

# Central Queensland, Wide Bay, Sunshine Coast - After Hours Primary Health Care

## 2021/22 - 2024/25

### Activity Summary View



## AH - 1 - AH-P1: After Hours Counselling, Women's Health Clinic



### Activity Metadata

#### Applicable Schedule \*

After Hours Primary Health Care

#### Activity Prefix \*

AH

#### Activity Number \*

1

#### Activity Title \*

AH-P1: After Hours Counselling, Women's Health Clinicopw

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

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

Mental Health

#### Other Program Key Priority Area Description

#### Aim of Activity \*

To improve access to after-hours care in areas of need and contribute to a reduction in Category 5 emergency department presentations.

#### Description of Activity \*

Procure:

AHM-P1.8 - To enhance access to After Hours women's health and low intensity mental health counselling services for at-risk women who cannot access services during usual office hours and may otherwise not have access to mental health services and referral. The Gympie-based service is delivered by the Gympie Women's Health Service.

Procure:

AHM-P1.8 - To enhance access to After Hours women's health and low intensity mental health counselling services for at-risk women who cannot access services during usual office hours and may otherwise not have access to mental health services and referral. The Gympie-based service is delivered by the Gympie Women's Health Service.

AHM-P1.12 – Women's Health Clinic provides improved access to female general practitioners (specialising in women's reproductive and sexual health) for vulnerable, marginalised and socially isolated women in the Sunshine Coast LGA.

### **Needs Assessment Priorities \***

#### **Needs Assessment**

2021-24 Health Needs Assessment

#### **Priorities**

<b>Priority</b>	<b>Page reference</b>
Mental Health	74
Maternal, Child and Reproductive Health	143



### **Activity Demographics**

#### **Target Population Cohort**

Low socio-economic women in Sunshine Coast and Gympie LGA.

Aboriginal and Torres Strait Islander women in Sunshine Coast and Gympie LGA.

Homeless and vulnerable women in Sunshine Coast and Gympie LGA.

While these activities are not specifically targeted to Aboriginal and Torres Strait Islander peoples, the PHN maintains a commitment to prioritising the health needs of our diverse communities across the Region.

#### **In Scope AOD Treatment Type \***

#### **Indigenous Specific \***

No

#### **Indigenous Specific Comments**

#### **Coverage**

#### **Whole Region**

No

SA3 Name	SA3 Code
Buderim	31601
Sunshine Coast Hinterland	31606
Nambour	31607
Caloundra	31602
Noosa Hinterland	31608
Maroochy	31603
Gympie - Cooloola	31903
Noosa	31605



## Activity Consultation and Collaboration

### Consultation

Service funded in consultation with the local Hospital and Health Service and related service providers to ensure there is no duplication.

### Collaboration

- Sunshine Coast Hospital and Health Service.
- Gympie Women's Health Service.
- North Coast Women's Health Centre.



## Activity Milestone Details/Duration

### Activity Start Date

29/06/2019

### Activity End Date

28/06/2023

### Service Delivery Start Date

01/07/2019

### Service Delivery End Date

30/06/2023

### Other Relevant Milestones

Service Delivery Start Date:

AHM-P1.8 - 1 July 2019

AHM-P1.12 - 30 March 2020



## Activity Commissioning

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

**Not Yet Known:** Yes

**Continuing Service Provider / Contract Extension:** Yes

**Direct Engagement:** Yes

**Open Tender:** No

**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 comments**

Co-designed with the parties mentioned in the consultation section of the AWP.



## AH - 2 - AH-P2: Patient management and referral system to reduce avoidable after-hours hospital presentations



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

2

**Activity Title \***

AH-P2: Patient management and referral system to reduce avoidable after-hours hospital presentations

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

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Improved coordination and integration of care for patients with complex and chronic disease.

**Aim of Activity \***

AHC-P2.1, AHC-P2.2 - To improve patient management and reduce avoidable After Hours hospital presentations by improving service coordination and integration for high need, complex care clients.

AHC-P2.3, AHC-P2.4, AHC-P2.7 - To develop, implement and evaluate current models of care, as a way of improving the coordination and integration of primary and secondary health services in the region, utilising GP Liaison Officers and the HealthPathways system.

AHM-P2.9 - To improve the detection and management of common childhood illnesses and increase parental awareness of After Hours services for parents of children aged 0-4 years.

AHO-P2.9 - Provide training to internal GPLOs and education coordinators to be able to facilitate project ECHO series.

**Description of Activity \***

It is widely recognised that after hours services should be integrated and coordinated to achieve continuity of care between After Hours service providers and a patient's regular GP – this has been identified as particularly important where patients have chronic and complex conditions who may lack access to services or management of the condition which results in avoidable hospital presentation.

To achieve continuity of care, systems must be in place to support effective communication across providers of After Hours services, in particular, between general practice and the Hospital and Health Service (HHS). Support primary health care providers and GPs to identify opportunities to increase uptake and use of telehealth capabilities to optimise efficient access to health care services and specialist outreach where needed. Specifically, the PHN will identify the most frequent potentially preventable emergency department (ED) presentations in the After-Hours period for complex patients, and work on improving clinical pathways to improve coordination for these patients. Partner: AHC-P2.1 - Partner with HHSs across our PHN to identify joint priorities and integration opportunities, and to move forward on local activity that stems from this. Provide: AHC-P2.2 - Utilise our Primary Health Care function to support nurse-led chronic disease management and promote the use of patient registers and recall systems within general practice for specific chronic diseases. AHC-P2.3 - Development of specific patient-centred management and referral pathways (through HealthPathways) with the purpose of avoiding hospital admissions and inappropriate referral; and AHC-P2.4 - Designated General Practice Liaison Officer (GPLO) resource based within the PHN across the region to undertake peer to peer education with local GPs, jointly plan with the Hospital and Health Service GPLO, where applicable within our region, and provide clinical oversight to the HealthPathways program. AHO-P2.9 - Provide training to our GPLO and education coordinator internally to work with the Sunshine Coast Hospital and Health Service (SCHHS) to build capabilities to locally deliver project ECHO. Project ECHO is a guided practice model that exponentially increases access to best-practice care and reduces health disparities, through hub-and-spoke knowledge sharing networks. Online, interactive case discussions provide a platform for collaborative learning by primary care clinicians, educators, and social care providers, to empower providers to practice at the top of their scope.

## Needs Assessment Priorities \*

### Needs Assessment

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
Mental Health	74
Chronic Disease Prevention and Management	142



## Activity Demographics

### Target Population Cohort

Clients with complex or chronic disease who are at risk of presenting multiple times or after hours to emergency services.

While not specifically targeting Aboriginal and Torres Strait Islander peoples, the activity maintains a commitment to prioritising the health needs of our diverse Indigenous communities across the region. Working with providers to ensure treatment guidelines and recall/reminder processes are tailored to special groups such as Aboriginal and Torres Strait Islander communities.

### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Consultation • Hospital and Health Services across the region. • General practitioners • Community-based primary health care providers • Allied and primary health care providers • ACCHOs • Private specialists

### Collaboration

• Hospital and Health Services across the region • General practitioners • Community-based primary health care providers

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## Activity Milestone Details/Duration

### Activity Start Date

28/06/2019

### Activity End Date

28/12/2023

### Service Delivery Start Date

### Service Delivery End Date

### Other Relevant Milestones

Service Delivery Start Date AHC-P2.7 - 1 July 2019, AHM-P2.8 - 1 July 2020, AHM-P2.9 - 1 Feb, 2021 AHO-P2.9, - 1 April 2021.

Service Delivery End Date AHC-P2.7, AHM-P2.8, AHM-P2.9, AHO-P2.9 - 31 Dec 2023.

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## Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes

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?**

Yes

**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 comments**

Co-designed with the parties listed in the consultation section of the AWP.





## AH - 3 - AH-P3: Improve health literacy – Right Place, Right Time Campaign



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

3

**Activity Title \***

AH-P3: Improve health literacy – Right Place, Right Time Campaign.

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Health Literacy and avoidable hospital presentations.

**Aim of Activity \***

Improved knowledge among service providers and consumers about available primary health care services in their area.

**Description of Activity \***

Health literacy regarding after hours care across the community in the Sunshine Coast, Wide Bay and Central Queensland region is generally considered to be poor, with significant opportunities to better educate consumers on which After Hours services are available and when to access them. A key barrier to this activity is the lack of available After Hours alternatives in regional areas, hence, the limited application of the initiative to the Sunshine Coast region.

Provide:

AHC-P3.2 - Promoting the uptake of provider self-authorship on the National Health Service Directory (NHSD), improving and collating after hours service information in each area of the PHN via Health System Support and Integration officers;  
Health literacy regarding after hours care across the community in the Sunshine Coast, Wide Bay and Central Queensland region is generally considered to be poor, with significant opportunities to better educate consumers on which After Hours services are available and when to access them. A key barrier to this activity is the lack of available After Hours alternatives in regional areas, hence, the limited application of the initiative to the Sunshine Coast region.

Provide:

AHC-P3.2 - Promoting the uptake of provider self-authorship on the National Health Service Directory (NHSD), improving and collating after hours service information in each area of the PHN via Health System Support and Integration officers;

Procure:

AHC-P3.4 - Conduct public awareness campaigns to promote the Right Place Right Time message. Including but not limited to:

- Bus and billboard advertising
- Cinema advertising
- Shopping centre restrooms
- Child care centres
- Printing of promotional material
- Social and digital marketing campaigns
- Radio advertising

External market evaluation of the campaign to improve the reach / impact and confirm the messaging is appropriate.

AHC-P3.5 - Engage contractor services to undertake activity associated with AHC-P3.4 and campaign expansion.

## Needs Assessment Priorities \*

### Needs Assessment

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
Workforce	147
Chronic Disease Prevention and Management	142



## Activity Demographics

### Target Population Cohort

People seeking attention for minor injury and illness who present to SCHHS emergency departments and are not aware of alternative services.

While these activities are not specifically targeted to Aboriginal and Torres Strait Islander peoples, the PHN maintains a commitment to prioritising the health needs of our diverse communities across the Region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

**Indigenous Specific Comments**

**Coverage**

**Whole Region**

No

SA3 Name	SA3 Code
Buderim	31601
Sunshine Coast Hinterland	31606
Nambour	31607
Caloundra	31602
Noosa Hinterland	31608
Maroochy	31603
Noosa	31605



**Activity Consultation and Collaboration**

**Consultation**

Extensive stakeholder engagement has been undertaken to construct and monitor this campaign including:

- Consumer groups for focus testing
- Baseline surveys and end line evaluation
- Online consumer feedback and review
- Hospital and Health service consumer representatives and communications staff
- Health care providers
- Health service volunteers

**Collaboration**

- Sunshine Coast Hospital and Health Service – alternative pathways working group
- General practice – encouraging updated service information on publicly available directory
- Community - consumer surveys, focus groups and online feedback opportunities.



**Activity Milestone Details/Duration**

**Activity Start Date**

29/06/2019

**Activity End Date**

28/06/2023

**Service Delivery Start Date**

01/07/2019

**Service Delivery End Date**

30/06/2023

**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:** Yes

**Open Tender:** No

**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?**

Yes

**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 comments**

Co-designed with the parties listed in the consultation section of the AWP.



## AH - 5 - AH-P5: Primary care access to homeless and vulnerable



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

5

**Activity Title \***

AH-P5: Primary care access to homeless and vulnerable.

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Mental Health, Aboriginal & Torres Strait Islander Health, Population Health, Alcohol & Other Drugs

**Aim of Activity \***

Provide access to medical care and social support for the homeless, and those at risk of homelessness, to improve continuity of care for this vulnerable, underserved group and reduce avoidable hospital presentations.

**Description of Activity \***

Procure:

AHC-P5.1 - The PHN is funding Sunny Street to deliver regular primary health care clinics in accessible locations across the Sunshine Coast and Fraser Coast where homeless and vulnerable populations congregate. Sunny Street is a GP and nursing mobile outreach unit providing primary health care and complex coordination services for homeless and vulnerable individuals and families.

**Needs Assessment Priorities \*****Needs Assessment**

2021-24 Health Needs Assessment

**Priorities**

Priority	Page reference
Mental Health	74
Alcohol and Other Drugs	49
System Integration and Collaboration	149
Older People's Health	145
Chronic Disease Prevention and Management	142



## Activity Demographics

### Target Population Cohort

The target cohort for this service are individuals and family units who are homeless, those at risk of homelessness and other socially vulnerable and marginalised groups on the Sunshine Coast and Fraser Coast.

While these activities are not specifically targeted to Aboriginal and Torres Strait Islander peoples, the PHN maintains a commitment to prioritising the health needs of our diverse communities across the Region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Buderim	31601
Sunshine Coast Hinterland	31606
Nambour	31607
Caloundra	31602
Noosa Hinterland	31608
Maroochy	31603
Noosa	31605
Maryborough	31905
Hervey Bay	31904



## Activity Consultation and Collaboration

### Consultation

- Hospital and Health Services
- Community-based support services
- Local government
- Non-government agencies.

### Collaboration

Multiple stakeholders are currently involved in supporting or partnering with the Sunny Street outreach service including local councils, NGOs and universities.



## Activity Milestone Details/Duration

### Activity Start Date

29/06/2019

### Activity End Date

28/06/2023

### Service Delivery Start Date

01/07/2019

### Service Delivery End Date

30/06/2023

### 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:** Yes

**Open Tender:** No

**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 comments**

Co-designed with the parties mentioned in the consultation section of the AWP.





## AH - 12 - AH-P12: Commissioning of After-Hours Services



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

12

**Activity Title \***

AH-P12: Commissioning of After-Hours Services

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

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Unknown until Needs Assessment is complete.

**Aim of Activity \***

The aim of the activity is to commission high quality innovative, locally relevant and effective After-Hours Primary Health Care based on community need, as identified in the latest Needs Assessment.

**Description of Activity \***

As part of our commissioning approach, the PHN has defined where we procure health services, partner with other agencies to implement health system solutions, and where our staff provide health system support services (e.g., general practice support, allied health engagement, education, digital health leadership). This approach allows us to provide clarity and transparency to our stakeholders. This activity work plan uses this method.

The PHN will commission services to address gaps in After Hours Primary Care services, this will be achieved by:

Procure:

The PHN will commission:

AH12-P1 - Procure: Utilising the findings of the needs assessment, regional planning and stakeholder engagement, the PHN will implement new approaches to commissioning after hours services that may include piloting innovative solutions.

Provide:

The PHN will: AH12-P2 - support all activities through links with appropriate networks and connections to stakeholders across the region. AH12-P3 - Raise awareness of existing After-Hours services among communities where there are high volumes of low acuity emergency department presentations.

### Needs Assessment Priorities \*

#### Needs Assessment

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
System Integration and Collaboration	149



### Activity Demographics

#### Target Population Cohort

As identified from the PHN After Hours Needs Assessment

#### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

#### Coverage

##### Whole Region

Yes



### Activity Consultation and Collaboration

#### Consultation

Consultation will be undertaken with: • Hospital and Health Services • Community-based support services • Local government • Non-government agencies • Clinical Council • Aboriginal Community Controlled Organisations • General Practice • Aged Care Facilities.

#### Collaboration

Ongoing collaboration occurs with the following: • Clinical Councils • Hospital and Health Services • General Practice.



## Activity Milestone Details/Duration

### Activity Start Date

13/11/2022

### Activity End Date

28/06/2023

### Service Delivery Start Date

### Service Delivery End Date

30/06/2023

### Other Relevant Milestones



## Activity Commissioning

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

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: 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 comments