

# Western Sydney - Integrated Team Care

2019/20 - 2020/21

## Activity Summary View



### [ITC - 1 - ITC1 Care Coordination and Supplementary Services ]



#### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

1

**Activity Title \***

ITC1 Care Coordination and Supplementary Services

**Existing, Modified or New Activity \***

Existing



#### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Indigenous Health

**Aim of Activity \***

Contribute to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, and support for self-management.

**Description of Activity \***

A description of the Integrated Team Care (ITC) model for this activity, including how the activity and care coordination services will be delivered is as follows:-

WSPHN has utilised the feedback from a consultation process to design a multi-faceted commissioning process to deliver ITC services.

The commissioned provider withdrew from the service on 30 June 2019. A proportion of the funding was provided to other service providers to expand their services and outcomes during the interim period including some staff employed within the WSPHN. Details below:-

- An Indigenous Health Project Officer (IHPO) was employed to work as a team leader to provide strategic direction for the team and develop and implement a coordinated team-based approach for the ITC program during the interim period from 1st July 2019. This position will end on 30th June 2020 as the service is transitioned to the new provider.
- In addition to the above, the IHPO was responsible for coordinating supplementary services and ensure appropriate utilisation of these funds. The coordination of Supplementary Service Funding will transition to the new provider from 1st July 2020.

A competitive tender process will occur over March and April 2020 with a new provider being contracted from mid-May to be providing the full service from 1st July 2020. This approach will help us build new capabilities and service delivery capacity in the region for the communities to meet program goals.

As a Commissioner of Services Western Sydney PHN (WSPHN) will:

- Support commissioned service providers to manage the ITC program and promote this to clients and the communities they are engaging with.
- Performance manages and evaluate services.

Through this activity Commissioned Providers will:

- Be contracted to deliver the care coordination component of the ITC program. Access to the service will be via referral from a local service provider or mainstream GP.
- Employ Care Coordinators and Outreach workers and the IHPO.
- Support Care Coordinators and Outreach workers in their roles to ensure optimum outcomes for the community.
- Identify Aboriginal and/or Torres Strait Islander clients who are eligible for the ITC program.

Through this activity Outreach Workers will:

- Support patients to access services by aiding with transport
- Take part in Community liaison activities
- Undertake administration and support
- Provide practical assistance
- Provide feedback regarding access problems

Workforce Type

FTE	ACCHO/ MPS	PHN
Indigenous Health Project Officers	1	1
Care Coordinators	3	3
Outreach Workers	5	5

Workforce development provided for staff is intended to be strengths-based and forward-looking. It seeks to build on existing workforce strengths, capabilities and resources while also identifying the resources that might be needed in future.

Workforce development opportunities for staff under this activity include:

- All staff have a workforce development plan in place
- Provision of access to sector capacity building activities
- Provision of access to networking opportunities
- Provision of resources that enhance capacity in working with families and significant others, including children
- Provision of professional development opportunities, including initiatives that enhance capacity in:
  - Cultural responsiveness and cultural awareness
  - Responding to complex needs, (i.e.: Trauma-Informed care)
  - Supporting and engaging clients with chronic conditions
  - Access to online training and education initiatives.
  - Access to an in-service presentation focusing on the importance of the Council of Australian Government (COAG) targets, identification, barriers to identification, cultural safety, etc
  - Facilitate Accredited (RACGP) cultural awareness training for the "Practice Incentives Program Indigenous Health Incentive" for general practice and their staff.

**Priorities**

Needs Assessment Priority	Page Reference
Improve Aboriginal and Torres Strait Islander people's access to high quality, culturally appropriate health care, including primary care and care coordination services.	n/a

**Activity Demographics****Target Population Cohort \***

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

**In Scope AOD Treatment Type \*****Indigenous Specific \*****Indigenous Specific Comments \*****Coverage \*****Whole Region**

Yes

SA3 Name	SA3 Code
Baulkham Hills	11501
Dural - Wisemans Ferry	11502
Rouse Hill - McGraths Hill	11504
Blacktown	11601
Blacktown - North	11602
Mount Druitt	11603
Auburn	12501
Carlingford	12502
Merrylands - Guildford	12503
Parramatta	12504
Pennant Hills - Epping	12601
Ryde - Hunters Hill	12602

**Activity Consultation and Collaboration****Consultation \***

Stakeholder engagement and consultation activities undertaken to support this activity are:

- Talking with community members, Elders and service providers when undertaking the Needs Assessment

- Engaging with Aboriginal and Torres Strait Islander health organisations.
- Local health care stakeholders, including LHD's and SCHN and other local stakeholders relevant to addressing health matters
- Clinical and Consumer Councils providing advice and input in plans
- Local Indigenous health services and mainstream primary health services in a partnership approach for the delivery of primary care services

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 for the ITC program.

#### Collaboration \*

WSPHN works in collaboration with the following stakeholders to inform the needs of the community and to determine locally appropriate and integrated service solutions:

- Marrin Weejali
- Aboriginal and Torres Strait Islander Communities (including men, women, and children)
- WSLHD, SCHN
- GP practices
- Other local Health care providers
- Greater Western Aboriginal Health Service
- Peak bodies



### Activity Milestone Details/Duration

#### Activity Start Date \*

30 Jun 2019

#### Activity End Date \*

29 Jun 2021

#### Service Delivery Start Date

#### Service Delivery End Date

#### Other Relevant Milestones

Activity is valid for full duration of AWP



### Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: \*

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: Yes

**Expression of interest (EOI):** No

**Other approach (please provide details):** No

**Is this activity being co-designed? \***

No

**Is this activity the result of a previous co-design process? \***

No

**Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? \***

No

**Has this activity previously been co-commissioned or joint-commissioned? \***

No

**Decommissioning \***

No

**Decommissioning Details? \***

n/a

**Co-design or co-commissioning details \***

n/a



# [ITC-Op - 1 - ITC - Operational funding]



## Activity Metadata

### Applicable Schedule \*

Integrated Team Care

### Activity Prefix \*

ITC-Op

### Activity Number \*

1

### Activity Title \*

ITC - Operational funding

### Existing, Modified or New Activity \*

Existing



## Activity Priorities and Description

### Program Key Priority Area \*

### Other Program Key Priority Area Description

### Aim of Activity \*

### Description of Activity \*

## Needs Assessment Priorities \*

Needs Assessment

### Priorities

Needs Assessment Priority	Page Reference



## Activity Demographics

### Target Population Cohort \*

**In Scope AOD Treatment Type \***

**Indigenous Specific \***

**Indigenous Specific Comments \***

**Coverage \***

**Whole Region**

SA3 Name	SA3 Code
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### **Activity Consultation and Collaboration**

**Consultation \***

**Collaboration \***



### **Activity Milestone Details/Duration**

**Activity Start Date \***

**Activity End Date \***

**Service Delivery Start Date**

**Service Delivery End Date**

**Other Relevant Milestones**



## Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: \*

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: No

Expression of interest (EOI): No

Other approach (please provide details): No

Is this activity being co-designed? \*

Is this activity the result of a previous co-design process? \*

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? \*

Has this activity previously been co-commissioned or joint-commissioned? \*

Decommissioning \*

Decommissioning Details? \*

Co-design or co-commissioning details \*



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	2019/20	2020/21
ITC Operational		
Interest - ITC		

Totals

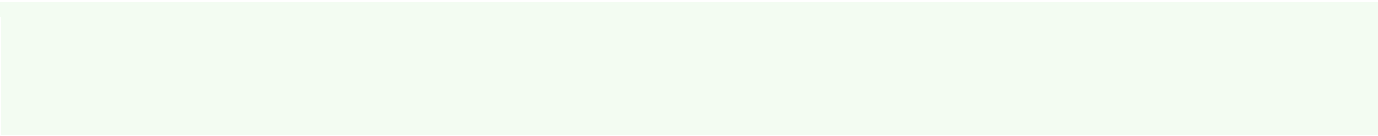


<b>Funding Stream</b>	<b>2019/20</b>	<b>2020/21</b>	<b>Total</b>
ITC Operational			
Interest - ITC			
Total			

**Funding from Other sources - Financial Details**



**Funding from Other sources - Organisational Details**





## [ITC - 2 - ITC2 - Culturally competent Mainstream Services]



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

2

**Activity Title \***

ITC2 - Culturally competent Mainstream Services

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Indigenous Health

**Aim of Activity \***

Improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health, and specialists) for Aboriginal and Torres Strait Islander people

**Description of Activity \***

Western Sydney PHN will directly employ 1.0 FTE Cultural Aboriginal Liaison Coordinator to undertake this activity.

The ITC model for this activity has taken into account the unique operating cultures and distinctive needs of Aboriginal and Torres Strait Islander people.

The description of the ITC model for this activity includes:

- Workforce analysis –
  - Undertake a workforce survey to identify cultural development needs and general practice quality improvement opportunities.
- Gap Analysis
  - Identify new skills the workforce will need to provide culturally competent mainstream services
- Strategy development
  - to address future gaps and include programs, policies, and practices that assist an organisation to be culturally competent.
  - to build capacity by shaping and developing staff capabilities and prepare employees for new roles or responsibilities
- Implement workforce plan -
  - Communicate improvement plans to mainstream primary care providers

- Allocate necessary resources to carry out identified strategies
- Clarify roles and responsibilities in implementing the strategies.
- Define performance measures, milestones & deliverables
- Monitoring and Evaluation
  - Access what is working and what is not working
  - Make any adjustments to the model
  - Address new organisational issues that affect the plan

Additional work to be undertaken as part of this activity include: -

- Facilitating access to resources that support cultural workforce planning and development
- Showcasing approaches that support integrated care, including integrated pathways, linkages and models of care
- Facilitating training to improve the capacity of mainstream primary care providers to confidently deliver safe, accessible and culturally responsive services
- Facilitating cultural competency training for commissioned providers
- Increasing the uptake of specific Aboriginal and Torres Strait Islander MBS items including 715 – Health Assessment for Aboriginal and Torres Strait Islander people, care planning and follow-up items.
- Developing linkages, pathways and other approaches that support cross-sector networking, information and knowledge exchange
- Assisting practices to encourage Aboriginal and Torres Strait Islander patients to self-identify
- Developing culturally appropriate terminology cheat sheets
- Helping practices create a more welcoming environment e.g., Indigenous artwork and posters.

Workforce Type	FTE	AMS	MPC	PHN
Indigenous Health Project Officers				
Outreach Workers				
Consultants				
Other: specify PHN		1		1

Workforce development provided for staff is intended to be strengths-based and forward-looking. It seeks to build on existing workforce strengths, capabilities and resources while also identifying resources that might be needed in future.

Workforce development opportunities for staff under this activity include:

- Staff having a workforce development plan in place
- Provision of access to sector capacity building activities.
- Provision of access to networking opportunities.
- Provision of resources that enhance capacity in working with families and significant others, including children.
- Provision of professional development opportunities, including initiatives that enhance capacity in:
  - Cultural responsiveness and cultural awareness
  - Responding to complex needs, (i.e.: Trauma Informed care)
  - Supporting and engaging clients with chronic conditions
  - Access to online training and education initiatives.
  - Access to in-service presentation focusing on the importance of the Council of Australian Government (COAG) targets, identification, barriers to identification, cultural safety, etc
  - Facilitate Accredited (RACGP) cultural awareness training for the “Practice Incentives Program Indigenous Health Incentive” for general practice and their staff.

## Needs Assessment Priorities \*

WSPHN Needs Assessment 2019/20-2021/22

### Priorities

Needs Assessment Priority	Page Reference
Improve Aboriginal and Torres Strait Islander people’s access to high quality, culturally appropriate health care, including primary care and care coordination services.	n/a
Chronic Disease	7



## Activity Demographics

### Target Population Cohort \*

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

### Indigenous Specific Comments \*

## Coverage \*

### Whole Region

Yes

SA3 Name	SA3 Code
Baulkham Hills	11501
Dural - Wisemans Ferry	11502
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Carlingford	12502
Merrylands - Guildford	12503
Parramatta	12504
Pennant Hills - Epping	12601
Ryde - Hunters Hill	12602



## Activity Consultation and Collaboration

### Consultation \*

- Talking with community members, Elders and service providers
- Aboriginal and Torres Strait Islander health and social care providers
- GPs, Allied Health, Pharmacist and Specialist providers
- Local health care stakeholders, including Western Sydney Local Health District and other local stakeholders relevant to addressing health matters.
- 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 for the ITC program.

### Collaboration \*

Below is a list and description of the role of each stakeholder that will be involved in designing and/or implementing the activity:-

- Local Primary Healthcare Providers: Participation in working groups and workforce development

- National and State Peak Bodies: Peak bodies are often engaged in the development of pathways providing up to management guidelines, and national and state health policy
- Local Aboriginal NGO's and community health groups – Consultation and participation in working groups. Provide advice on emerging issues, joint planning of initiatives including education and health promotion activities
- GP and local healthcare professionals training and education is jointly planned with RACGP and WSLHD to support local education to GPs and practice nurses, including cultural competency training.
- WSLHD and SCHN Consultation and planning
- Aboriginal Organisations (Marrin Weejali, Babayan) consultation and collaboration to deliver this activity
- WSPHN internal GP focus team consultation and planning



## Activity Milestone Details/Duration

### Activity Start Date \*

30 Jun 2019

### Activity End Date \*

29 Jun 2021

### Service Delivery Start Date

### Service Delivery End Date

### Other Relevant Milestones

Activity is valid for full duration of AWP



## Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: \*

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: No

Expression of interest (EOI): No

Other approach (please provide details): Yes

1 FTE employed by WSPHN

Is this activity being co-designed? \*

No

Is this activity the result of a previous co-design process? \*

No

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? \*

No

Has this activity previously been co-commissioned or joint-commissioned? \*

No

Decommissioning \*

No

Decommissioning Details? \*

n/a

Co-design or co-commissioning details \*

n/a



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	2019/20	2020/21
Integrated Team Care Funding		
Interest - ITC		

### Totals

Funding Stream	2019/20	2020/21	Total
Integrated Team Care Funding			
Interest - ITC			
Total			

### Funding from Other sources - Financial Details

### Funding from Other sources - Organisational Details