.</li> <li>– GP and health professional training and education is jointly planned with ASHM and WSLHD to support local education to GPs and practice nurses, including advanced prescriber training.</li> <li>– WSLHD Hotter West Program- working with the hepatology outreach CNC engage GP practices in the use of PENCAT.</li> </ul> <p>Community education and mobilisation:</p> <ul style="list-style-type: none"> <li>– Western Sydney Local Health District – Centre for Population Health, HIV &amp; other related disease Program, Multicultural Health, Jade Fan Working group, Multicultural HIV Aids and Hepatitis C Service (MHAHS) and Hepatitis NSW, Sydwest, MECCA , Auburn Diversity.</li> </ul>
HSI Component – Other	<ul style="list-style-type: none"> <li>– WSPHN staff to coordinate above activities with partners and attend working group meetings</li> </ul>

	<ul style="list-style-type: none"> <li>– Promote access to available training opportunities to health professionals in WSPHN catchment</li> <li>– WSPHN Practice development team to provide GP and practice nurses to support to use PENCAT data to improve recall and reminder processes for people with Chronic hepatitis and liver disease in collaboration with Hepatology outreach nurse</li> <li>– Health pathways – ongoing review</li> </ul>
Indigenous Specific	No
Duration	1 July 2018- 30 June 2019
Coverage	Entire WSPHN region (targeting areas with high burden of disease and low uptake of treatment which include Merrylands-Guildford, Mt Druitt, Auburn, Parramatta).
Commissioning method (if known)	<p>Commissioned services will be run in line with the WSPHN commissioning processes and framework.</p> <p>Direct approach – Commission NGOs with expertise in viral hepatitis will work with ethno-specific community organisations and groups to deliver health promotion and education to identified communities</p> <p>Commission GP/Practice Nurse education</p>
Decommissioning	N/A

<b>Homelessness</b>	
Activity Title / Reference	<b>CF 6.2 Homelessness and Health</b>
Existing, Modified, or New Activity	Existing Activity
Program Key Priority Area	Population Health
Needs Assessment Priority Area	Homelessness – Section 4: page 47
Aim of Activity	The aim of this activity is to increase primary health services and responses available to the homeless population of western Sydney.

Description of Activity	<p>WSPHN will work in collaboration local homeless interagency networks, GP's and ED's to identify and address health service gaps. The PHN will work with partner agencies to respond to some of the barriers in accessing health services and look to extend existing and new services via commissioning.</p> <p>The PHN will leverage off agencies and programs who already have existing rapport with and understanding and knowledge of this vulnerable and hard to reach group. GP's and other primary health practitioners will also be integral to this initiative.</p>
Target population cohort	People who are homeless support services in western Sydney
Consultation - HSI Component	<p>Consultation has occurred with the following stakeholders:</p> <ul style="list-style-type: none"> <li>- GPs</li> <li>- Primary Care Nurses</li> <li>- WSLHD</li> <li>- Western Sydney District Homelessness Implementation group</li> <li>- NSW FaCS</li> </ul> <p>Further consultation will be conducted throughout the plan period to ensure the services being delivered are in line with stakeholder and community needs and priorities.</p>
Collaboration - HSI Component	WSLHD, western Sydney District Homelessness Implementation Group, GP practices, NSW FaCs
HSI Component – Other	N/A
Indigenous Specific	No
Duration	1 July 2018- 30 June 2019
Coverage	Entire WSPHN region
Commissioning method (if known)	Commissioned services will be run in line with the WSPHN commissioning processes and framework
Decommissioning	N/A



<b>Healthy Lifestyle Project</b>	
Activity Title / Reference	<b>CF 6.3 Healthy Lifestyle Project</b>
Existing, Modified, or New Activity	Existing/New
Program Key Priority Area	Population Health
Needs Assessment Priority Area	Chronic Disease (page reference 17, 30, 31)
Aim of Activity	The aim of this activity is to increase the healthy lifestyle initiatives available to residents of western Sydney.
Description of Activity	<p>WSPHN will work in collaboration with relevant stakeholders to explore opportunities to facilitate low or no cost activities that support lowering the BMI of western Sydney residents where there is a heightened risk of exacerbated health conditions.</p> <p>Specifically, we will be seeking to roll out programs that will target physical activity, health literacy and healthy eating.</p>
Target population cohort	Entire western Sydney population
Consultation - HSI Component	<p>Consultation has occurred with the following stakeholders:</p> <ul style="list-style-type: none"> <li>- GPs</li> <li>- Primary Care Nurses</li> <li>- WSLHD</li> <li>- Western Sydney University</li> <li>- Agency of Clinical Innovation</li> </ul>
Collaboration - HSI Component	WSLHD, WSDPMI, GP practices, Heart Foundation, Commissioned Service Providers
HSI Component – Other	N/A
Indigenous Specific	No
Duration	Ongoing up to 30 June 2019
Coverage	Entire WSPHN region
Commissioning method (if known)	Commissioned services will be run in line with the WSPHN commissioning processes and framework.

Decommissioning	N/A
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## Child and Family

Improved Health of children and their families	
Activity Title / Reference	<b>CF 7.1 Improved health of children and their families.</b>
Existing, Modified, or New Activity	Modified Activity (previous ref. NP 8.1)
Program Key Priority Area	Other (please provide details) Child and Family
Needs Assessment Priority Area	Maternal, Child and Family – Section 4: page 44
Aim of Activity	<p>The WSPHN will continue to support programs and initiatives which aim to address and improve health factors such as: chronic disease, transitional care, developmental delay, vulnerable families, medical and psychosocial, and overweight and obesity.</p> <p>This activity builds on partnerships between families, community leaders and primary and allied health care providers.</p>
Description of Activity	<p>Enhance the management of child and family health by implementing initiatives that will increase provider capability and capacity to better manage these patients;-</p> <ul style="list-style-type: none"> <li>– Improve the capacity of primary, secondary and tertiary health care providers by supporting the General Practitioner Liaison Nurse (GPLN) and continuing to engage with the HealthOne program and participation in multi-agency initiatives.</li> <li>– Commission programs to address issues of overweight and obesity through promotion of healthy eating, exercise and healthy lifestyle for both young people and children respectively.</li> <li>– Commission programs specialising in activities such as; trauma informed child and family support programs, screening developmental delays and school readiness programs with an ongoing focus on the improvement of services to children with speech and communications delays.</li> </ul>

	<ul style="list-style-type: none"> <li>– The WSPHN collaborate with the Chief Executives of the Sydney Children’s Hospital Network, Westmead (SCHN), Western Sydney Local Health District (WSLHD), the Greater Western Sydney Aboriginal Health Service (GWAHS) and other organisations to develop, implement and evaluate a new integrated Child and Family Health Strategic Plan for western Sydney.</li> </ul>
Target population cohort	Children, young people and their families in western Sydney
Consultation - HSI Component	<p>Consultation has occurred with the following stakeholders:</p> <ul style="list-style-type: none"> <li>– Sydney Children’s Hospital Network (SCHN),</li> <li>– Western Sydney Local Health District (WSLHD)</li> <li>– local GPs</li> <li>– local schools and sports clubs</li> <li>– Primary Health Care Education and Research Unit, University of Sydney</li> <li>– and young people and families.</li> <li>– Community and Family services</li> </ul> <p>WSPHN consulted with the Clinical Advisory Council and the Consumer Advisory Council which provided advice on the planning of health care in the region and on patient experiences and expectations. This consultation informed commissioning decisions.</p>
Collaboration - HSI Component	<ul style="list-style-type: none"> <li>– WSLHD, SCHN, local GPs and NGO’s for HealthOne.</li> <li>– WSLHD, SCHN, Primary Health Care Education and Research Unit (PERU), local sporting clubs</li> </ul>
HSI Component – Other	HSI components required for this activity are population health planning, research and data analysis, and activity monitoring and evaluation.
Indigenous Specific	No
Duration	Ongoing up to 30 June 2019
Coverage	Entire WSPHN region.
Commissioning method (if known)	The WSPHN will explore opportunities to commission services which address the identified needs and service gaps. An initial component of this will be a market analysis to identify existing services, providers and service gaps that could be addressed through a commissioning approach. A variety of commissioning methods will be utilised based on the outcomes of the market analysis and identified

	needs. Commissioned services will be run in line with the WSPHN commissioning processes and framework
Decommissioning	N/A

## Alcohol

Responding to people affected by Alcohol	
Activity Title / Reference	<b>CF 8.1 Respond to the needs of people affected by alcohol</b>
Existing, Modified, or New Activity	Existing Activity
Program Key Priority Area	Other –AOD facilitating supportive responses for members of the community not already receiving treatment.
Needs Assessment Priority Area	<p>This activity addresses three priority areas from the Needs Assessment:</p> <p>Chronic disease –risk factors p 42 In collaboration with relevant stakeholders explore opportunities to facilitate low or no cost activities that support patients to implement and adhere to healthy lifestyle practices to reduce chronic disease risk factors.</p> <p>Maternal, Child and Family p 44 (Youth) Coordinated approach with partners and stakeholders to educate and promote health prevention strategies to families and health professionals.</p> <p>Vulnerable populations incl Homeless p 47 -Refer to Alcohol and Other Drugs (AOD) &amp; Mental Health (MH) plans -Support existing programs and link with Primary Health</p>
Aim of Activity	This activity aims to foster early help seeking by affected individuals and their families. People experiencing harm from alcohol use become increasingly socially isolated from family and community and experience multiple barriers to seeking help in primary health settings and directly from drug and alcohol services. This delay in seeking help results in harm from alcohol becoming evident at the time of presentation to ED and hospitalisation.

	Service users will be supported to participate in service planning and quality improvement. The activity will also increase capacity for generalist health providers to screen and respond to drug and alcohol related concerns and conditions.
Description of Activity	<p>To facilitate early help seeking we will continue to commission services for WSPHN residents affected by alcohol related harm. We will commission services to:</p> <ul style="list-style-type: none"> <li>– Facilitate early help seeking in priority populations</li> <li>– Support and inform families that are in turn supporting family members affected by alcohol in our region</li> <li>– Increase health literacy and skills of people with drug and/or alcohol related conditions to access western Sydney drug and alcohol services to facilitate their social inclusion and economic participation</li> <li>– Build the capacity of health providers including generalist youth, primary health, homelessness and older people’s services</li> </ul> <p>These services align with activities in the Drug and Alcohol Activity Plan that do not have funds allocated from the specific Drug and Alcohol funding pool</p>
Target population cohort	Western Sydney residents affected by alcohol and/or drug dependence including consumers and family and carers.
Consultation - HSI Component	<ul style="list-style-type: none"> <li>– WSPHN consulted extensively with the Joint Alcohol and Drugs Advisory Group, Clinical Advisory Council, Consumer Council, GP leaders’ group and current service providers, all of whom provided advice on the planning of health care in the region and on patient experiences and expectations. Consultation related to youth services related and regional services coordination is being planned for the near future.</li> </ul>
Collaboration - HSI Component	<p>These activities require collaboration with:</p> <ul style="list-style-type: none"> <li>– The Western Sydney Local Health District’s role is CoChair of the Joint Advisory Group.</li> <li>– The Joint AoD Advisory Group is the governance group for the WSPHN AoD Program. Its membership includes: The Western Sydney LHD; Justice Health; Sydney Kids Hospital Network; NADA the AoD peak body for NSW; Consumer organisation NUAA; primary care providers and NGO service providers in the drug and alcohol and community sectors.</li> <li>– WSPHN is also collaborating with other PHNs, and health, policy and research related businesses.</li> </ul>

HSI Component – Other	This activity includes planning, commissioning including procurement and contract administration, and monitoring and evaluation components.
Indigenous Specific	No
Duration	1 July 2018-30 June 2019 (commenced December 2016)
Coverage	Entire WSPHN region
Commissioning method (if known)	Commissioning is via direct approach to reputable providers with expertise in the elements of the activity.
Decommissioning	N/A

## Core Operational Funding Stream: Health Systems Improvement 2018-19

### Health Systems Improvement

Data Extraction Tool	
Activity Title / Reference	<b>HSI 1.1 Digital Health Enablers</b>
HSI/GPS Priority Area	Digital Health
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	Enable general practices to: effectively utilise clinical information for better patient outcomes and management, through data driven quality improvement; to provide and support the utilisation of e-shared care plan to enhance the coordination of people living with a chronic disease; and to improve the quality of care through up to date information and guidance on the agreed management of medical conditions.

Description of Activity	<p>Contract and deploy appropriate data extraction tool to raise awareness of practice population health needs and quality and to proactively provide care and track improvements by:</p> <ol style="list-style-type: none"> <li>1. Expanding the number of practices using data extraction tools</li> <li>2. Supporting practices with training on effective use of data extraction tool</li> <li>3. Support data cleansing activities</li> <li>4. Deployment of a common data dashboard to provide consistency of data captured and use to inform quality improvement and reporting activities.</li> </ol> <p>Ongoing purchase of licenses, support and development of an electronic shared care tool, to allow the effective creation, sharing and review of electronic shared care plans to support and enable the right care in the right place by the right provider.</p> <p>HealthPathways is web-based health informational portal for General Practitioners and other health care providers to utilise during a consultation to assist with assessment, management and appropriate referrals to local specialists and services. It also provides patient information, reference materials, and education resources to increase the capacity for patients to actively assist in the management of their own health.</p>
Supporting the primary health care sector	<p>Improve capability and capacity of general practice to monitor and evaluate ongoing practice performance for better patient outcomes. Improve coordination of care of all involved health providers including GPs, AHPs and Consultants for people with chronic and complex care needs. Provide Primary Healthcare professionals with guidance on the assessment, management, and referral pathways for a range of medical conditions.</p>
Collaboration	Partnership with WSLHD
Duration	1 July 2018- 30 June 2019
Coverage	Entire WSPHN region
Expected Outcome	General practices are capable of measuring patient outcome and management

<b>Data Integration</b>	
Activity Title / Reference	<b>HSI 1.2 Data Integration with NSW Health and WSLHD</b>
HSI/GPS Priority Area	System Integration
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	Providing information about health care utilisation across the primary and tertiary care sectors by linking datasets. This activity among investigates patterns of acute health service utilisation in relation to patient characteristics and other health service utilisation to inform health system planning.
Description of Activity	<p>The project, now completing its third year, will continue to explore further the ability to utilise and link general practice data to multiple NSW Health and Commonwealth related data sets. The results will provide information that will:</p> <ol style="list-style-type: none"> <li>1. Increase General Practitioners understanding of the care of their patient cohort as they navigate the health system.</li> <li>2. Provide in-depth understanding of a large cohort of patients as they interact with primary and tertiary care providers across a 5 year period</li> </ol> <p>Intended outcomes includes a dataset in which GP EHR can be linked to administrative health data of NSW Ministry of Health, and death registrations, MBS, PBS, mental health, AOD, MDS and from Registry of Births, Deaths and Marriages to better inform quality and continuity of care. Activities include:</p> <ul style="list-style-type: none"> <li>– Expanding the project in terms of reach by including 100 general practices</li> <li>– Expanding the project in terms of frequency by determining the project as a regular biannual event.</li> <li>– Increasing richness of data by adding more variables (medication, screening) and other datasets (mental health minimum dataset, AOD minimum dataset)</li> <li>– Improved reporting to participating practices with in-depth analysis of linked data</li> </ul>
Supporting the primary health care sector	Enable the participating practices with a more comprehensive picture of patient’s health journey across the system that includes detecting access and equity issues, identifying risk factors and establishing causal patterns.
Collaboration	This work is a collaboration between NSW Health, WSLHD, and WSPHN.



Duration	1 July 2018- 30 June 2019
Coverage	Expand the project in 150 general practices in WSPHN region in 2-4 years' time and all general practices in 5-6 years' time
Expected Outcome	Participating practices will receive a detail report of their patients, comprising emergency department attendances, hospital admissions and mortality by all demographics with risk stratification of chronic diseases

<b>National Cancer Screening Programs</b>	
Activity Title / Reference	<b>HSI 1.3 Cancer Screening - Address the low rates of Cancer Screening</b>
HSI/GPS Priority Area	Other Practice Support
Existing, Modified, or New Activity	Existing activity (2016-18 Activity Work Plan)
Aim of Activity	<p>The aim of this activity is to contribute to increasing participation rates in population health cancer screening programs by working with GP's, local health care providers, Community stakeholders and people at risk of poor health outcomes.</p> <p>The activities will be evaluated in line with the PHN Performance Indicator Framework</p>
Description of Activity	<p>Increasing cancer screening rates for (cervical, breast, bowel) are a national headline indicator for Primary Health Networks and have been identified through the western Sydney Needs Assessment, as a priority area for WSPHN. The WSPHN will continue to expand its cancer screening focus to increase screening rates by;-</p> <ul style="list-style-type: none"> <li>- Implementing the CINSW Primary Care Cancer Screening Strategy to increase access to and participate in cancer screening programs for bowel, breast, cervical.</li> <li>- Working with the WSLHD, BreastScreen NSW and the Cancer Institute NSW to support their approach to cancer screening and population health and work in partnership with "WSLHD Cervical Screening Innovation in Cancer Control project" to target practices in Mount Druitt to improve cervical screening and management.</li> </ul>

	Continue to provide support to GP's and other health care providers on identification and management of population health cancer screening and review and promote the use of Cancer Screening pathways (HealthPathways) to medical professionals.
Supporting the primary health care sector	This activity will support the primary health care sector by providing tailored training and engaging GP practices on quality improvement
Collaboration	Each of the initiatives which form a component of this activity are conducted in collaboration with various stakeholders, including: <ul style="list-style-type: none"> <li>– WSLHD for consultation and participation in working groups</li> <li>– WACHS for coordination of screening events</li> <li>– Cancer Institute NSW for strategic Governance and Coordination of screening programs</li> <li>– General Practitioner representatives for access to referral pathways</li> <li>– Multicultural provider representative's consultation and community engagement.</li> </ul> The role of each of these organisations varies for each partnership, however WSPHN is the lead organisation in a number of these initiatives
Duration	1 July 2018 -30 June 2019
Coverage	Entire WSPHN region
Expected Outcome	Our activities are underpinned by the Quadruple Aim – improved patient experience of care, quality and population health, sustainable cost and improving provider satisfaction. We aim to contextualise outcomes in a data dashboard ensuring practices are achieving improvements across the health system.

<b>Refugee Health</b>	
Activity Title / Reference	<b>HSI 1.4 Support GP's in refugee health</b>
HSI/GPS Priority Area	Other Practice Support
Existing, Modified, or New Activity	Modified activity
Aim of Activity	Improve health outcomes of refugees by addressing equity of access issues, health literacy and building workforce capacity

	Support health care providers to address factors impacting population health
Description of Activity	WSPHN will work to improve access to culturally appropriate, integrated primary care services, improve equity of access and improve health literacy to meet the needs of the culturally diverse population. This will include increasing the capacity of refugee friendly GP practices and primary care providers to provide integrated care, working collaboratively with local migrant and settlement support services, participate in the Western Sydney Refugee Health Coalition in partnership with the LHD, Refugee Health Services and settlement services to identify emerging issues and co-design of possible solutions and linkages to primary care, support cultural and refugee health competency training for GPs and primary care workforce and commission partner organisations to work with CALD groups to deliver targeted health promotion initiatives and events
Supporting the primary health care sector	The WSPHN will recruit a Refugee Health Facilitator role to provide in-practice support to a limited number of interested GP practices for a period of 18 months (from July 2018)
Collaboration	<p>Refugee Health coalition</p> <ul style="list-style-type: none"> <li>- Western Sydney LHD - Multicultural Health – Lead for Refugee Health coalition</li> <li>- NSW Refugee Health Services, Settlement Services, local migrant centres, Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) – Coalition partners who can inform issues consumers are experiencing and emerging health trends and provide access to communities to deliver health promotion activities.</li> </ul> <p>Consumers from CALD background – advise on how to engage with community and inform about emerging issues</p>
Duration	<p>1 July 2018 -30 June 2019</p> <p>Refugee Health Coalition meeting – ongoing</p> <p>Refugee community events – 2 x yearly</p> <p>Refugee Health Facilitator Role to commence – July/August 2018 for 18 months</p> <p>Refugee health education for health professionals – Qtr 1/2</p>
Coverage	Entire WSPHN region with focus on areas with higher numbers of refugee settlement

Expected Outcome	Our activities are underpinned by the Quadruple Aim – improved patient experience of care, quality and population health, sustainable cost and improving provider satisfaction. The outcomes of the role will be evaluated independently with input from local university partners
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Partnerships and Engagement	
Activity Title / Reference	<b>HSI 1.5 Partnerships and engagement with providers</b>
HSI/GPS Priority Area	Stakeholder Engagement
Existing, Modified, or New Activity	Existing activity (2016-18 Activity Work Plan)
Aim of Activity	Increase the efficiency and effectiveness of stakeholder engagement, particularly to improve coordination of care to ensure residents of western Sydney receive the right care in the right place at the right time.
Description of Activity	Primary objectives of the WSPHN cannot be achieved in isolation. Partnering with local GPs, the LHD and services from other agencies that impact on both the physical and social determinants of health is the only mechanism to achieve the objectives of the WSPHN. With input from the Consumer Advisory Council, WentWest will continue to engage with a wide range of groups and organisations to identify opportunities to broaden current partnerships and identify new possibilities to achieve the priorities included in the Needs Analysis. Opportunities to partner with corporate or philanthropic organisations to enhance strategies and programs, particularly in maternal and child health will be pursued in this funding period.
Supporting the primary health care sector	The sector in WSPHN is very diverse and has several challenges, including high levels of chronic and complex care needs. The area is also home to the largest urban Indigenous population in Australia and has numerous areas of disadvantage and one of the most culturally diverse populations in the nation. Partnering and engaging with various parts of the sector will facilitate the development of mutually beneficial activities and initiatives that will contribute to the quadruple aim. They will also ensure education, support, resources and initiatives designed to meet the diverse needs of the community are utilised and maximised.
Collaboration	WSPHN will collaborate in joint projects, initiatives and stakeholder management to meet the needs of the western Sydney community, including;

	<ul style="list-style-type: none"> <li>– WSLHD: partner in planning, delivery and evaluation of initiatives, co-funder of some initiatives</li> <li>– Sydney Children’s Hospital Network: partner in planning, delivery and evaluation of initiatives, co-funder of some initiatives</li> <li>– Sydney West Aboriginal Health Service: partner in planning, delivery and evaluation of initiatives, co-funder of some initiatives</li> <li>– NSW Government Services including, but not necessarily limited to, NSW Department of Family and Community Services (incorporating community services, education, housing and disability services), NSW Department of Justice (incorporating NSW Police, Corrective Services and Juvenile Justice): partner in planning, delivery and evaluation of initiatives</li> <li>– Relevant Non-Government Organisations including those addressing the needs of children and families, Aboriginal and Torres Strait islander and CALD communities, drug and alcohol services, mental health social support and disability services and services or groups supporting ex-prisoners: partner in planning, delivery and evaluation of initiatives.</li> <li>– Corporate and Philanthropic Organisations: potential partner in planning, delivery and evaluation of initiatives</li> </ul>
Duration	Ongoing up to 30 June 2019
Coverage	Entire WSPHN region
Expected Outcome	<ul style="list-style-type: none"> <li>– Increasing the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes; and</li> <li>– Improving coordination of care to ensure people receive the right care in the right place at the right time.</li> </ul>
Planned Expenditure 2018-19 (GST Excl.) – Funding from other sources	\$
Funding from other sources	

<b>Consumer and Stakeholder Engagement</b>	
Activity Title / Reference	<b>HSI 1.6 Partnerships and engagement with consumers</b>
HSI/GPS Priority Area	Stakeholder Engagement
Existing, Modified, or New Activity	Existing activity (2016-18 Activity Work Plan)
Aim of Activity	The aim of this activity is to support consumers proactive contributions in co-creating their personalised experiences through active, explicit, and ongoing dialogue and interactions.
Description of Activity	<p>Consumer engagement is a whole of organisation activity in accordance with the WSPHN Consumer and Community Engagement Framework. The majority of WSPHN programs have consumer and carer engagement embedded into their work. Training and development activities for WSPHN consumer representatives to assist health consumers to increase their confidence and effectiveness and to assist them in carrying out their role is also offered.</p> <p>Consumer Advisory Committee members are reimbursed for their participation in shared decision making around the plan, design, delivery and evaluation of health services. The WSPHN will continue to partner with Health Consumers NSW (HCNSW) and CHF to ensure best practice community engagement and partner with the LHD and SCHN on joint consumer and stakeholder engagement activities to support shared service planning and delivery of health services.</p> <p>WSPHN will continue to develop and/or disseminate stakeholder information more broadly via the WSPHN website, Community HQ project site, HealthPathways, Healthy Western Sydney, e-newsletters and fact sheets. We will also continue to host and attend community and stakeholder forums to engage key stakeholders and encourage them to have their say by exchanging information about health issues.</p>
Supporting the primary health care sector	Research consistently demonstrates that consumer input improves quality of care. Initiatives that support health literacy can also help adjust lifestyle factors and prevent onset or escalation of chronic conditions. General practitioners report that they welcome assistance with the provision of evidence-based support for the patients.
Collaboration	<ul style="list-style-type: none"> <li>– Consumer Advisory Committee: Service planning and recommendations and direction into WSPHNs activities.</li> <li>– Health Consumers NSW (HCNSW): joint project partner, education and training.</li> <li>– WSLHD and SCHN: Local Community Partnerships.</li> <li>– Parents and Carers: consumer consultations</li> <li>– Community sector: partnerships, Consultations</li> </ul>

	<ul style="list-style-type: none"> <li>– GP's, Nurses, Practice Managers, Community sector, Allied health, Local government.</li> </ul>
Duration	Ongoing up to 30 June 2019
Coverage	Entire WSPHN region
Expected Outcome	<ul style="list-style-type: none"> <li>– Increasing the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes; and</li> <li>– Improving coordination of care to ensure people receive the right care in the right place at the right time.</li> </ul>

## Core Operational Funding Stream: General Practice Support Funding 2018-19

Support to General Practice	
Activity Title / Reference	<b>GPS 1.1 Support to General Practice</b>
HSI/GPS Priority Area	General Practice Support
Existing, Modified, or New Activity	Existing
Aim of Activity	<p>The activities outlined in this section aim to;-</p> <ul style="list-style-type: none"> <li>– Adopt best practice methods to support general practice to improve the quality of care.</li> <li>– Promote and improve the uptake of practice accreditation.</li> <li>– Assist practices in the understanding and meaningful use of digital health systems to streamline the flow of relevant patient information, including across the local health provider community.</li> <li>– Develop health information management systems to inform quality improvements in health care, specifically, the collection and use of clinical data within practices.</li> </ul>
Description of Activity	<p>The programs and initiatives deployed and supported by the Practice Development Team include, but are not limited to:</p> <p>Business and Clinical Optimisation Support;</p>

	<ul style="list-style-type: none"> <li>– Chronic Disease Management - supported by the Integrated Chronic Care Program, Joint Specialist Case Conferencing and the General Practice Pharmacist Program, Risk Stratification and primary care nurse education utilising face to face and online learning modules.</li> <li>– Digital Health - supporting electronic shared care planning, e-health initiatives, patient self-management and clinician support tools</li> <li>– Data Driven Improvement maximising tools such as the PenCS suite of programs, Happy or Not and Qlik BI providing practices with Data Driven Dashboards for benchmarking and identifying and measuring QI activities.</li> <li>– Workforce Development – education for Primary Care Clinicians, administration staff and AHPs supported by a comprehensive Quality Improvement Education Curriculum.</li> </ul>
Supporting the primary health care sector	Fostering the principles of the Patient Centred Medical Home by way of enhancing Integrated Care, Team Based Care and the Healthcare Neighbourhood
Collaboration	<p>Collaboration has occurred with the following stakeholders:</p> <ul style="list-style-type: none"> <li>– GPs, Primary Care Nurses</li> <li>– WSLHD, SCHN</li> <li>– WSDI</li> <li>– Western Sydney University</li> <li>– Agency of Clinical Innovation</li> <li>– UNEP</li> <li>– Push my Button Co. (NZ)</li> <li>– GoShare Healthcare</li> </ul> <p>Ongoing consultation will be conducted throughout the plan period to ensure the services being delivered are in line with stakeholder and community needs and priorities.</p>
Duration	1 July 2018- 30 June 2019
Coverage	Entire WSPHN region
Expected Outcome	Our activities are underpinned by the Quadruple Aim – improved patient experience of care, quality and population health, sustainable cost and improving provider satisfaction. We aim to contextualise outcomes in a data dashboard ensuring practices are achieving improvements across the health system.



<b>Immunisation Initiatives</b>	
Activity Title / Reference	<b>GPS 1.2 Immunisation initiatives</b>
HSI/GPS Priority Area	General Practice Support
Existing, Modified, or New Activity	Existing activity (2016-18 Activity Work Plan)
Aim of Activity	The aim of this activity is to increase immunisation rates for All < 5-year-old children in the WSPHN region
Description of Activity	<p>WSPHN will work in collaboration with relevant stakeholders to maintain and ensure skilled immunisation workforce and providers confidence in participating in the National Immunisation Program through effective communication strategies, capacity building and resource allocation.</p> <p>The WSPHN will conduct the following activities; -</p> <ul style="list-style-type: none"> <li>- Organisation of periodic training on 'Strive for 5' for practices.</li> <li>- Provision of training on data cleansing, reporting and uploading to AIR to practices.</li> <li>- Continuously support practices through training on 'Cold Chain Management'</li> <li>- Assist with accreditation of GP practices through compliance with 'Strive for 5' guidelines and encourage practices to follow national vaccine storage guidelines to maintain safety and viability of vaccines.</li> <li>- Organise Immunisation Bike Competition in 2018/2019 with a view to raise community awareness on NIP and improve vaccination coverage in the 1 year age group.</li> </ul>
Supporting the primary health care sector	This activity will support the primary health care sector by providing tailored training and engaging GP practices on quality improvement
Collaboration	<ul style="list-style-type: none"> <li>- WSLHD will support WSPHN Practice Support team with Immunisation materials</li> <li>- WSPHN will organise the Immunisation Bike Competition</li> <li>- GP Practice Sites will be involved in Bike Competition</li> </ul>
Duration	1 July 2018-30 June 2019
Coverage	All WentWest general practices will be covered by receipt of communication materials and training/orientation.
Expected Outcome	Outline the expected outcome of this activity as it relates to the PHN objectives.

<b>Antenatal shared care</b>	
Activity Title / Reference	<b>GPS 1.3 Improve Antenatal Shared care coverage and health outcomes.</b>
HSI/GPS Priority Area	Care Co-ordination
Existing, Modified, or New Activity	Existing Activity (2016-18 Activity Work Plan)
Aim of Activity	The aim of this activity is to provide a high standard holistic model of antenatal shared care for women who have a low risk pregnancy.
Description of Activity	<p>WSPHN will continue to support the Antenatal Shared Care (ANSC) approach to care within western Sydney.</p> <p>In the model women's pregnancy care is shared between an accredited family doctor (GP) or Privately Practising midwife and Westmead Hospital. This community-based health care provides flexibility of appointments and continuity of carer.</p> <p>GP's or privately practising midwives offer extensive postnatal services including breastfeeding support and settling techniques after the birth and offer this support for subsequent pregnancies.</p>
Supporting the primary health care sector	This activity will support the primary health care sector by providing GP's with a recommended 'Best Practice' standard of antenatal care.
Collaboration	<p>Collaboration has occurred with the following stakeholders:</p> <ul style="list-style-type: none"> <li>• GPs</li> <li>• Primary Care Nurses</li> <li>• WSLHD</li> <li>• SCHN</li> </ul> <p>Ongoing consultation is conducted throughout the plan period to ensure the services being delivered are in line with stakeholder and community needs and priorities.</p>
Duration	Ongoing up to 30 June 2019
Coverage	Entire WSPHN region and Auburn, Blacktown and Westmead Hospitals
Expected Outcome	<ul style="list-style-type: none"> <li>– To provide choice, continuity of care and greater accessibility for women by seeing their General Practitioner during pregnancy</li> </ul>

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|  | <ul style="list-style-type: none"><li>– To enable registered General Practitioners (GP's) to provide a high standard of antenatal care to women who are considered suitable for Antenatal Shared Care.</li><li>– To provide GP's with a recommended 'Best Practice' standard of antenatal care.</li><li>– To reduce demands on the hospital outpatient services.</li></ul> |
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## Strategic Vision for After Hours Funding

WSPHN intends to support the After Hours program with the strategic vision of the organisation, which is to achieve healthier communities, empowered individuals, and a sustainable primary health care workforce and system.

WentWest, operating as the Western Sydney Primary Health Network (WSPHN) developed a comprehensive strategic plan for the period 2016-19, a one-page overview of which is an attachment to this document (Appendix 1). The strategic plan places the consumer and community at the centre of our work and is strongly aligned to and driven by the PHN primary requirements of:

- Increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and
- Improving coordination of care to ensure patients receive the right care in the right place at the right time.
- Implement innovative and locally-tailored solutions for after hours services, based on community need; and
- Work to address gaps in after hours service provision

The strategic plan was approved by the WentWest Board and formed the basis for the planning and delivery of all we undertake on behalf of the western Sydney community.

## After Hours Primary Health Care Funding 2018-19

After Hours	
Activity Title / Reference	<b>AH 1 After Hours Consumer Awareness Campaign</b>
Existing, Modified, or New Activity	Existing
Needs Assessment Priority Area	Increase awareness of After Hours health services available in Western Sydney After Hours - Page 49 - Develop and refine awareness campaigns and participate in local community events to improve awareness and increased uptake of after hours primary care services available in western Sydney, particularly amongst vulnerable groups and CALD populations.
Aim of Activity	The aim of this activity is to address consumer awareness and health literacy gaps in WSPHN and to improve consumer utilisation of After Hours Primary Health Care available in Western Sydney and, in doing so, potentially reduce low acuity Emergency Department presentations.
Description of Activity	The After Hours Consumer Awareness Campaign will increase consumer awareness of After Hours Primary Health Care available in their community and improve patient health literacy on the appropriate Health Services to access in the after hours period through: <ul style="list-style-type: none"> <li>– Participation in local community events to provide educational resources relating to health care access in the After Hours period</li> <li>– Engaging with various community groups, frontline service providers, GPs and Allied Health</li> <li>– Development of culturally appropriate and educational resources relating to appropriate access to After Hours Primary Health Care</li> <li>– Online social media campaign promoting locally available After Hours health care services</li> <li>– Online and hardcopy resource development relating to Emergency Department (ED) alternatives</li> <li>– Ongoing engagement with the After Hours Advisory Committee formed with local representatives from various disciplines such as Aged Care, Medical Deputising Services, WSLHD, NSW Ambulance Service, Mental Health Services and Primary Care</li> </ul>
Target population cohort	Entire WSPHN region
Consultation	<ul style="list-style-type: none"> <li>– Health Consumers – consultations have already occurred</li> <li>– After Hours Advisory Committee – consultations have already occurred</li> </ul>

	<ul style="list-style-type: none"> <li>– General Practitioners – consultations have already occurred</li> <li>– Commissioned Service Providers – consultations have already occurred</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>– Western Sydney Local Health District – collaboration and distribution of resources developed</li> <li>– Sydney Children’s Hospitals Network (Westmead) – collaboration and distribution of resources developed</li> <li>– Healthdirect Australia – advice on resource content in relation to Healthdirect Australia</li> <li>– General Practitioners – distribution of resources in general practices across the region</li> </ul>
Indigenous Specific	No
Duration	1 July 2018 – 30 June 2019
Coverage	Entire WSPHN region
Commissioning method (if relevant)	Due to the nature of this priority and having already established relationships with key stakeholders such as community groups, councils and the local health district, WSPHN will facilitate this activity.
Decommissioning	N/A

<b>After Hours</b>	
Activity Title / Reference	<b>AH 2 Linking Kid's Care Project</b>
Existing, Modified, or New Activity	Existing
Needs Assessment Priority Area	Reduction in repeat presentations to ED by children, youth and families enrolled into commissioned services. After Hours – Page 48 Collaborating with WSLHD and SCHN to address the needs of frequently presenting low acuity and non-complex children, youth and their families across the PHN.
Aim of Activity	Co-designed in partnership with the Sydney Children’s Hospitals Network (Westmead) and Western Sydney Local Health District, the Linking Kids Care Project (the project) has been established to identify and support people, families and children who frequently present to Emergency Departments (ED) in Western Sydney. The service aims to provide an integrated model of care that improves efficiency and patient outcomes by interfacing with the entire continuum of care, and consumers back to their regular GP or more appropriate health service. This activity will also involve research and evaluation

	of quantitative and qualitative data captured by the Project to inform return on investment and impact on ED usage of patients enrolled.
Description of Activity	<p>The project will focus on providing support and appropriate alternatives to ED for presentations in the after hours period relating to:</p> <ul style="list-style-type: none"> <li>– Non-urgent conditions that could be addressed by a Medical Deputising Service or regular GP</li> <li>– Aboriginal and Torres Strait Islander families</li> <li>– Vulnerable and / or marginalised youth at risk of homelessness</li> <li>– Mental Health concerns that do not meet the threshold for admission</li> </ul> <p>Coordination of care through the project will encourage and ensure that patients receive the right care in the right place at the right time and are connected to appropriate general practice and After Hours Primary Care Services.</p>
Target population cohort	Children, young people and families
Consultation	<ul style="list-style-type: none"> <li>– Sydney Children’s Hospitals Network – consultations have already occurred</li> <li>– After Hours Advisory Committee – consultations have already occurred</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>– Sydney Children’s Hospitals Network – provision of support for children and families frequently presenting to Westmead Children's Hospital ED</li> <li>– General Practitioners– Feedback and input on project processes and resources</li> </ul>
Indigenous Specific	No
Duration	Ongoing up to 30 June 2019
Coverage	Entire WSPHN region
Commissioning method (if relevant)	Through the WSPHN Commissioning Framework, market analysis and ongoing engagement with new and existing service providers in Western Sydney, an appropriate service provider and model of care will be commissioned to coordinate and follow up with people and families identified as frequent presenters to EDs throughout Western Sydney. Following market failure in previous Requests for Proposals a direct approach to market will be taken for this service.
Decommissioning	

<b>After Hours</b>	
Activity Title / Reference	<b>AH 3 Westmead Acute Care Access Project</b>
Existing, Modified, or New Activity	Existing
Needs Assessment Priority Area	Reduction in ED presentations by RACF residents enrolled in the Project. After Hours – Page 48 Collaborating with WSLHD to increase access to acute but non-complex treatment for RACF residents and elderly in the community.
Aim of Activity	In partnership with the WSLHD, NSW Ambulance and General Practice, the Westmead Acute Care Access Project aims to provide support to existing primary health providers and ambulance paramedics and appropriately linking patients to alternative After Hours and Primary Care services, particularly house-bound aged patients, where a complex interplay between patients, carers and service providers occurs both After Hours and at other times.
Description of Activity	The project will develop referral pathways with primary health providers, After hours Medical deputising services and NSW Ambulance for stable patients requiring acute support in their home setting or familiar environment, including Residential Aged Care Facilities (RACF) as an alternative to hospital admission. This service will be particularly beneficial to more vulnerable groups such as older people and RACF residents by improving the capacity of RACFs to work collaboratively with general practice and Primary Health Care organisations to foster innovation and local models of care to support patient access to appropriate health care and avoid unnecessary transfer to the Emergency Department.
Target population cohort	RACF Residents and Community
Consultation	<ul style="list-style-type: none"> <li>– Western Sydney Local Health District - consultations have already occurred</li> <li>– NSW Ambulance - consultations have already occurred</li> <li>– After Hours Advisory Committee - consultations have already occurred</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>– Western Sydney Local Health District – collaboration with Hospital in the Home</li> <li>– NSW Ambulance – development of referral pathways to the service through NSW Ambulance</li> <li>– General Practices – collaboration with GPs who work with RACFs in Westmead region</li> <li>– HealthPathways – development of referral pathways for commissioned services</li> </ul>
Indigenous Specific	No



Duration	Ongoing up to June 30 2019
Coverage	Westmead
Commissioning method (if relevant)	Through the WSPHN Commissioning Framework, market analysis and ongoing engagement with new and existing service providers in Western Sydney, an appropriate service provider and model of care will be commissioned to provide the service.
Decommissioning	N/A

<b>After Hours</b>	
Activity Title / Reference	<b>AH 4 Mental Health support After Hours</b>
Existing, Modified, or New Activity	Existing
Needs Assessment Priority Area	Address front line gaps in after hours primary care and mental health services in western Sydney.
Aim of Activity	WSPHN aims to increase mental health services delivered in western Sydney in the After Hours period via a commissioning model which allows local providers to address gaps in the After Hours mental health services that most affect their local community and thereby reduce risk of further decline in patient health status. The service will improve patient outcomes through working collaboratively with health professionals and services to integrate and facilitate a seamless patient experience.
Description of Activity	<p>WSPHN will also work in collaboration with WSLHD and SCHN (Westmead) to commission an integrated model of care that aims to improve health outcomes for patients who frequently present to EDs in the after hours period for Mental Health concerns that do not meet the threshold for in-patient admission. The commissioned service will aim to interface with the entire continuum of care and link people and families back to their regular GP, appropriate after hours service or Mental Health service. This activity will improve coordination of care to ensure patients receive the right care in the right place at the right time.</p> <p>This project will also involve research and evaluation of quantitative and qualitative data captured by the commissioned providers to inform return on investment and impact on ED usage of patients enrolled in the after hours period.</p>

Target population cohort	Children, young people and families
Consultation	<ul style="list-style-type: none"> <li>– Sydney Children’s Hospitals Network</li> <li>– Western Sydney Local Health District – Mental Health</li> <li>– After Hours Advisory Committee</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>– Western Sydney Local Health District – provision of support for children and youth frequently presenting to WSLHD EDs</li> <li>– Western Sydney Youth Health Service – provision of support for youth frequently presenting to Westmead Children's Hospital ED</li> <li>– Sydney Children’s Hospitals Network – provision of support for children and families frequently presenting to Westmead Children's Hospital ED with mental health concerns</li> <li>– Mental Health Service Providers – provision of after hours mental health services</li> <li>– After Hours Advisory Committee – Mental Health Representative in committee</li> </ul>
Indigenous Specific	No
Duration	Ongoing until June 30 2019
Coverage	Entire WSPHN region
Commissioning method (if relevant)	Through the WSPHN Commissioning Framework, market analysis completed in 2016/17 and ongoing engagement with new and existing service providers in Western Sydney, an appropriate service provider and model of care will be commissioned to coordinate, support and follow up with children, youth and families who frequently present to EDs throughout Western Sydney for Mental Health concerns that do not meet the threshold for in-patient admission.
Decommissioning	N/A

<b>Proposed Activities</b>	
Activity Title / Reference	<b>AH 5 Local Innovation and Capacity Building</b>
Existing, Modified, or New Activity	Existing
Needs Assessment Priority Area	<ul style="list-style-type: none"> <li>– Via a commissioning model, provide innovation funding to address gaps in after hours primary care and mental health services in western Sydney</li> </ul>

	<ul style="list-style-type: none"> <li>– Collaborating with WSLHD and SCHN to address and analyse the needs of frequent ED presenters for low acuity and non-complex children, youth and their families across the PHN</li> <li>– Collaborating with WSLHD to increase access to acute but non-complex treatment for RACF residents and elderly in the community.</li> <li>– Develop and refine awareness campaigns and participate in local community events to improve awareness and increased uptake of after hours primary care services available in western Sydney, particularly amongst vulnerable groups and CALD populations</li> </ul> <p>After Hours – Page 48 &amp; 49</p>
Aim of Activity	The aim of this activity is to work collaboratively with local partners to reduce barriers in accessing local health care after hours
Description of Activity	<p>WSPHN will provide opportunity, via our commissioning model for local service providers to design and develop solutions to address service gaps and improve access to After Hours Primary Health Care, ensuring ongoing consideration for vulnerable populations and those populations who have not been well served by previous After Hours arrangements.</p> <p>. Funding from this activity will also be utilised to re-commission services that have been contracted by WSPHN. Opportunity will be available to support:</p> <ul style="list-style-type: none"> <li>– Research and Evaluation of Emergency Care needs in the western Sydney region by engagement with various stakeholders in relevant health sectors</li> <li>– Residential Aged Care Facilities (including palliative care and house-bound aged patients)</li> <li>– Vulnerable populations such as the homeless</li> <li>– Culturally and Linguistically diverse populations</li> <li>– Aboriginal and Torres Strait Islander communities</li> <li>– Populations attending the Emergency Department frequently including children, young people and families.</li> </ul>
Target population cohort	Entire WSPHN region
Consultation	<ul style="list-style-type: none"> <li>– Commissioned service providers – consultations are planned for future phase of the activity</li> </ul>
Collaboration	To be determined
Indigenous Specific	No

Duration	<ul style="list-style-type: none"> <li>– After Hours Needs Assessment</li> <li>– After Hours Advisory Committee</li> <li>– Local Key Stakeholders and Service Providers</li> </ul>
Coverage	Entire WSPHN region
Commissioning method (if relevant)	Through the WSPHN Commissioning Framework, market analysis and ongoing engagement with new and existing service providers in Western Sydney, appropriate service provider and models of care will be commissioned to provide the services required.
Decommissioning	N/A

<b>Proposed Activities</b>	
Activity Title / Reference	<b>AH 6 Clinical Emergency Management Program (CEMP)</b>
Existing, Modified, or New Activity	Existing
Needs Assessment Priority Area	Improve patient interaction & experience and quality of care during the after hours period. After Hours Page 48 & 49
Aim of Activity	The CEMP workshops aim to build participants' GP knowledge, skills and confidence when responding to medical emergencies with potential to prevent referral to the Emergency Department.
Description of Activity	The Clinical Emergency Management Program (CEMP) has been identified as an appropriate training course for General Practitioners seeking to up skill in Emergency Medicine ensuring patients receive the right care in the right place at the right time. The CEMP workshops have been designed to build participants' knowledge, skills and confidence when responding to medical emergencies, including in the after hours period, with potential to prevent referral to the Emergency Department through appropriate treatment and referral to alternative primary care and/or after hours services.
Target population cohort	General Practitioners in Western Sydney
Consultation	<ul style="list-style-type: none"> <li>– After Hours Advisory Committee - consultations have already occurred</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>– RACGP – identified as the education service provider</li> </ul>
Indigenous Specific	No

Duration	2018-2019
Coverage	Entire WSPHN region
Commissioning method (if relevant)	Through the WSPHN Commissioning Framework, market analysis and ongoing engagement with new and existing service providers in Western Sydney, an appropriate service provider and model of care will be commissioned to provide the service.
Decommissioning	N/A