

# Integrated Care Comms Update

Friday 1<sup>st</sup> April 2016

## SITE VISITS TO IC PROJECT TEAMS

The Integrated Care Team from System Relationships Branch at the Ministry is currently visiting all the integrated care sites across the state. We would like to thank all the teams we have seen so far, and are looking forward to meeting everybody else over the coming weeks.

If you are still yet to organise a meeting with us, please contact Tiffany Spurway via email: [tspur@doh.health.nsw.gov.au](mailto:tspur@doh.health.nsw.gov.au).

## EHEALTH NSW AIMS & ACTIVITY – UPDATE

By June 2017, the aim of the eHealth NSW Integrated Care team is to identify the Functional (Clinical) and Non-Functional (Information Technology) requirements to inform a state-wide technology strategy/solution for managing Integrated Care.

To inform this piece of work eHealth NSW is currently involved in nine technology implementations with partner organisations (the LHDs/SHNs and Pillars) across the state. Each implementation is to a varying degree trying to understand the capabilities required to define and deliver Integrated Care, such as improved collaboration and information sharing, which is pivotal for enabling healthcare's new direction towards integrated models of care. The primary focus of the eHealth team is to enable and advise partner organisations to achieve the collective aim.

eHealth NSW is currently involved in the following activities:

- Working with MoH to design and develop analytics capabilities for identifying and tracking Integrated Care patients across the state.
- Working with ACI to enhance and evaluate the existing system used for collecting and tracking Patient Reported Measures (PRMs).
- Supporting the implementation of eReferrals between various providers.
- Working with LHDs and SHNs to implement shared care planning applications.
- Providing advice to LHDs/SHNs and their primary healthcare partners, including business and technology readiness considerations and a conceptual architecture, for shared care solutions.
- Supporting LHDs/SHNs and PHNs with understanding capability requirements and aligning them to existing NSW Health systems.
- Supporting LHDs/SHNs to introduce Proof of Concept (PoC) sites that challenge existing models of care and information sharing.
- Offering funding support to new and innovative Integrated Care solutions that have not been explored, however form part of the bigger Integrated Care picture.
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If you have any questions, or would like to discuss this or other eHealth topics further, please contact Craig Burke, Integrated Care Program Manager, eHealth NSW at [Craig.Burke1@health.nsw.gov.au](mailto:Craig.Burke1@health.nsw.gov.au).

## THE KINGS FUND: IC FOR OLDER PEOPLE WITH FRAILITY

The Kings Fund in the UK recently held an event titled 'Delivering Integrated Care for Older People with Frailty'. This conference focused on the ways in which integrated care can be delivered for older people with frailty, looking at interactions between acute, primary, community and social care services, older people living with complex co-morbidities and ways in which older people with frailty can be supported to maintain their health and wellbeing.

All the presentations and videos are available online if you are interested: <http://www.kingsfund.org.uk/events/delivering-integrated-care-older-people-frailty>

## HEALTH CARE HOMES TRIAL ANNOUNCEMENT

The Federal Department of Health has announced a \$20m investment to trial health care packages for patients with multiple chronic conditions to coordinate and help them easily navigate the complex health system.

The press release and details are available online: <http://www.health.gov.au/internet/ministers/publishing.nsf/Content/health-mediarel-yr2016-ley021.htm>

## ACI INTEGRATED CARE CAPABILITY PROGRAM

The Agency for Clinical Innovation (ACI) is developing a capability program for the Innovator sites to support the successful implementation and sustainability of their integrated care projects.

The plan is to distribute a needs assessment to understand the current level of capability among the project teams, and to identify the training/support needed.

Current training options available through the ACI include:

- Accelerating Implementation Methodology (AIM) training for project teams, and change management;
- Project management;
- Clinical redesign – mapping, reviewing and redesigning care processes;
- Prototyping and Plan Do Study Act (PDSA) cycles
- Collaborating effectively; and
- Topic specific, for example project marketing.

There will be opportunities to identify other training needs of teams for ACI and the Ministry of Health to plan how these can be supported. There may be options for training to be delivered face to face at ACI or onsite, or by webinar. Resources including project management templates are also available

Feedback from the current round of Innovator site visits is also helping to inform the most effective training and support required for program teams.

If you have any further questions or wish to contribute potential subject areas please contact Ann Morgan, Integrated Care Capability Project Manager, ACI at [ann.morgan@health.nsw.gov.au](mailto:ann.morgan@health.nsw.gov.au) or via phone 0427167948.

## **SOUTH EASTERN SYDNEY INNOVATOR IN THE PRESS**

South Eastern Sydney LHD are progressing an innovative private/public partnership in the Sutherland Shire, focusing on skin cancer and wound care. The program sees general practitioners trained in better identifying potential skin cancers, whilst enabling better access for patients to dermatology and plastic surgery in an one-stop hub.

More information about the program is available here:

<http://www.theleader.com.au/story/3747558/training-boost-for-skin-cancer-checks/?cs=1507>

## **INVITATION TO NSW INTEGRATED CARE FORUM**

The System Relationships Team is currently in the planning stages for the next bi-annual Integrated Care Forum, to be held over two days 22<sup>nd</sup> and 23<sup>rd</sup> June 2016. The forum will be held at the Australian Technology Park, near Redfern Station and invitations sent today.

Feedback from the last forum indicated participants wanted more time to network, hear more from the LHDs and SHNs about their initiatives, and more opportunities to 'workshop' ideas and practicalities of implementing integrated care approaches. These are all aspects we are going to incorporate into the upcoming forum, but are also keen to hear from anybody as to what they would like to see on the agenda. Any questions or suggestions can be sent to Tiffany Spurway via email: [tspur@doh.health.nsw.gov.au](mailto:tspur@doh.health.nsw.gov.au).

As always LHDs/SHNs are encouraged to invite their partners outside of NSW Health and to allow for wider participation each initiative will be able to bring up to five people from their project teams and partners. Chronic Disease teams will also be invited.

## **EHEALTH NSW SUPPORT TOOLS AVAILABLE ONLINE**

eHealth NSW has been working with the Demonstrators and Innovators over the last 12 months to develop a number of support tools and resources

These tools include Shared Care Planning Technology evaluation (evaluation of current market SCP tools against NSW Health IC business processes), eHealth enabled information sharing architecture, SCP technology Q&A, Integrated Care Guiding eHealth Principles and Integrated Care ICT Capability Model Overview.

These are all available online through the eHealth NSW intranet or via the link:

<http://intranet.hss.health.nsw.gov.au/about/ehealth/innovation-strategy-and-architecture/integrated-care/update>

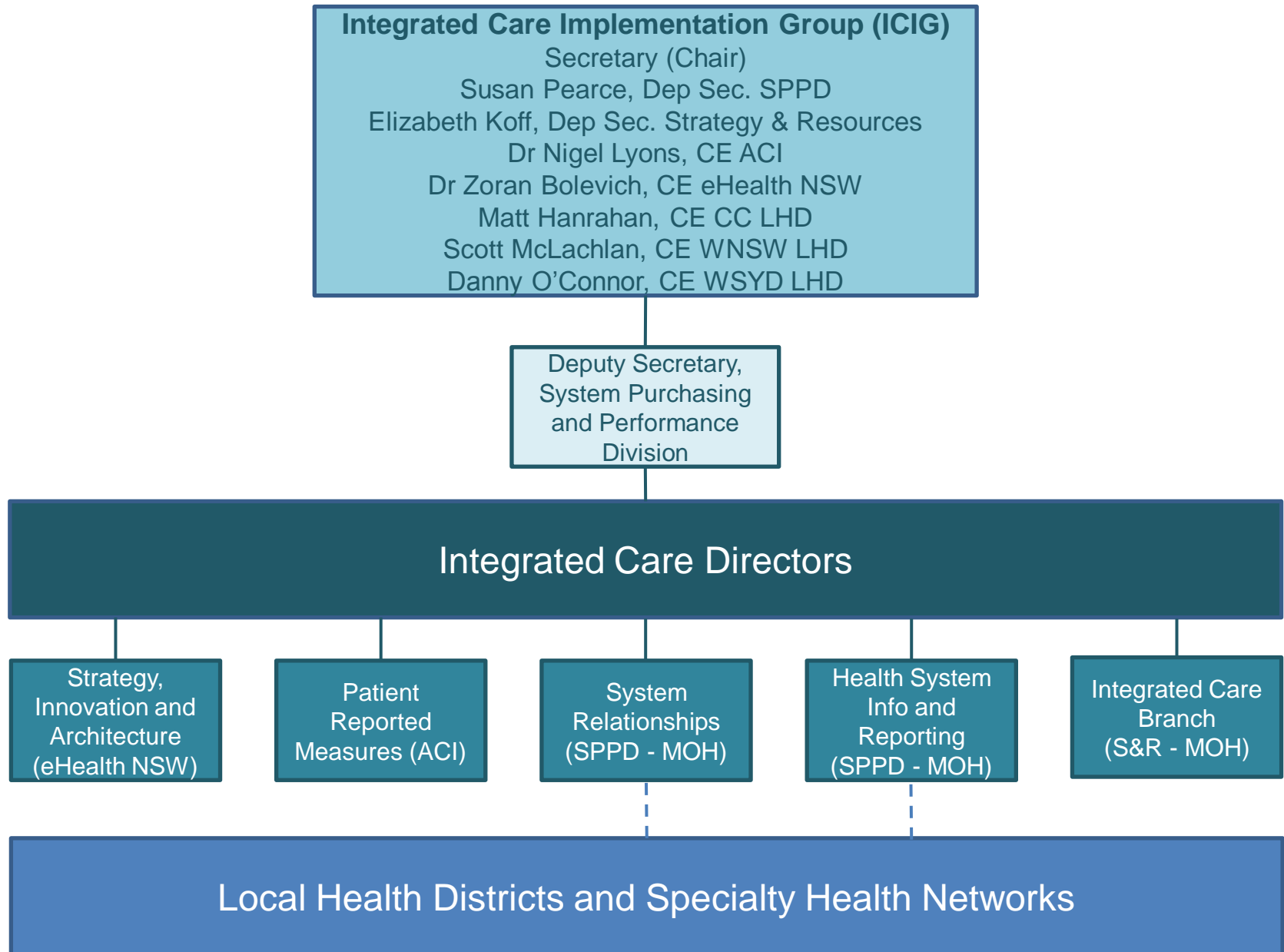
## **PROGRAM GOVERNANCE CHANGES IN THE MINISTRY**

As previously communicated, there have been some governance changes within the NSW Ministry of Health for the Integrated Care Strategy.

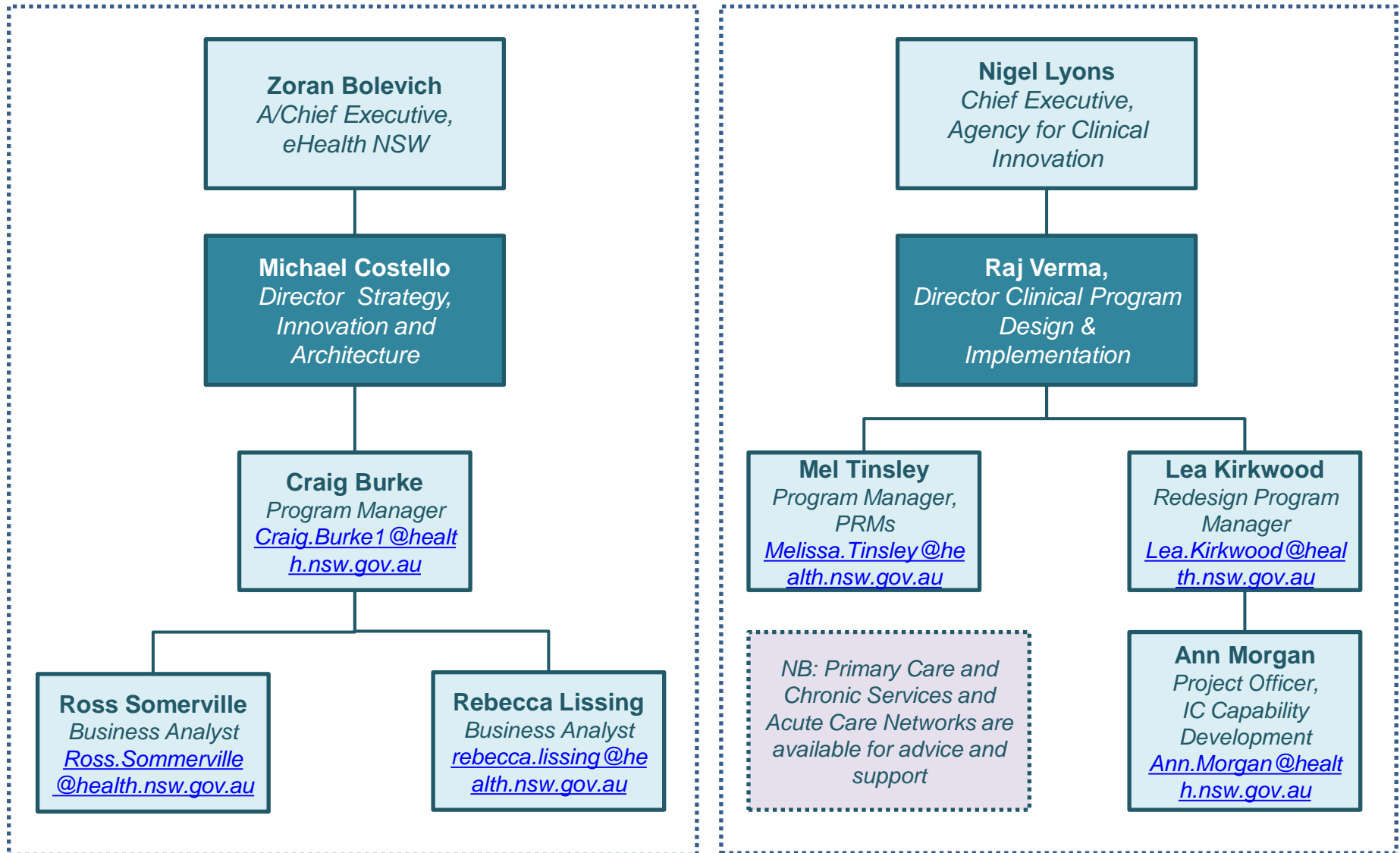
To clarify, see attached an updated governance chart which includes the emails for everybody involved in the program across the Ministry, ACI and eHealth NSW.

If you require further clarification, please contact Adam Jogee, Program Management Lead via email [ajoge@doh.health.nsw.gov.au](mailto:ajoge@doh.health.nsw.gov.au) or phone 9391 9544.

# Integrated Care – Program Governance March 2016

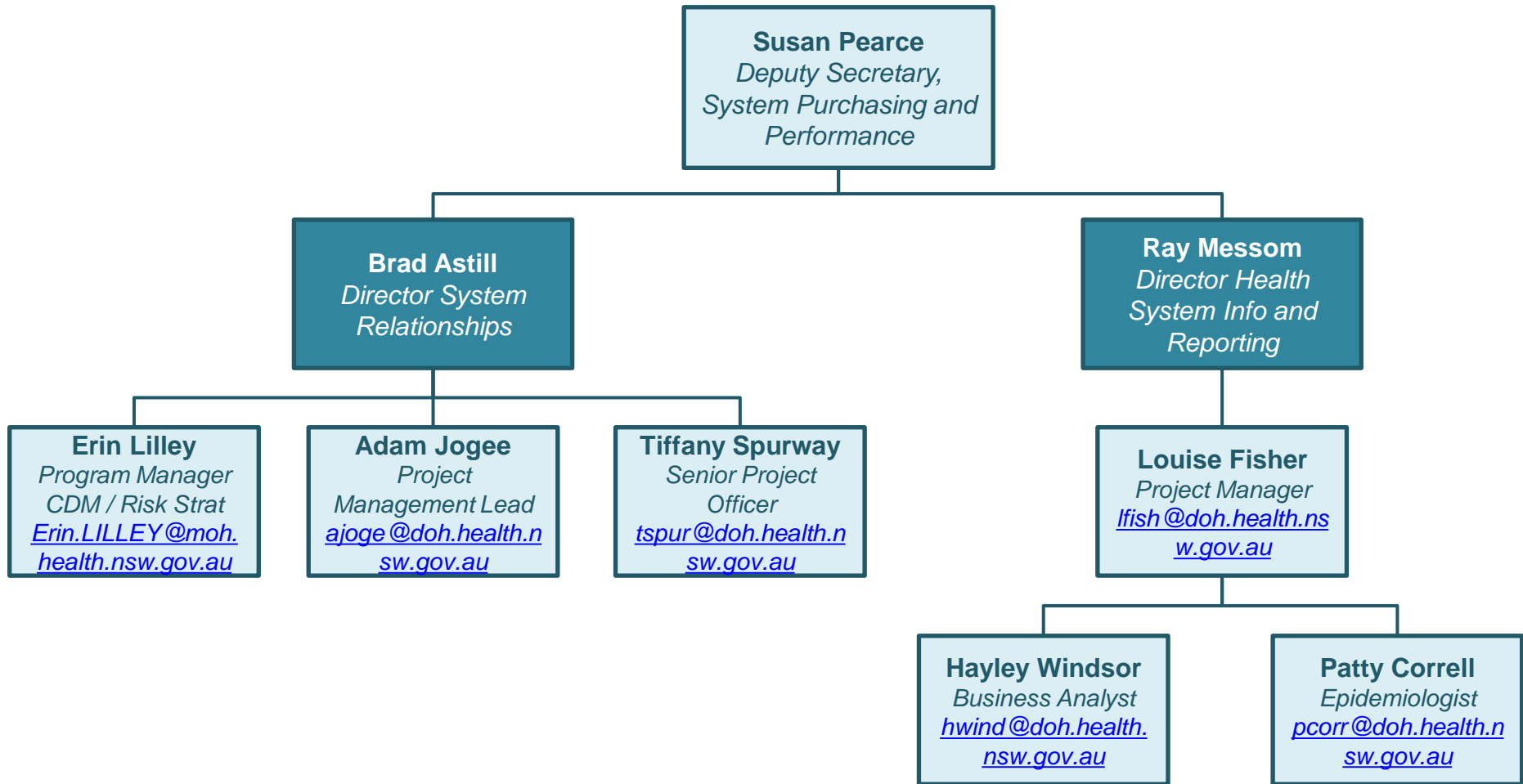


## Integrated Care – Program Teams eHealth NSW and Agency for Clinical Innovation



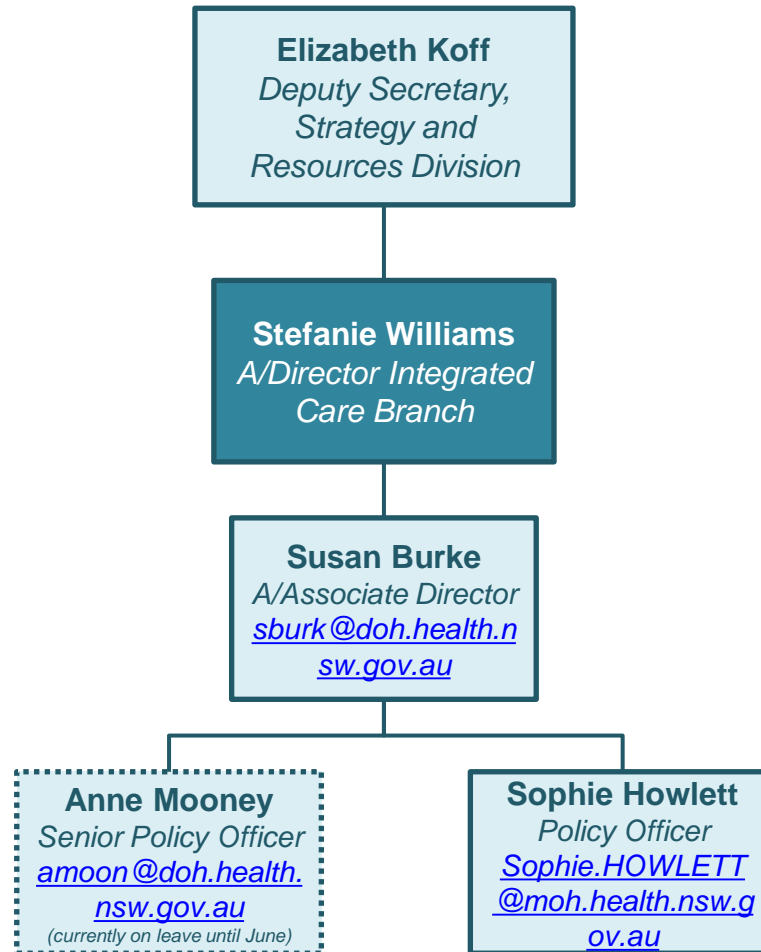
# Integrated Care – Program Teams

## Ministry of Health – System Purchasing and Performance Division



## Integrated Care – Program Teams

### Ministry of Health – Strategy and Resources Division



## Integrated Care – LHD / SHN Program Leads

LHD / SHN	Program Lead
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Sydney – Healthy Homes and Neighbourhoods	Erin Miller, Program Manager - <a href="mailto:erin.miller@sswahs.nsw.gov.au">erin.miller@sswahs.nsw.gov.au</a>
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