

NNSW INTEGRATED CARE

NEWSLETTER

ISSUE 3, SEPTEMBER 2016

Patient Reported Measures – Online Training

Preparation is underway at the Agency for Clinical Innovation (ACI) to provide a series of 4 online training modules on Patient Reported Measures (PRMs).

Each module will take around 30 minutes to complete and will be offered to all clinicians free of charge through the ACI Learning Management System .

These should be accessible by end of November 2016.

For more information on PRMs access the ACI website via this link:
<https://www.aci.health.nsw.gov.au/resources/integrated-care/aci/patient-reported-measures>

Congratulations: **Winners** of the Primary Health Care Excellence Awards 2016

North Coast Primary Health Network (NCPHN) is working closely with health, social services and community organisations with increased emphasis on finding innovative models of Integrated Care reflecting the whole of a person's needs.

Integrated Care involves a systemic change and has been consistently inspired by those who contribute to quality out-of-hospital care provision in our communities.

On 9 September 2016, NCPHN hosted the inaugural Primary Health Care Excellence Awards to honour the partnerships, teams and individuals who are working tirelessly and finding new ways to keep the people in our communities healthy and out of hospital.

NCPHN receive submissions from 41 teams across four categories:

- Category 1 – Innovation, Integration and Partnership
- Category 2 – Improving Health Care Access and Outcomes
- Category 3 – Reducing Health Inequity
- Category 4 – Promoting Healthy Living

NCPHN's Chief Executive Dr Saberi said the NCPHN had an ongoing commitment to fostering and recognising excellence in primary health care.

"We want to publicly recognise those making a real difference to the community's wellbeing by honouring their efforts and the proven outcomes of their work."

For further details of the winners in each category scroll through this Newsletter.

Primary Health Care Excellence Awards 2016

Winners:

Category 1 – Innovation, Integration and Partnership

Presented by Stephen Rodwell, Executive Director Nursing Midwifery and Workforce, Mid North Coast Local Health District.

1st Winner:

1 Deadly Step – Casino, a health screening event for the Indigenous community –

NSW Agency for Clinical Innovation, NCPHN, Northern New South Wales LHD, Bulgarr Ngaru Aboriginal Medical Corporation, NSW Country Rugby, the University Centre for Rural Health (UCRH) and the Solid Mob.

A combined initiative used sport as a means to attract people to the program which is about early detection, early prevention and management of chronic diseases.

The day involved participants providing pathology samples in addition to qualitative data.

The labour intensive day run in Casino broke the record for the second phase of the pilot screening 129 community members on the day.

Main aims were to engage clients who wouldn't generally come to the clinic because they were "young and healthy" teenagers and people in their early 20s who are at risk of kidney disease.

Part of the innovation of the program was to use web-resources such as an App developed by ACI; clinical indicators and risk factors were collected in an iPad. At the end of the day each participant received a summary of their health conditions which was successful in ascertaining where lifestyle changes were needed to be made.

Since the day 80 people have received follow-up care by the Bulgarr Ngaru service in Casino and clients who nominated a GP as their primary care provider were also followed up in that setting.

2nd Winner:

No Longer on the BACK BURNER – redesigning Musculoskeletal models of care on the Mid North Coast – MNC Systems and Service Integration, NCPHN

There were 3 parts to the project, the first being around Osteoarthritis particularly in the knee and the hip. The aim was to delay people's need to have surgery.

The second part of the program was around osteoporosis. There is evidence that if you treat osteoporosis you can prevent fractures. What is happening is that only 20% of people with fragility fractures are being treated.

The third part of the program was about acute lower back pain. Most incidents of back pain are musculoskeletal related and most resolved within around 6 weeks to 3 months.

Local GP, Dr Matthew Hansen, Dorrigo Health & Wellbeing acknowledged the importance of musculoskeletal medicine in his interview with the North Coast Primary Health Network (NCPHN website September 2016). Dr Hansen spoke of the benefit in gaining further insight into how others are working with musculoskeletal medicine and where improvements can be made to improve health outcomes and keep the local community as independent as possible. "Knowledge is where it all comes down to. The more I know, the more I can help my patients and the community" says Dr Hansen.

UPCOMING HEALTHCHANGE[®] TRAINING

Date	Session	Location
October Monday 17 & Tuesday 18	Clinicians' 2 day Workshop	Tweed Heads
October Friday 21 st	Allied Health 1 day Workshop	Maclean
November Monday 21 st & Tuesday 22 nd	Clinicians' 2 day Workshop	Ballina

For more information or to nominate staff please contact Julie Kirk via: integratedcare@ncahs.health.nsw.gov.au

Primary Health Care Excellence Awards 2016 Winners:

Category 2 – Improving Health Care

Access and Outcomes

Presented by Wayne Jones, Chief Executive, Northern NSW Local Health District.
Excellence Award presented to:

NCPHN Needs Assessment – NCPHN

The project ran for 3 months and the aim was to identify the most important primary health needs on the North Coast. The research method used is believed to be the largest survey ever conducted on the North Coast and captured not only public health statistics and service information but included the perceptions of community, service providers and clinicians. The survey received good response when compared to the population proportion of Aboriginal people, Health Care Card holders, and LGBTQI residents. Because of the high numbers the outcomes are taken with a good level of confidence and it allows the NCPHN to draw comparisons between large population groups in different geographical areas.

The needs assessment is the first step in the NCPHN commissioning process which is about identifying what the issues are in a region so that something can be done about it.

No other PHN has undergone this same process of perception research. The most highly ranked significant issues on the North Coast were identified as mental health and drug and alcohol problems.

Category 3 – Reducing Health Inequity

Presented by Scott Monaghan, Chief Executive Officer, Bulgarr Ngaru Aboriginal Medical Corporation.

Excellence Award presented to:

Early Detection of Chronic Kidney Disease in Aboriginal People – Northern NSW LHD Renal Services / Bugalwena General Practice

Kidney Disease is the 9th leading cause of death in Australia 18% of Adult Aboriginal and Torres Strait Islander people have early chronic kidney disease. Chronic kidney disease when detected early is easily treated. A kidney test is a simple process.

Before this project began Bugalwena only 7 patients were recognised as having chronic kidney disease. After the 1-day intervention and looking at the electronic medical record 60 people were identified, which is clearly a significant increase in the primary health setting.

The project has given the doctors and the nurses the support needed to commence the program and to see it remain sustainable. Bugalwena are identifying more patients per month and running the required tests on those identified.

Detecting the disease early slows down the progression of the disease and if we can stop the progression we can prevent the end stage of dialysis or transplant.

Category 4 – Promoting Healthy Living

Presented by Regina Osten, Acting Director of Primary Care and Chronic Services, NSW Agency for Clinical Innovation.

Excellence Award presented to:
eVillage – Bay Medical Centre and Feros Care

Feros Care was funded over 2 years ago by the Department of Social Services To analyse whether funding GPs to do telehealth consults was beneficial.

It was found that it helps the residents immensely. Gone are the long waits to see the GP, with residents able to virtually attend consults.

Around 400 video calls have been made in the last 2 years over 50 admissions to hospital have been avoided.

Collaboration between Feros and Bay Medical Centre has been long-standing with the GPs making regular visits to the nursing home.

The project allows the GP to remain in their practice while still being able to see the patient, inspect wounds and/or get an idea on how well they are whilst still building a rapport with the patient and the staff. GPs are also still able to bill for the consultations which isn't the case with telephone calls.

The residents and the village save on the costs associated with transferring patients to appointments and health outcomes are improved which helps keep them out of hospital.

HealthNet Clinical Portal: Quick Reference Guide

What is the HealthNet Clinical Portal?

The HealthNet Clinical Portal provides NSW Health clinicians with access to patient information which resides outside of their normal electronic medical record (eMR), including information from other NSW Local Health Districts and primary care history available in a patient's national My Health Record (also known as a Personally Controlled Electronic Health Record / PCEHR).

If your patient has information stored outside of your eMR, you will have immediate and secure access to view this information via the eHealth Record link in the Patient Summary screen or via Results in Community Cerner. When you click on the link, the HealthNet Clinical Portal will open in a new browser window and you will be automatically logged in. It is a 'read only' web based clinical portal so no data entry is required.

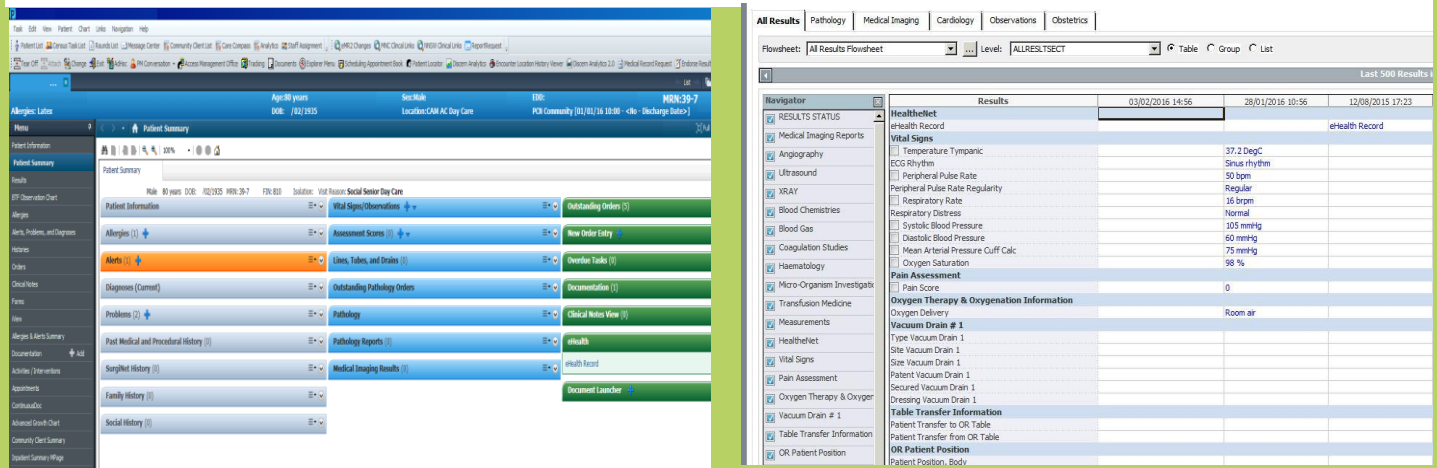
HealthNet also shares NSW Health documents, such as hospital discharge summaries, securely to a patient's GP and their My Health Record. The HealthNet Clinical Portal can only be accessed from a NSW Health EMR. The NSW Code of Conduct applies, and all access is tracked and can be audited.

HOW TO ACCESS A PATIENT'S HEALTHNET CLINICAL PORTAL:

HOW TO ACCESS A PATIENT'S HEALTHNET CLINICAL PORTAL:

OR

VIA THE RESULTS TAB:



Access My Health Record
Enter a patient's access code, or assert emergency access, where a patient has a My Health Record but has set-up privacy controls.

NSW Health Documents
Electronic Discharge Summaries and Event Summaries (from Community).

My Health Record Documents
Lists information stored in the patient's My Health Record. If a patient does not have a My Health Record this document list will not appear.

QUICK TIPS

- Click on the document name to view the document.
- A document in **blue** text indicates that the original has been amended / updated. You will only be able to view the latest version.
- Documents in **red** text with **strikethrough** indicates that the document has been withdrawn.

Link to Enterprise Imaging Repository to ALL NSW Medical Images and Reports

Patient's or Area ID; Name and Title

Patient demographic details including Indigenous Status

Patient identifiers
All system identifiers that exist for a patient

Alerts
A consolidated list from NSW Health eDischarge Summaries

Allergies and Adverse Reactions
A consolidated list from NSW Health eDischarge Summaries

Encounter History - Inpatient & Emergency
Encounter information from NSW hospitals

Encounter History - Outpatient
Encounter information from NSW Health outpatient clinics

Documents

- My Health Record - Access Code
- My Health Record - Emergency Access
- NSW Health Documents (2 / 3)
- Discharge Summary (1 / 2)
- Event Summary (1 / 1)
- My Health Record (1 / 10)
- Medicine Information View (1)
- Shared Health Summary (1)
- Discharge Summary (1 / 2)
- Specialist Letter (2 / 4)
- Referral (1)

Patient Demographics

100179135060 EUID (MR)

Demographics

Sex: Male Address: 1 Wren Cr ECHUCA 3584 VIC Australia

Date of Birth: 12 Oct 1995 (20 years) Phone: 0432422585

Indigenous Status: Neither Aboriginal nor Torres Strait Islander

Other Identifiers

PH	80030500000006902
Medicare Number	39505655611
NSCCAHS AUID	1000356163
QIVAHS AUID	6548262
NCAHS AUID	2379780
Royal North Shore MRN	1742944
Northern Richmond MRN	783470

Alerts (Discharge Summary History)

No Alerts Found

Allergies & Adverse Reactions (Discharge Summary History)

Substance	Reaction	Date Entered
Kiaefbut		15-Apr-2016
NSGA		15-Apr-2016
Nuts		07-Apr-2016

Encounter History - Inpatient & Emergency

Admission Date	Discharge Date	Admission Reason	Visit Type	Speciality	Facility
15-Apr-2016	15-Apr-2016	High blood pressure	Inpatient	Obstetrics	Royal North Shore Hospital
14-Apr-2016	15-Apr-2016	Dyspnoea	Inpatient	Obstetrics	Royal North Shore Hospital
07-Apr-2016	07-Apr-2016	Non-Emergency/Planned	Inpatient	V20	Dubbo Base Hospital
22-Mar-2016		Eye Surg	Inpatient	Ophthalmology	Liamore Base Hospital
30-Sep-2015	30-Sep-2015	Pain, lmb	Emergency	V20	Forbes Health Service

Encounter History - Outpatient

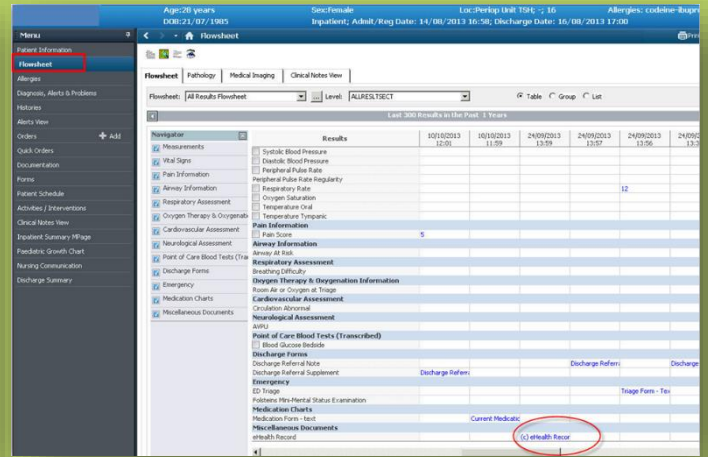
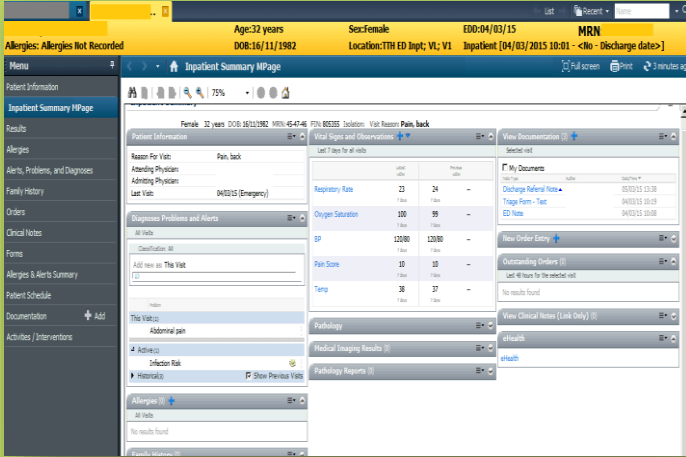
Visit Date	Reason for Visit	Visit Type	Speciality	Facility
14-Apr-2016		Outpatient		Royal North Shore Hospital
14-Apr-2016		Outpatient		Royal North Shore Hospital

HOW TO ACCESS A PATIENT'S HEALTHNET CLINICAL PORTAL:

VIA EMR AND FIRSTNET MPAGE

OR

VIA THE EMR FLOWSHEET



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NSW eHealth

100179135060 EUID (MR)

Demographics

Sex	Male	Address	1 Wen Qi ECHUCA 3884 VIC Australia
Date of Birth	10 Oct 1985 (20 years)	Phone	0432402585
Indigenous Status	Neither Aboriginal nor Torres Strait Islander		

Other Identifiers

IHI	80036080000095802
Medicare Number	36026555511
NSCCAHS AUID	1005356183
QWRHS AUID	6545282
NGAHS AUID	2379780
Royal North Shore MRN	1742044
Northern Richmond MRN	783470

Alerts (Discharge Summary History)
No Alerts Found

Allergies & Adverse Reactions (Discharge Summary History)

Substance	Reaction	Date Entered	Facility
Kiaibut		15-Apr-2018	Royal North Shore New
NIQA		15-Apr-2018	Royal North Shore Hospital
Note		07-Apr-2018	QWRHS AUID

Encounter History - Inpatient & Emergency

Admission Date	Discharge Date	Admission Reason	Visit Type	Speciality	Facility
15-Apr-2018	15-Apr-2018	High blood pressure	Inpatient	Obstetrics	Royal North Shore Hospital
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22-Mar-2018		Eye Surg	Inpatient	Ophthalmology	Liamore Base Hospital
30-Sep-2015	30-Sep-2015	Pain, limb shoulder	Emergency	Y20	Forbes Health Service

Encounter History - Outpatient

Visit Date	Reason for Visit	Visit Type	Speciality	Facility
14-Apr-2018		Outpatient		Royal North Shore Hospital
14-Apr-2018		Outpatient		Royal North Shore Hospital

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JUNE 2016

Brief explainer video is available at

<http://ehealth.publish.viostream.com/simple?v=bgrkko7bxqwdq1>

CHILD AND DEVELOPMENTAL HEALTHPATHWAYS

Is my child normal? How do I manage this behaviour? Should I be worried? Is my child ready for school? These are not uncommon questions asked by parents and the answers do not always come easily. HealthPathways can now provide assistance to clinicians in managing these questions with the recent publication of a series of **Child Developmental and Behavioural** topics. These include:

- **Developmental Concerns in Children**
- **Behavioural Concerns in Children**
- **Autism Spectrum Disorder**
- **ADHD in Children and Youth**
- **Temper Tantrums**
- **Sexualised Behaviour in Children**

The pathways provide information for clinicians, useful screening tools, information for parents and important referral information to Early Intervention Services and Allied Health Providers. They emphasise the importance of a multidisciplinary approach in both making a diagnosis and in the ongoing management of these children. They also emphasise the importance to both clinicians and parents that a diagnosis will likely not be made quickly.

Development is a dynamic process that it is best assessed by regular longitudinal assessment and input from other providers. Clinicians are encouraged to remember that any consultation in the primary care setting is an opportunity for developmental and behavioural assessment in children. **Early detection** of developmental delay or significant behavioural problems and early referral for assessment and management is important as it improves long term outcomes.

By Dr Brenda Rattray, HealthPathways Clinical Editor

DIGITAL HEALTH

Check out what our new Digital HealthPathway provides:

- Getting Started
- PIP eHealth Incentive
- Eligibility Requirements
- Calculating number of shared health summaries (SHS) to be uploaded
- How many Clinicians need to upload SHS to MyHR
- Digital Health Practice Resources
- How patients can register for My Health "Record"
- Assistance and Advice
- Digital Health Clinical Software Resources



**To view Mid and North Coast HealthPathways localised for our Region,
visit Mid and North Coast HealthPathways Website by following this link:**

<https://manc.healthpathways.org.au/index.htm>
Username: manchealth Password: conn3ct3d

*To obtain further information, suggest improvements/topics on HealthPathways contact
Kerrie Keyte, Project Officer, email kkeyte@ncphn.org.au*



What is Health Literacy?

Health literacy has two elements.
Environmental Health Literacy:

- How health professionals communicate.
- How easy health systems are for people to use.
- How easy it is for people to understand and act on health information and services.
- Individual health literacy:
- People's ability to access, understand and act on health information.

Why is Health Literacy important?

Low health literacy can mean people are at greater risk of hospitalisation and emergency care. Low health literacy is also linked to lower use of preventive health care, like cancer screening and vaccination.

There are many groups in Northern NSW who are likely to have limited health literacy. These include

- elderly people
- people from culturally and linguistically diverse backgrounds
- people who have not finished high school
- people with low income

We can improve the quality and safety of health care in Northern NSW by taking action on health literacy.



60%

of Australian adults have trouble navigating health systems and understanding health information.



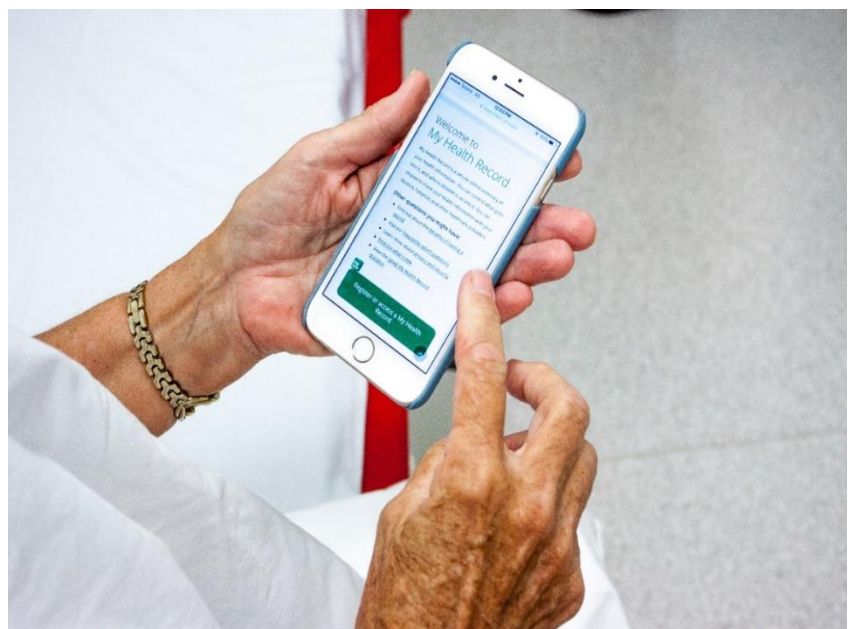
40-80%

of medical information patients receive is forgotten immediately.

Source: National Statement on Health Literacy, ACSQHC, 2014; AHRQ, Universal Precautions Toolkit

What can I do about health literacy?

- ✓ Use plain language in all health communication. This guide can help:
http://www.plainlanguage.gov/populartopics/health_literacy/Thesaurus_V-10.doc
- ✓ Complete online Teach-Back training to ensure you explain information clearly to your patients. Visit this link for free online training and resources:
<http://www.teachbacktraining.org/>
- ✓ Encourage your patients to ask you questions.
- ✓ Always offer support to patients to complete forms.
- ✓ Become a Health Literacy Champion – contact taya.prescott@ncahs.health.nsw.gov.au to find out more.





INTEGRATED CARE PARTNERSHIP CONTACTS



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REGISTER NOW

IFIC WEBINARS

The International Foundation for Integrated Care is delighted to introduce a new series of webinars on people-centred integrated care in practice. The series will be hosted by IFIC – Scotland in collaboration with Healthcare Improvement Scotland, the Health and Social Care Alliance, the University of the West of Scotland and the Scottish School of Primary Care.

Each monthly webinar will feature health and care practitioners from Scotland in conversation with colleagues from across the World. All of our 'Home and Away' presenters have lived experience of implementing people-centred integrated care and will offer practical tips and peer support as part of IFIC's global community of practice.

Each one-hour session will include insights from people who currently use health and social care support and from undergraduate students as our future workforce.

Each webinar will extend IFIC's on-line knowledge tree of tools and resources related to the specific integrated care topic discussed.

Dates for your diary:

- **Intermediate Care** – Monday 24 October 2016 12:00pm – 1:00pm
- **Managing Polypharmacy** – Thursday 24 November 2016 12:00pm – 1:00pm
- **Population Risk Stratification Approaches** – Thursday 15 December 2016 12:00pm – 1:00pm

For more information:

<http://integratedcarefoundation.org/events/webinar-series-integrated-care-matters>



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Northern Zone

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