

Northern Queensland Primary Health Network

Activity Work Plan

Integrated Team Care

2022/23 – 2025/26



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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Disclaimer

All activities captured in this Activity Work Plan are identified in the Health Needs Assessment conducted by Northern Queensland Primary Health Network and have been approved by the Department of Health and Aged Care.

ITC-1 – Care coordination and supplementary 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 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 2021–22. The model involves:

- A total of 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 ACCHOs 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:

- Establish and maintain ITC governance and leadership structures to ensure strong collaboration between ITC service providers and mainstream health services to deliver 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 Benefit Schedule (MBS) Item such as Item 723 Coordinate of Team Care Arrangement and regular reviews of Item 715 Aboriginal and/or Torres Strait Islander people's Health Assessment and GP Management Plan.
- Communication and case management between health care providers to support the patient journey by 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 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 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 improved efficiencies and outcomes.
- Develop and support the implementation of clear local reporting and data requirements with contracted providers.



ITC-2 – Culturally competent mainstream services

Activity priorities and description

Program key priority area

Aboriginal and Torres Strait Islander Health.

Aim of activity

This activity aims 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. This includes improving 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 the Cultural Competency of Mainstream Primary Care Services will be strengthened, monitored, and coordinated through Northern Queensland Primary Health Network (NQPHN). They will continue to be implemented from 1 July 2021 until 30 June 2024. Uptake of Indigenous Medicare Benefit Schedule (MBS) items, including 715 health checks and ensuring the provision and utilisation of follow-up services, will be promoted.

2022-24

NQPHN is focused on implementing an effective ITC program to build capacities within the primary health sector and enhance the capabilities of all Aboriginal and Torres Strait Islander peoples with chronic conditions to access mainstream primary health and Indigenous health services to improve 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 HealthPathways)
- 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.

