



Northern Queensland Primary Health Network

Activity Work Plan

Integrated Team Care

2021/22 – 2024/25



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



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ITC1 – Care Coordination and Supplementary Services

Activity priorities and description

Program key priority area

Aboriginal and Torres Strait Islander Health

Aim of activity

The aim is to contribute to improving health outcomes for Aboriginal and Torres Strait Islander peoples with chronic health conditions through better access to care coordination, multidisciplinary care, and support towards self-management of their own health.

Description of activity


2022/23

This activity involves supporting implementation of the revised Integrated Team Care (ITC) service delivery model that was commissioned in 21/22. The model involves:

- 12 Aboriginal Community Controlled Health Organisations (ACCHOs) delivering care coordination outreach supports and access to Supplementary Services within their respective geographical catchment areas.
- ACCHOs working in collaboration with mainstream general practices to provide the mainstream component.
- Implementation of localised approaches to reflect ACCHO's local context and the local needs of their communities, particularly in rural and remote areas.

Northern Queensland Primary Health Network (NQPHN) has retained two (2) Indigenous Health Project Officer (IHPO) positions to provide program leadership, planning, and workforce support. NQPHN will use its IHPO workforce to support ACCHOs implement local service models while defining consistency for some elements and working collectively on systems development. Areas of focus will include:

- Establishment and maintenance of ITC governance and leadership structures to ensure strong collaboration between the ITC service delivery providers and mainstream health services for the delivery of primary care services.
- Policies and Procedures to manage referral, intake, demand, and discharge processes.
- Continuity of care for people that move between locations to prevent individuals from being lost to service supported by local arrangements between ACCHOs.
- Consistent use of Medicare Benefits Schedule (MBS) Items such as 723 Coordinate of Team Care Arrangements and regular reviews of Item 715 Aboriginal and/or Torres Strait Islander people's Health Assessment and General Practitioner Management Plan.
- Communication and case management between health care providers to support the patient journey, linking with other services such as Nurse Navigators, to maximise the best outcomes for the patient and reduce duplication of services.



The governance structures will include both strategic and operational groups to oversee transparent monitoring, shared accountability, and to progress enhancements including:

- Further develop the NQPHN ITC Model of Care and implementation guidelines which describe the local approach to implementation, processes, and protocols. The guidelines will be further developed collaboratively between NQPHN, local ITC contracted providers, clients, community representatives and other significant health sector participants.
- Develop and support implementation of a comprehensive ITC program workforce strategy, ensuring that the ITC workforce is well supported, and workforce attraction and retention is a focus.
- Develop a consistent and localised approach to Supplementary Services exploring opportunities for joint arrangements where this will provide efficiencies and outcomes.
- Develop and support the implementation of learn local reporting and data requirements with contracted providers.

Alignment with the Health Needs Assessment 2022-25

This activity aims to address key health issues identified in NQPHN Health Needs Assessment (HNA) 2022-2025.

The Aboriginal and Torres Strait Islander population is among the most vulnerable within the NQPHN region. They have poorer health outcomes and require additional services to improve their life expectancy. The key Health Needs Assessment Priorities being addressed in these activities referenced in the NQPHN HNA 2022-2025 are:

- Chronic diseases are responsible for most deaths (page 107)
- Improving their health across all life stages is a key focus across all activities within NQPHN (page 114).

ITC2 – Culturally Competent Mainstream Services

Activity priorities and description

Program key priority area

Aboriginal and Torres Strait Islander Health

Aim of activity

The aim of this activity is to 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 peoples and to improve the capacity of mainstream primary care services to deliver culturally appropriate services to Aboriginal and Torres Strait Islander peoples.

Description of activity

The Integrated Team Care (ITC) activities associated with improving Cultural Competency of Mainstream Primary Care Services will be strengthened, monitored, and coordinated through Northern Queensland Primary Health Network (NQPHN) and will continue to be implemented during the period 1 July 2021 until 30 June 2024. Uptake of Indigenous Medicare Benefits Schedule (MBS) items including 715 health checks and ensuring the provision of and utilisation of follow up services will be promoted.

2022 - 2024

NQPHN is focused on implementing an effective ITC program that builds capacities within the primary health sector and enhances the capabilities for all Aboriginal and Torres Strait Islander peoples with chronic conditions to access mainstream primary health and Indigenous health services to achieve improved health outcomes.

NQPHN will work with contracted service providers to deliver the cultural competency program recently commissioned to:

- provide cultural competency learning workshops to mainstream primary care providers (prioritising those involved in the ITC program)
- develop and promote cultural competency resource packages, providing them to mainstream primary care providers (prioritising those involved in the ITC program)
- encourage participating mainstream primary health organisations to engage in the development of Reconciliation Action Plans
- strengthen partnerships between mainstream and Indigenous organisations
- address identified regional Aboriginal and Torres Strait Islander primary health care workforce issues
- facilitate greater participation of Aboriginal and Torres Strait Islander people in the regional primary health care workforce
- drive an increase in the completion of Aboriginal and Torres Strait Islander Peoples Health Assessment (MBS item 715; cross-activity with HSI3)
- align the cultural competency program with the National Cultural Respect Framework 2016-2026 and to embed the principles in all contract arrangements, particularly those relating to the ITC model of care.



Alignment with the Health Needs Assessment 2022-25

This activity aims to address key health issues identified in NQPHN Health Needs Assessment (HNA) 2022-2025.

An identified shortfall in the perceived cultural appropriateness of many primary health care services in the region impacting access by Aboriginal and Torres Strait Islander residents. The key Health Needs Assessment Priorities being addressed in these activities referenced in the NQPHN HNA 2022-2025 are:

- Aboriginal and Torres Strait Islander Health (page 121).



