



Australian Government
Department of Health



An Australian Government Initiative

Activity Work Plan 2019-2021: After Hours Funding

Western Sydney Primary Health Network (WSPHN)

*All internal clearances have been obtained and the Activity Work Plan has been endorsed by the
WSPHN CEO.*

Re-Submitted 02 Oct 2019 – Version 2

Overview

This After Hours Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan is proposed for a period of up to 24 months. Regardless of the proposed duration for each activity, the Department of Health requires PHNs to submit updates to the Activity Work Plan on an annual basis.

1. (a) Planned PHN activities for 2019-20 and 2020-21 – After Hours Primary Health Care Program Funding

AFTER HOURS	
ACTIVITY TITLE	AH3 Strategic Expansion of Hospital in the Home-Acute Care Access Project
Existing, Modified, or New Activity	Existing Activity 2018-19 AWP –After Hours- AH3 Westmead Acute Care Access Project
Program Key Priority Area	Aged Care
Needs Assessment Priority	2018 Needs Assessment Priority number: 9 Priority title: After Hours Page reference: 16 Possible option identified: <i>Reduction in Emergency Department presentations by RACF residents enrolled in the Project.</i>
Aim of Activity	In partnership with the Western Sydney Local Health District (WSLHD), NSW Ambulance and General Practice, the “Hospital in the Home- Acute Access Care projects” aim is to continue providing support to the primary healthcare providers and ambulance paramedics by appropriately linking patients to alternative After Hours and Primary Care Services, particularly house-bound older 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 continue to provide 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 is 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 (ED).
Target population cohort	RACF Residents and older people in the community
Indigenous specific	No
Coverage	Entire western Sydney PHN region
Consultation	<ul style="list-style-type: none"> Western Sydney Local Health District (WSLHD) - consultations have already occurred NSW Ambulance - consultations have already occurred General Practitioners (GPs)- consultations have already occurred After Hours Advisory Committee - consultations have already occurred
Collaboration	<ul style="list-style-type: none"> Western Sydney Local Health District – collaboration with “Hospital in the Home project”. NSW Ambulance – development of referral pathways to the service through NSW Ambulance General Practices – collaboration with GPs who work with RACFs in western Sydney PHN catchment

	<ul style="list-style-type: none"> HealthPathways– development of referral pathways for commissioned services 						
Activity milestone details/ Duration	Activity start date: 1/07/2019 Activity end date: 30/06/2021						
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? Yes</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>						
Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p>						
Total Planned Expenditure							
Funding Source	<table border="1"> <thead> <tr> <th>2019-2020</th> <th>2020-2021</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	2019-2020	2020-2021	Total			
2019-2020	2020-2021	Total					

AFTER HOURS	
ACTIVITY TITLE	<i>AH4 Child and Youth Mental Health Support After Hours Project</i>
Existing, Modified, or New Activity	Existing Activity <i>2018-19 AWP –After Hours- AH4 Mental Health Support After Hours project</i>
Program Key Priority Area	Mental Health
Needs Assessment Priority	2018 Needs Assessment Priority number: 9 Priority title: After Hours Page reference: 16
Aim of Activity	<p>Western Sydney Primary Health Network (WSPHN) aims to continue increasing the 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.</p> <p>This service will continue to improve patient outcomes through working collaboratively with health professionals and services to integrate and facilitate a seamless patient experience.</p>

Description of Activity	<p>WSPHN will continue to collaborate with the WSLHD to commission an integrated model of care that aims to improve health outcomes for patients who frequently present to Emergency Departments (ED) in the after-hours period for mental health concerns that do not meet the threshold for in-patient admission.</p> <p>The commissioned service aims to interface with the entire continuum of care and link people and families back to their regular GP, appropriate afterhours service or mental health service. This activity will promote and enhance the coordination and collaboration of care to ensure patients receive the right care in the right place at the right time.</p>
Target population cohort	Children, young people and families.
Indigenous specific	No
Coverage	Entire western Sydney PHN region
Consultation	<ul style="list-style-type: none"> • Western Sydney Local Health District – Mental health consultations have already occurred • Sydney Children’s Hospitals Network consultations have already occurred • After Hours Advisory Committee consultations have already occurred
Collaboration	<ul style="list-style-type: none"> • Western Sydney Local Health District – provision of support for children and youth frequently presenting to WSLHD EDs • Western Sydney Youth Health Service – provision of support for youth frequently presenting to Westmead Children's Hospital ED • Sydney Children’s Hospitals Network – provision of support for children and families frequently presenting to Westmead Children's Hospital ED with mental health concerns • General Practices – collaboration with GPs who work with RACFs in western Sydney PHN catchment • Mental Health Service Providers – provision of afterhours mental health services • After Hours Advisory Committee – Mental health representative in committee
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2021</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p>

	3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	No		
Total Planned Expenditure			
Funding Source	2019-2020	2020-2021	Total

AFTER HOURS	
ACTIVITY TITLE	AH2 Linking Kid's Asthma Care Project
Existing, Modified, or New Activity	Modified Activity 2018-19 AWP –After Hours- AH2 Linking Kids Care Project
Program Key Priority Area	Population Health
Needs Assessment Priority	2018 Needs Assessment Priority number: 9 Priority title: After Hours Page reference: 16 Possible Options: <i>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</i>
Aim of Activity	Co-designed in partnership with the Sydney Children's Hospitals Network (Westmead) and Western Sydney Local Health District, the Linking Kid's Asthma Care Project (the project) will continue to identify and support people, families and children who frequently present to Emergency Departments in western Sydney with non-complex asthma or viral induced wheeze. The service aims to provide an integrated model of care that improves efficiency and health outcomes, improve the healthcare journey for children, parents and carers, and reduce ED presentation of children with non-complex asthma.
Description of Activity	The project will focus on providing support and appropriate alternatives to Emergency Department presentations in the afterhours period and other times relating to: <ul style="list-style-type: none"> • Non-complex asthma or viral wheeze conditions that could be addressed by a Medical Deputising Service or regular GP • Attendance by Aboriginal and Torres Strait Islander families <p>In addition, as a part of the sustainability plan, this project will build the capacity and improve the competency of healthcare providers (GPs and ED staff) by providing comprehensive asthma management education.</p> <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. Also, it is anticipated that pathways and improved system processes will be developed and enhanced between general practitioners, local health districts, schools and preschools to reduce the number of children and young people who frequently present to ED for asthma and viral induced wheeze and allow the children to spend more time at home and less time in hospital.</p>
Target population cohort	Children, young people and families

Indigenous specific	No
Coverage	Entire western Sydney PHN region
Consultation	<ul style="list-style-type: none"> • Sydney Children’s Hospitals Network – consultations have already occurred • After Hours Advisory Committee – consultations have already occurred • GPs- consultations have already occurred
Collaboration	<ul style="list-style-type: none"> • Sydney Children’s Hospitals Network – provision of support for children and families frequently presenting to Westmead Children's Hospital ED • General Practitioners– Feedback and input on project processes and resources
Activity milestone details/ Duration	Activity start date: 1/07/2019 Activity end date: 30/06/2021
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
Decommissioning	No
Total Planned Expenditure	
Funding Source	2019-2020 2020-2021 Total

AFTER HOURS	
ACTIVITY TITLE	AH1 After Hours - Community Awareness Campaign
Existing, Modified, or New Activity	Existing Activity 2018-19 AWP –After Hours- AH1 After Hours Consumer Awareness Campaign
Program Key Priority Area	Population Health
Needs Assessment Priority	2018 Needs Assessment Priority number: 9 Priority title: After Hours Page reference: 16 and 17

	Possible option: <i>Develop and refine awareness campaigns and participate in local community events to improve awareness and increased uptake of afterhours primary care services.</i>
Aim of Activity	The aim of this activity is to increase the consumers' awareness as well as the healthcare providers in relation to the available afterhours services. This will help to maximising the utilisation of the After Hours Primary Health Care service and will support the efforts in reducing low acuity Emergency Department presentations.
Description of Activity	The After Hours Consumer Awareness Campaign will increase consumer and healthcare provider awareness of After Hours services available in their community and improve patient health literacy on the appropriate health services to access in the afterhours period through: <ul style="list-style-type: none"> – Participation in local community events and awareness activities to provide educational resources relating to health care access in the after-hours period – Engaging with various community groups, frontline service providers, General Practitioners and Allied Health providers – Online social media campaigns promoting locally available after hours health care services – Stakeholders engagement activities and events <p>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</p>
Target population cohort	Entire WSPHN region
Indigenous specific	No
Coverage	Entire western Sydney PHN region
Consultation	<ul style="list-style-type: none"> • Health Consumers – consultations have already occurred • After Hours Advisory Committee – consultations have already occurred • General Practitioners – consultations have already occurred • Commissioned Service Providers – consultations have already occurred
Collaboration	<ul style="list-style-type: none"> • Western Sydney Local Health District – collaboration and distribution of resources developed • Sydney Children's Hospitals Network (Westmead) – collaboration and distribution of resources developed • Healthdirect Australia – advice on resource content in relation to Healthdirect Australia • General Practitioners – distribution of resources in general practices across the region
Activity milestone details/ Duration	Activity start date: 1/07/2019 Activity end date: 30/06/2021
Commissioning method and approach to market	1. Please identify your intended procurement approach for commissioning services under this activity: <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension

	<input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date. <input type="checkbox"/> Open tender <input checked="" type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)		
	2a. Is this activity being co-designed? Yes		
	2b. Is this activity this result of a previous co-design process? Yes		
	3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No		
	3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	No		
Total Planned Expenditure			
Funding Source	2019-2020	2020-2021	Total