

NNSW INTEGRATED CARE

NEWSLETTER

ISSUE 4, OCTOBER 2016

Changes to Chronic Disease Management Service (CDM)

Chronic Disease Management service (CDM) in NSW is now under the banner of Integrated Care. The service will focus on greater links with the patients and General Practice and short term intervention for patients with chronic and complex needs.

What does this mean?

Alert systems allowed notifications of hospital presentations to the teams so clients could be followed up on discharge or change of circumstances. General Practitioners will have noticed discharge letters coming into their practices. Some of these clients won't have had contact with CDM in a number of years.

New CDM Patient Entry Criteria:

- ❖ **Be identified as requiring chronic and/or complex care support**
 - ❖ **Be over the age of 16**
 - ❖ **Reside in the NNSWLHD footprint**
 - ❖ **Have one or more of the following:**
 - **Chronic condition/s which have required hospitalization in the past 12 months or;**
 - **a risk of hospitalization within the next 15 months**
 - **Identified carer stress issue**
 - **Would benefit from interventions to address chronic disease risk factors and self-management support in order to attain goal/s**
- Interventions may include:**
- **Self-management/Health coaching**
 - **Care navigation/ Non-clinical coordination**
 - **Case management/Clinical coordination**
 - **Acute to primary transfer of care**

The service operates in a collaborative approach with key partners and stakeholders in health care to provide the right care at the right time in the right place for clients. We anticipate that average involvement with a client will be 2-6 months after which the client will be discharged until further request for support. This is a free service funded by the NSW government and supported by the Local Health District.

Those patients excluded from CDM Service include:

- Patient receiving case management from another provider e.g. renal services, cancer care, palliative care, pain clinic, dementia outreach or another NGO service managing patient with high level packages (this does not include Mental Health Case Managers)
- Patients residing in a Residential Aged Care Facility (RACF)
- Patients who have an acute mental illness as their predominant health issue will be redirected into the most appropriate Mental Health intake process.

CDM operates **Monday – Friday**

With key staff members linked to Tweed, Byron, Murwillumbah, Lismore, Ballina, Casino, Grafton and Maclean Hospitals.

Referrals can be made by phone:

1300 361 465

Or by email:

tweedconnectingcare@ncahs.health.nsw.gov.au
graftonconnectingcare@ncahs.health.nsw.gov.au
macleanconnectingcare@ncahs.health.nsw.gov.au
richmondconnectingcare@ncahs.health.nsw.gov.au

Patient Reported Measures Update

The Agency for Clinical Innovation (ACI) Patient Reported Measures (PRMs) Program celebrates its 1yr anniversary this month.

The program now includes ten trial sites at different stages of implementation. Recent developments have seen sites engaging patients in the design of their care and identifying potential areas of improvement in service delivery.

PRM Infrastructure Update:

The PRM program continues to use REDcap to enable the collection and use of PRM information. The ACI together with eHealth NSW and a broad range of stakeholders have been working towards defining a set of requirements to determine future PRM Set-up; it is hoped that the process for reviewing vendors and tools can begin by the end of 2016. For further details regarding the PRM IT system, please contact Rima Singh, PRM Analyst, at rima.singh@health.nsw.gov.au

Capability Development:

A capability development program was developed from focus groups and workshops concentrating on administrative, clinical and managerial staff across the trial sites. Following on from the face to face trial ACI workshop in June, the PRMs team is putting together online training for clinicians and administrative staff who are interested in implementing PRMs. The training aims to improve understanding of the purpose and implementation of PRMs and will be available and free to access from the ACI PRM website from November 2016.

Community of Practice

A community of practice, which is a clinical focus group created for clinicians who are considering or currently implementing patient reported measures is now available. This group meet via phone on a regular basis. For details and to register your interest, please contact Carolyn Ripper at carolyn.ripper@health.nsw.gov.au.

For any general information on PRMs please contact: Mel Tinsley, Program Manager, Patient Reported Measures, Agency for Clinical Innovation (Melissa.tinsley@health.nsw.gov.au)(02) 9464 4649

(source: Integrated Care Communications Update, October 2016)

Admission/Discharge Notifications: GP Survey Closed

As you may be aware the Admission/Discharge Notification (AND) trial was completed in July 2016. An evaluation of the project will assess the potential for further rollout.

Northern NSW Integrated Care is looking at ways to improve this state-first service so that it can be scaled out to more patients and GPs under the support of Northern NSW Local Health District and North Coast Primary Health Network.

In order to do that, we sought qualitative feedback on the notifications from GPs; feedback on:

- What's working?**
- What's not working?**
- What's missing?**
- What can be improved?**

An evaluation report will be compiled once all the responses are collected.

Thank you to everyone who participated in this survey.



November Workshop is Full!

Thank you to everyone who has either attended or is registered for the 2 day Clinician's workshops.

Following what will undoubtedly be another successful session in November we look forward to properly evaluating this training.

A special thank you also to Julie Kirk, Respiratory Program Manager for her tireless promotion and organisation of this fantastic training opportunity.

HealthChange Australia® have a lot of available resources and training information on their website so make sure you check it out:

<http://www.healthchange.com/>

Integrated Care Teams Workshop

The Agency for Clinical Innovation (ACI) held a workshop for the Innovator teams and their cross sector and chronic care partners on 17-18 October 2016. Thirty four participants from across NSW attended and the evaluation found it was well received.

In attendance from Northern NSW Integrated Care was Anna Law, IC End of Life Care Project officer and Luke Schultz, IC Fitness for Joint Replacement Surgery Project Officer.

ACI will be following up with the teams – but in the meantime for any further information regarding contact details for facilitators, resources or for further training, please contact Ann Morgan, Project Manager Integrated Care Capability at ann.morgan@health.nsw.gov.au.



Brad Astill providing a Ministry Update (*source: Integrated Care Communications Update, October 2016*)

Health Provider Survey Rollout

Save the date! The Ministry of Health (MOH), Health System Information & Performance Reporting (HSIPR) Health Provider Survey will be rolled out in February 2017 for all Local Health Districts participating as Innovators and Demonstrators of the NSW Integrated Care Strategy.

The survey will consist of 16 questions aligned to 7 categories including:

1. SATISFACTION
2. UNDERSTANDING
3. TEAMWORK
4. QUALITY OF CARE
5. COMMUNICATION
6. WORKLOAD
7. TECHNOLOGY

Your participation in this survey allows the MOH an excellent opportunity to capture some feedback on the work we are doing locally and the efforts being made across the Integrated Care Strategy.

More information will be provided closer to the date.

HealtheNet Webinars for LHD Staff

As reported last issue live across NSW Health at all facilities with an electronic Medical Record (more than 185), HealtheNet gives clinicians immediate access to up-to-date, aggregated summary information about a patient's recent health history from NSW Health facilities and their My Health Record.

HealtheNet also shares NSW Health documents, such as hospital discharge summaries, securely to a patient's GP and their My Health Record.

Mr Carey Doolan (Change Lead, HealtheNet, eHealth NSW) will be presenting four 30 minute webinars about HealtheNet for NNSW LHD staff.

Each HealtheNet webinar presentation will cover:

- NSW Health-wide and national patient history available via the eHealth Record link in the eMR.
- Automatic sharing of electronic discharge summaries state wide, and to GPs and to patients with a My Health Record.

Please note that spaces are limited to 30 participants per webinar so registration is vital.

Once registered staff will receive the webinar invitation with login details etc. HealtheNet Webinar Dates:

1. Wed 16 Nov at 10am– 10.30am
2. Wed 16 Nov at 2pm – 2.30pm
3. Wed 30 Nov at 10am – 10.30am
4. Wed 30 Nov at 2pm – 2.30pm

Staff who wish to attend are advised to nominate themselves via email to integratedcare@ncahs.health.nsw.gov.au where a register of attendees will be kept.

Health Literacy in Action Workshop

Health Literacy
Northern NSW



The Northern NSW Health Literacy Project presents the first in a series of Health Literacy Workshops:

Health Literacy in Action

This interactive workshop will give participants the skills and tools to:

- Write Patient Friendly Information.
- Use Teach-Back to confirm understanding.
- Check the health literacy of your organisation.
- Plan your own health literacy project.
- Teach your colleagues about Health Literacy.

Featuring guest presenter:

Liz Meggetto

Liz is the Executive Officer of the Central West Gippsland Primary Care Partnership and has driven Health Literacy work in the region for the past 6 years.

Who should attend the Workshop?

- ✓ Health leaders, managers and workers who want to lead the way in health literacy.
- ✓ Anyone with an interest in effective health communication.

Places are limited and filling fast.

Further Health Literacy training opportunities will be offered in 2017. Register your service for tailored, on-site health literacy training. Contact the [Project Officer](#) for details.



WHEN:

Friday, 18 November 2016

WHERE:

Ballina Surf Club
Lighthouse Parade

TIME:

Light lunch: 12 – 12:30
Workshop: 12:30 – 4pm

COST: Free



To register for the Health Literacy Workshop, visit:
<http://nnswealthliteracylaunch.eventbrite.com.au>

CONTACT:

Taya Prescott
Health Literacy Project Officer Phone:
(02) 6624 0387
Taya.Prescott@ncahs.health.nsw.gov.au



Health
Northern NSW
Local Health District

Welcome New Project Officers



Anna Law (pictured above left) has been appointed as the Integrated Care – End of Life Care Project Officer following a rigorous merit-based selection process.

Anna brings with her extensive experience as a registered Nurse including work as a Clinical Nurse Specialist (CNS) in Intensive Care – Portfolio End of Life Management. Her previous role was as Clinical Risk Resource Nurse (CNS 2) at Lismore Base Hospital.

Northern NSW Integrated Care (NNSW IC) and the Agency for Clinical Innovation (ACI) look forward to working closely with Anna to support her in this dual role.

Contact details for Anna: anna.mcmahon@ncahs.health.nsw.gov.au

Luke Schultz (pictured above right) has successfully been appointed to the role of Integrated Care – Fitness for Joint Replacement Surgery Project Officer following a similarly stringent merit-based recruitment process.

Prior to this new appointment Luke was Physiotherapist in Charge at Lismore Base Hospital since March 2001, during this time he acted in roles such as Clinical Services Redesign Program (CSRP) – Network 'Lead' for Richmond as well as Physiotherapist in Charge, Byron Bay Community Health. He is currently Richmond Network Physiotherapy Professional Senior.

As with Anna, the ACI and NNSW IC are eager to support the dual role Luke is embarking on.

More information on the new Project Officers' respective projects will be made available as they settle into their new roles and the projects gain momentum.

Contact details for Luke: luke.schultz@ncahs.health.nsw.gov.au

INTEGRATED CARE PARTNERSHIP CONTACTS



Health
Northern NSW
Local Health District

NNSWLHD, Integrated Care

Catriona Wilson, Program Manager

Phone: (02) 6620 7565

Email: integratedcare@ncahs.health.nsw.gov.au



North Coast Primary Health Network

Head Office

Phone: (02) 6618 5400

Email: enquiries@ncphn.org.au



Bullinah

Ballina Aboriginal Medical Service

Phone: (02) 6681 5644

Email: adminsupport@bullinahahs.org.au

Bulgarr Ngaru

Casino Aboriginal Medical Service

Phone: (02) 6662 3514

Jullums

Lismore Aboriginal Medical Service

Phone: 02 6621 4366

Bugalwena

Bugalwena General Practice

Phone: (07) 5513 1322

Email: bugalwena@ncphn.org.au



NSW Ambulance

NSW Ambulance

Northern Zone

Phone: 02 6619 1300

Email: generalenquiry@ambulance.nsw.gov.au