

Integrated Care Communications Update

March 2017

Approaches to Risk Stratification in Health Seminar

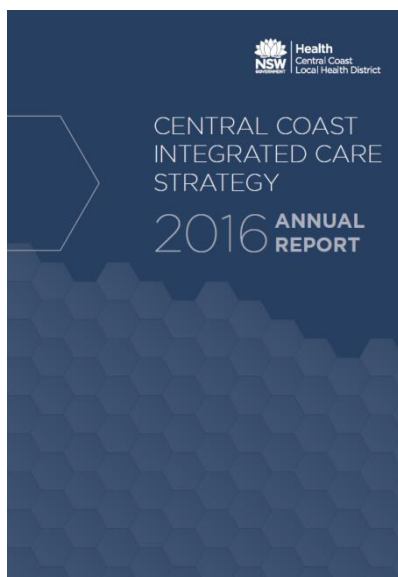
The Agency for Clinical Innovation and System Performance Support Branch hosted the 'Approaches to Risk Stratification Seminar' on 20 March 2017.

Topics included Risk stratification as a tool for more person-centred care: experiences from the Netherlands presented by Arianne Elissen, Risk Stratification for Integrated Care: a Statewide Snapshot presented by the Ministry's Erin Lilley and Predictive risk models: performance measurement for high-risk populations presented by Tracy Johnson from BHI. The presenters repeated these topics for a second audience in Ballina on Friday March 24.

For more information or a copy of the slides, contact the Ministry Integrated Care Team at integrated-care@doh.health.nsw.gov.au

New Central Coast Integrated Care Strategy

Central Coast Local Health District has released its 2016 Annual Report on the Central Coast Integrated Care Strategy. The report covers major initiatives occurring across the Central Coast Integrated Care Program, including implementation of the Care Coordination Pilot for vulnerable elderly people in the North Wyong Region, the Family Referral Service in Schools Project and Ambulance Alternative Pathways Initiative. The report also takes a deeper look at the Outcomes Based Commissioning approach taken on the Central Coast which pays care providers for outcomes instead of activity. To view the full report, go to http://www.cclhd.health.nsw.gov.au/Publications/Documents/CentralCoastIntegratedCareStrategy_AnnualReport2016.pdf, or email CCLHD-IntegratedCare@health.nsw.gov.au for more information.



Agency for Clinical Innovation: Patient Reported Measures Update

The ACI Patient Reported Measures (PRMs) Program worked with consumers, clinicians and managers to develop a series of online education modules to support the collection and use of PRMs. The modules are free to access here (<http://aci.moodlesite.pukunui.net/course/index.php?categoryid=18>)

The evaluation of the PRMs Program has recently commenced and will assess program design, early implementation and outcomes. The evaluation will include consultation with consumers, clinicians and staff from the proof of concept sites via face-to-face interviews, focus groups and surveys. The evaluation is due for completion in July 2017.

The PRMs Program has launched a new website which is easier to navigate and includes a range of helpful resources. The new PRMs website can be accessed at www.aci.health.nsw.gov.au/make-it-happen/prms

Registrations are still open for the 2017 Patient Experience Symposium at www.patientexperience.org.au. Get in quick to avoid disappointment as places are filling quickly and the event has nearly reached capacity. The PRMs team will be delivering an oral presentation and a workshop and has supported consumers and clinicians from the PRMs proof of concept sites to attend the symposium. For further information please contact: Melissa Tinsley, program manager Melissa.tinsley@health.nsw.gov.au

Welcome Shireen

Please extend a warm welcome to Shireen Martin, who has joined the Ministry Integrated Care team as our new Capability Manager!

Shireen comes to us from the Program Management Office and Whole of Health Program teams within the System

Performance Support Branch and brings with her a wealth of knowledge about system integration, communication, performance monitoring and intervention road mapping.

Shireen can be reached on 9391 9389 or at smart@doh.health.nsw.gov.au



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REDCap CCoPS Tool Training!

Staff training for non-early-implementer site users of the REDCap Chronic Condition Patient Selection (CCoPS) Tool will kick off in late March 2017.

This training follows on from training for early implementers which was conducted in February.

Training will be available on:

30 March 2017 from 10:00am to 12:00pm
31 March 2017 from 10:00am to 12:00pm
06 April 2017 from 10:00am to 12:00pm
10 April 2017 from 10:00am to 12:00pm
12 April 2017 from 10:00am to 12:00pm

A training manual and slides will be made available after the completion of each session. If you think REDCap CCoPS Tool training may be relevant to you, speak to the CDM Lead at your location or send an enquiry through to integrated-care@moh.health.nsw.gov.au.

All training attendees will be required to complete a user access form prior to gaining access to the CCoPS tool.



New Commonwealth Fund Report

In 2014, the Commonwealth Fund established the International Experts Working Group on Patients with Complex Needs to outline the prerequisites for a high-performing health system designed for high-need patients. The new [Commonwealth Fund Report](#) outlines the working group's recommendations for tackling the challenges of delivering care that is more patient-centred, more collaborative and integrated.

Have an Integrated Care Story??

Whether it's a story of success, an interesting resource, an event or a general update we would love to hear from you! To submit an article send your content and photos through to integratedcare@doh.health.nsw.gov.au

Farewell Anna!

The Ministry Integrated Care Team has bid a fond farewell to Anna Nelson, who has been supporting the transition of the Chronic Disease Management Program to Integrated Care.

Anna has left to pursue an opportunity with her home agency, the Department of Premier and Cabinet.

At this stage, any queries regarding the transition of the Chronic Disease Management Program to Integrated Care should be directed to:

integratedcare@doh.health.nsw.gov.au



Anna Nelson

Welcome Tom!

Tom Sewell has joined the Ministry's Integrated Care Team for his third and final placement in the 2016 NSW Government Graduate Program.

He has previously completed rotations at the Department of Planning and Environment and the Independent Pricing and Regulatory Tribunal and is looking forward to learning all about Integrated Care. Welcome Tom!



International Conference on Integrated Care

The 17th International Conference on Integrated Care will take place this year on 8-10 May in Dublin, Ireland.

The first edition of the conference program has been published on the [Integrated Care Foundation website](#), illustrating topics of interest including the outcomes of Integrated Care pilot programs, person-centred care, the interface between formal and informal care and the use of evaluation tools and indicators to measure Integrated Care outcomes.

Registration is €825 with discounts for IFIC members. Further information about themes, partners, keynote speakers, accommodation and frequently asked questions is available [here](#).



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NSW Integrated Care Forum 2017

The NSW Integrated Care Forum was a resounding success, with upwards of 170 staff members attending to learn about topics including program measurement, Patient Centred Medical Homes (PCMH), Vulnerable Kids and Families, Mental Health Care and Digital Shared Care Planning.

Presentations have been sent out via email to attendees with video and audio to come. A selection of photos can be found below.

New Literature Review

A 10 year study conducted by Intermountain Healthcare has shown that it is possible to deliver high quality patient care while simultaneously reducing costs using team based care within and integrated delivery system.

The study demonstrates that delivering integrated mental and physical healthcare in team-based primary care settings results in better clinical outcomes for patients, lower rates of healthcare utilisation and lower costs.

To find out more or read the article, check out the [webpage](#).

HSIPR Update

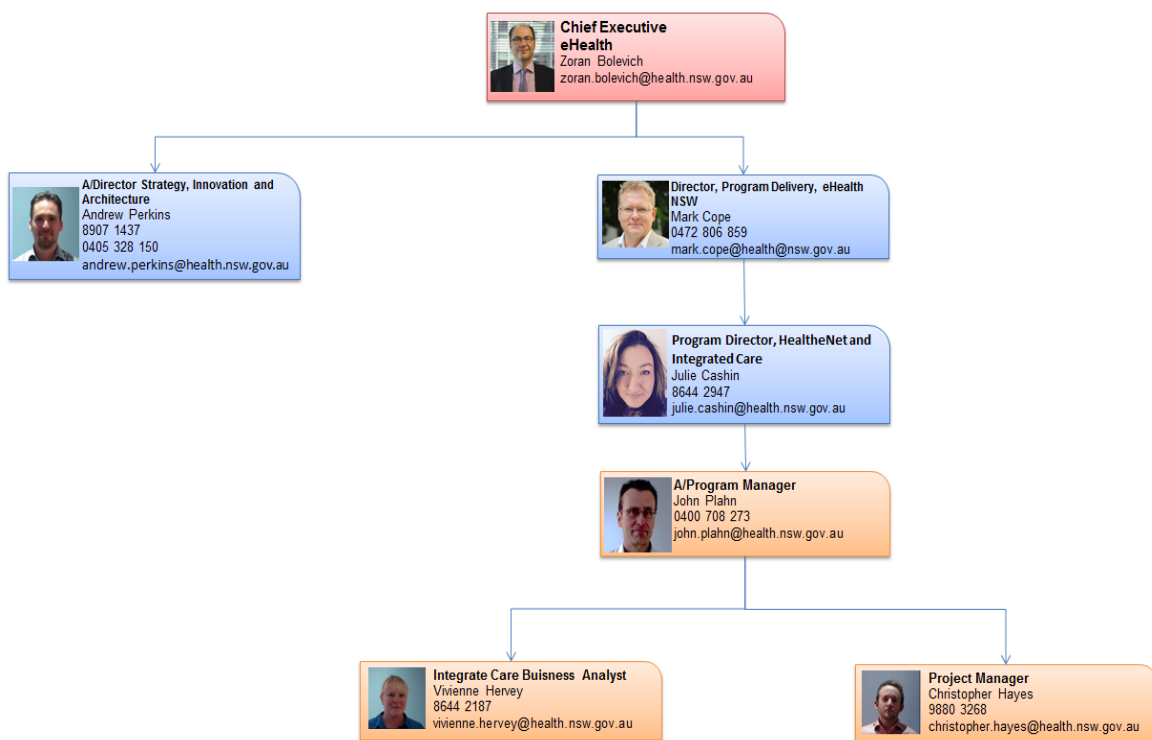
Health Provider Survey

Health Systems Information and Performance Reporting Branch have completed the second Health Provider Survey and the results are currently being compiled. Fifteen Local Health Districts participated in this round of the survey. There was wide variation in the number of participants nominated by LHDs but an overall response rate of 42% was recorded. A report will be distributed to LHDs in April with the findings of the survey. This component of the evaluation gives some measure of the success of the NSW IC Strategy in delivering the fourth of the quadruple aims, improving the work life of health care providers.

Formative Evaluation of the Implementation of the NSW Integrated Care Strategy

The tender to evaluate the implementation of integrated care across the state has been released. The successful respondent will be tasked with identifying the successes of the NSW experience as well as the barriers encountered by innovators and demonstrators. It is hoped the results of the evaluation will help inform the evolution of the strategy and future investment of IC funding. The outcome of the tender will be announced to Local Health Districts in May.

eHealth NSW



Meet the eHealth NSW Team

This month our updated org chart features the friendly team at eHealth NSW. As one of the key enablers of NSW Integrated Care strategy, eHealth NSW continues to support LHDs by investigating options and implications to improve state-wide technology infrastructure, systems and tools to support and improve Integrated Care patient journey.

The new eHealth NSW Org Chart

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