

Section 1 – Introduction

1.0 Introduction

Primary Care Gold Coast Limited (trading as Gold Coast Primary Health Network [GCPHN]) is seeking responses to this Request for Proposal (RFP) from eligible organisations to provide wound management services (the Services) for people in Residential Aged Care Facilities (RACFs) within the GCPHN region.

The following service components form the basis of this RFP and are priority areas that were identified through our co-design process. These are important to the Gold Coast community and are requirements in your proposed service response to meet the needs of residents in RACFs with chronic and complex wounds. While we don't intend to prescribe how these service components should be delivered, they are required elements that we believe will support achieving the outcomes that matter in people's lives.

The service components include:

1. Service information, referral pathways, triage and intake for access to wound management services for residents of RACFs.
2. Provision of wound management services for residents in RACFs.
3. Provision of on-site training, education and mentoring for RACF staff to embed best practice within RACFs.
4. Strengthen multidisciplinary care within RACFs working closely with the resident's General Practitioners (GPs), Gold Coast Health Specialist Services and facility staff resulting in improved capability within RACFs to support resident's wounds management requirements.

All models are required to have a strong evidence base, demonstrate robust clinical governance mechanisms and relevant industry experience. This will be assessed in evaluating submissions. Whilst GCPHN is looking for innovative solutions to securing outcomes, a strong evidence base will provide the confidence we need that the approaches will make a difference in the lives of those being supported. It is this confidence that will be critical to the evaluation of proposals.

This RFP provides a framework for you to develop service solutions for the needs of residents in RACFs. This includes how you plan to manage the establishment and implementation of the of the service. The current end date of the Service is currently 30 June 2022, but this may possibly extend for an additional 12 months pending approval from the Department of Health within the same funding allocation.

Consideration should be given to how your model will ensure equity of access across the region and manage service demand and prioritisation to ensure the people with the greatest need gain timely access to the service.

The purpose of this RFP is to assess the ability of applicants to provide the Services as specified in this document. An overview of GCPHN requirements in relation to this RFP is set out in *Section 2 – Service Solutions* of this invitation.

This document provides applicant/s with advice and guidance about submitting a proposal. Applicant/s are advised to carefully review the instructions and assessment criteria prior to submitting a proposal and budget.

1.1 Primary Health Networks

There are 31 Primary Health Networks (PHNs) covering the whole of Australia. PHNs are funded by the Australian Government and became operational from 1 July 2015. PHNs have been established to increase the efficiency and effectiveness of medical services for the community, particularly for those at risk of poor health outcomes; and to improve coordination of care to ensure people receive the right care in the right place at the right time, by the right person.

PHNs are part of the ongoing reform to Australia's health care system. The work of PHNs involves coordinating the health care that takes place outside of a hospital; referred to as primary health care. Primary health care is usually the first point of contact that people have with the health system. Primary health care can be provided through General Practice, allied health services, community health services, aged care, mental health services, an Aboriginal and Torres Strait Islander health service and/or community based non-government organisations.

1.2 Gold Coast Primary Health Network

Our Strategic Vision

'Building one world class health system for the Gold Coast.'

Our Strategic Goals

1. Improve coordination of care to ensure consumers receive the right care at the right place at the right time, by the right person.
2. Increase efficiency and effectiveness of health services for consumers particularly those at risk of poor outcomes.
3. Engage and support General Practice and other stakeholders to facilitate improvements in our local health system.
4. Be a high performing, efficient and accountable organisation.

1.3 General overview of the Service required

GCPHN is seeking to improve outcomes for people with chronic and complex wounds who are living in RACFs. This will be achieved through a nurse led, in reach program that will provide access to specialist wound advice and mentoring that supports the effective assessment, care plan development and management for these patients in their usual place of residence, the RACF, thus reducing the requirement to transfer residents to hospital for additional clinical interventions.

GCPHN requires the provider to:

- Develop service delivery model in partnership with industry expert group.
- Develop patient-centred wound assessment and management plans.
- Coordinate care across the usual GP, RACF staff and other treating clinicians including a local GP with special interest in wound care and hospital specialist services.
- On-site mentoring and coaching of staff to embed best practice within the specific RACF environment.
- Support via telephone and secure electronic messaging.
- Development of a local care pathway, standardised guidelines, information and resources.

Workforce

The provider is expected to ensure an appropriate mix of qualified staff are engaged to competently deliver the required services, with consideration both to formal qualifications and professional experience. Services must be informed by evidence-based interventions and provided by a suitably skilled and qualified multi-disciplinary team working within their scope of practice, matched to the needs of those accessing the services. The provider must maintain evidence of current qualifications and experience of employed or contracted staff who are delivering services. Preference will be given to those bidders who have a Nurse Practitioner in Wound Care.

The provider is expected to identify, recruit, and retain an appropriately skilled and adaptable workforce. The provider will be expected to leverage and effectively utilise the existing and available workforce and develop local service capability as a priority.

Applicants will be required to demonstrate evidence of cultural competency in relation to working with Aboriginal and Torres Strait Islander people, CALD and Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) population.

1.4 Eligibility criteria

GCPHN welcomes applications from all eligible organisations who can provide all service components.

Eligible organisations must be a viable legal entity as defined by the Australian Tax Office:

- Association Incorporated
- Proprietary Limited (Pty Ltd)
- Public Company limited by guarantee
- Public Company limited by shares
- Indigenous Corporation
- Partnership
- Other incorporated entities

Eligible organisations must have and provide evidence of:

- Legal identity with an ABN
- Public Liability Insurance – Certificate of Currency (minimum \$20 million per claim)
Professional Indemnity Insurance – Certificate of Currency (minimum of \$10 million per claim)
- WorkCover – Certificate of Currency (*if applicable*)
- Other certifications and insurances as appropriate to the nature of the services (eg working with children, volunteer insurance)
- List of accountable, legally-assigned office bearers, including names and position titles (eg directors, executive officer and company secretary)
- Financial viability: Annual Report, profit and loss statement, last year's financial statements, audited if available, or provide such other information as may be requested by GCPHN