

Northern Queensland Primary Health Network

Activity Work Plan

Integrated Team Care

2022/23–2026/27



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.



ISO 9001
QUALITY





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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, Supplementary Services, and culturally competent mainstream services

Activity priorities and description

Program key priority areas

Aboriginal and Torres Strait Islander Health.

Aim of activity

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 the self-management of their own health.

Description of activity

Activities for 2022/23

This activity involves supporting implementation of the revised Integrated Team Care (ITC) service delivery model that was commissioned in the 2021–22 financial year.


The model involves:

- Twelve 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 needs of their communities, particularly in rural and remote areas.

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

Areas of focus

- Establishment and maintenance of ITC governance and leadership structures to ensure strong collaboration between 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 Item 723: Coordinate of Team Care Arrangements 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 healthcare providers to support the patient journey, linking with other services such as Nurse Navigators, to maximise the best outcomes for the patient and reduce the duplication of services.



Governance structures include both strategic and operational groups to oversee transparent monitoring, shared accountability, and the progress of enhancements including:

- further develop the NQPHN ITC Model of Care and implementation guidelines which describe the local approach to implementation, processes, and protocols
 - these 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 provides improved efficiencies and outcomes
- develop and support the implementation of clear local reporting and data requirements with contracted providers.

Activities for 2024/25

- Funding of IHPO positions is to be redistributed amongst the ACCHOs within the region.
- Funding for cultural competency will be redistributed amongst the ACCHOs within the region
- All other activities to continue.

