Integrated Care Comms Update
Friday 15th July 2016

THANK YOU FOR YOUR ATTENDANCE AT THE INTEGRATED CARE FORUM

The bi-annual Integrated Care Forum was held on the 22nd and 23rd of June at the Australian Technology Park, Redfern. Approximately 150 guests attended each day and LHDs, SHNs, the Ministry, ACI, eHealth, PHNs, as well as other project partners and special guests were represented.

The Forum featured presentations and panel discussions about transferring and scaling up integrated care, as well as stakeholder engagement in a changing environment. Updates from the Ministry and Pillar Integrated Care workstreams in the areas of eHealth, Patient Reported Measures, redesign of Chronic Disease, and monitoring and evaluation also featured. We were also lucky enough to have Zoran Bolevich, CE of eHealth NSW open the two days, and Susan Pearce, Deputy Secretary of System Puchasing and Performance to close the forum.

Feedback from the Forum showed participant appreciated the opportunity to network between partners, and share and discuss ideas with special mention to the World Café presentations from some of our Innovators which showcased how they apply integrated care and are evolving in the local context. A big thank you to all those who attended and presented that helped make the Forum a success.

CAPABILITY DEVELOPMENT FOR INNOVATORS

The Agency for Clinical Innovation (ACI) capability program for the Innovator integrated care teams is underway. Following the AIM training in May, on-site training and coaching is currently being planned for the Innovator teams. ACI is scheduling teleconferences with each site to identify relevant topics and preferred delivery.

ACI will also be setting up a Basecamp sharing platform and webinars to enable teams to share resources, and discuss issues. If you have any questions please contact Ann Morgan, Integrated Care Capability Project Manager, ACI on email: ann.morgan@health.nsw.gov.au or phone: 0427167948.

PRM PROOF OF CONCEPT SITES

The Patient Reported Measures (PRM) program has expanded to ten proof of concept sites across NSW to implement PRMs. All sites are at different stages of implementation and the ACI PRMs team is working individually with each site to identify:

- Patient cohort
- Operations and clinical processes of the local patient reported measures program
- Provision of interim IT solution
- Appropriate question sets
- Data collection and analysis
- Identified education, training and capability development needs.

Recent developments have seen sites progressing with the implementation of both patient reported outcome measures and patient reported experience measures; thereby ensuring that we are not only engaging patients in the design of their care, yet also identifying potential areas of improvement in the service delivery.

PRM INFRASTRUCTURE UPDATE

ACI has developed a web-based PRM Portal to be used to facilitate the collection and use of PRM information using REDCap (https://prm.health.nsw.gov.au/redcap). The team is currently working with eHealth and other key stakeholders (including clinicians and consumers) on developing the future integrated system for collection and use of PRMs.

Two workshops have been held recently with key stakeholders, including clinicians, managers and integrated care leads in attendance. The purpose of these workshops was to shape the requirements for the future PRM IT system.

A summary of the requirements for the PRM IT system based on feedback received from the workshops has been compiled. This is currently in its draft format and will be available soon.

PRM CAPABILITY DEVELOPMENT

The PRM team have held numerous focus groups, workshops and needs analysis to better understand the needs of administrative, clinical and managerial staff across primary care and LHDs. From these sessions a capability development program was developed.

On Friday 3rd June, the ACI PRM team brought together key stakeholders from across the state to trial-run the program. The program aims to provide capability development, support and consider how PRMs could benefit specific practice settings and can be implemented. The day was a major milestone as the teams move towards achieving PRMs as business as usual across NSW. The program also highlights the evidence and value of implementing PRMs in clinical settings, and addresses the practical considerations of engaging patients and implementing PRMs both for patient care and for assessing quality outcomes.

Once the capability development program is refined and finalised, will assist with the implementation of PRMs and help clinicians use in their practice setting. Overall, with regard to implementing PRMs in practices, a clinician at the Chronic Disease Management Forum in November 2015, stated that *'the program will enable GPs and primary healthcare providers to find indicators and objective measures that will demonstrate how we are making a difference over time and that this has been a weakness, they are very excited to learn how they can use PRMs in their super clinic'*.

PRM COMMUNITY OF PRACTICE

Key stakeholders within the PRM proof of concept sites have identified the need for a Community of Practice to exchange knowledge, enablers and barriers in implementing and sustaining PRMs.

The First Community of Practice is scheduled for Tuesday 26th July. Participation is voluntary and open to clinicians, managers and administrative staff across hospital and primary healthcare environments. The aim is to bring together the various stakeholders with their breadth of knowledge, share learnings, resources and innovation. This may include highlights, challenges, lessons learnt and next steps.

For any further information on Patient Reported Measures please contact: Mel Tinsley, Program Manager, Patient Reported Measures, ACI on email: Melissa.tinsley@health.nsw.gov.au or phone: 9464 4649.