

Gold Coast - After Hours Primary Health Care 2019/20 - 2023/24 Activity Summary View



AH - 1 - Community Alternatives to Emergency and hospital Campaign



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

Community Alternatives to Emergency and hospital Campaign

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The aim of this activity is to increase consumer awareness of After Hours Community and Primary Health Care services available in their community and improve patient health literacy on the appropriate health services to access in the afterhours period. In particular the campaign aims to reduce emergency department congestion/ unnecessary presentations by educating the community about the local and digital options including afterhours services as an alternative to EDs

Description of Activity *

This activity will increase the awareness of the community about services and options other than emergency departments available to them, when to use them and when it is appropriate to go to emergency departments.

This will involve promotion of after-hours doctor's services, online and telephone services to improve awareness of options and help people make appropriate and informed decisions. We anticipate this will assist to reduce the burden in emergency departments by reducing the number of unnecessary or inappropriate presentations.

Activities include:

- Collateral development and distribution, including magnets, brochures and posters. To be distributed through general practice and Gold Coast Health emergency department.
- Online advertising, social media and radio advertising
- Usual GCPHN and Gold Coast Health publications

Advertising through Gold Coast Health screens in foyer and emergency waiting areas.

Needs Assessment Priorities *

Needs Assessment

Priorities

Priority	Page reference
After-hours	402
Aged Care	408
General Practice and Primary Care	397



Activity Demographics

Target Population Cohort

Residents living in the GCPHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Beaudesert	31101
Gold Coast Hinterland	30904
Surfers Paradise	30910
Southport	30909
Robina	30908
Ormeau - Oxenford	30907
Nerang	30906
Mudgeeraba - Tallebudgera	30905
Gold Coast - North	30903
Coolangatta	30902
Broadbeach - Burleigh	30901



Activity Consultation and Collaboration

Consultation

The activities build on previous work and key elements have been developed and refined in consultation with Gold Coast Health, with feedback from GCPHN Clinical Council, Community Advisory Council and Primary Healthcare Improvement Committee.

Collaboration

GCH
 Partner in development and implementation of campaign. Previously GCH has agreed to use the campaign within their ED departments, promote online through their Social Media Channels, external facing website and internal intranet and has provided images and a contact within their ED to be the 'face' of the campaign and also provide comments for any media enquiries.
 General Practice including after- hours services
 Working with general practice staff to promote after- hours alternatives and educate the community through displaying collateral within practices.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2022

Service Delivery Start Date

May 2022

Service Delivery End Date

August 2022

Other Relevant Milestones

Campaign runs annually from approximately May to August 2022 for 2022



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

Gold Coast Health, GCPHN Clinical Council and Community Advisory Council have been engaged previously in content developed and refinement. Activity was previously implemented in coordination with Gold Coast Health.



AH - 2 - Mental Health After Hours – Safe Space



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

Mental Health After Hours – Safe Space

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description

Aim of Activity *

The community based safe space aims to support people to proactively manage their mental health by allowing access through a drop-in arrangement when the person identifies symptoms of becoming unwell and their primary care provider is not accessible. Over time it is anticipated that people will utilise the safe space facility as an alternative to the Emergency Department where it is safe to do so.

Description of Activity *

Community After Hours Safe Space

The initial service model commenced 1 September 2018 to reduce barriers to accessing mental health support by providing people with a welcoming 'no wrong door' option to accessing support, advice, referrals to other services and care planning. Since commencing operations the safe space facility has matured and is now responding to on average over 580 presentations a quarter. A number of these presentations self-identify using the safe space facility as an alternative to the Emergency Department.

In 20/21 Queensland Health provided funding across the State to implement After Hours Safe Spaces, Gold Coast Health secured funding for a community based safe space (opposed to a hospital based safe space) within the Gold Coast. Gold Coast Health and GCPHN have agreed to co-design a regional model building on the existing services that will have service components provided by both the non-government agency and Gold Coast Health with the Service been Co-commissioned by GCH and GCPHN from 1 July 2021. The co-design has been completed and the service model has been developed to better meet the needs of those in immediate need and it has been determined that a second site will be established in the Southport region of the Gold Coast where the greatest need is for the service. Work is currently occurring to secure a site and it is anticipated the second site will commence operation by 1 October 2021.

The revised model co-design with Gold Coast Health and the broader stakeholders the Services will continue to operate a community "drop in" type space which includes after hours clinical and psychosocial support including but not limited to;

- Assessment
- Care Co-ordination
- Groups
- Service Information

The safe space is provided by peer support workers and clinicians and have access to Gold Coast Health Mental Health Clinicians as required.

The After-hours service hours will be adjusted to enable the Service to be operational 7 days a week within the funding available:

- 6pm to 10pm weeknights
- 12midday to 10pm Saturdays and Sundays

These hours will be adjusted based on assessment of current need and attendances at Emergency departments

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment 2020/21-2021/22_update November 2020

Priorities

Priority	Page reference
Mental Health - Severe and Complex	416



Activity Demographics

Target Population Cohort

- Individuals who identify that their mental health symptoms are escalating or are in mental distress and their primary care provider is unavailable or inaccessible.
- Individuals that require mental health support that do not have a primary care provider and cannot access clinical support at the time they require it.
- Individuals that have experienced or are experiencing barriers to accessing primary mental health care or other mental health supports
- Individuals identified as hard to reach as specified in the 2019 GCPHN Mental Health Needs Assessment
- Individuals who contract the GCH Mental Health line and can be diverted to attend the After Hours safe space.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Beaudesert	31101
Gold Coast Hinterland	30904
Surfers Paradise	30910
Southport	30909
Robina	30908
Ormeau - Oxenford	30907
Nerang	30906
Mudgeeraba - Tallebudgera	30905
Gold Coast - North	30903
Coolangatta	30902
Broadbeach - Burleigh	30901



Activity Consultation and Collaboration

Consultation

GCPHN led a targeted consultation process between September and October 2017 to build on findings from the broad consultation undertaken in 2016. The 2017 workshops were conducted, with representatives from Queensland Government agencies, consumers, carers and community service providers from the non-government sector and clinical service providers, with over 120 people participating.

GCPHN/GCHHS/Queensland Health and key community stakeholders have been engaged with the current provider in co-designing the new regional integrated Services between January – June 2021 which has determine their will be two sites within the Gold Coast retaining the existing site at Mermaid Beach and implementing a second site in Southport

Collaboration

1. GCH – Co-design and Co-commissioning
2. General Practice including after - hours services – Co-design, Service information and advice service will target general practitioners and psychiatrists first to assist in the management of people with mental health across the stepped care model.
3. GCH Mental Health Specialist Services, GCH Mental Health Triage Line and GCH Emergency Department
4. Queensland Ambulance and Police.
5. Other Mental health Providers and Community including indigenous and CALD communities



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2022

Service Delivery Start Date

Current Site – 1 July 2021 New Site – potential 1 July 2021

Service Delivery End Date

Current Site – 30 June 2023 New Site – potential 20 June 2023

Other Relevant Milestones

During the term of this activity plan the following milestones are anticipated:

- Jan – June 21 – ongoing service delivery with collaborative co-design
- July 20-Dec 21 – Implement new model across regional and potentially implement second After Space in Northern Corridor
- Jan 22-June 23 – Review and Evaluate safe space model

**Activity Commissioning**

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

Given this is a co-commissioned activity with Gold Coast Health and Queensland Health who have recurrent funding for the trial until 30 June 2023 and the model will be subject to an evaluation GCPHN would like to be in a position to continue to fund its component of the After-Hours Service until the 30 June 2023 but at this stage can't commit funds to this given the After-Hours

Deed only goes to the 30 June 22. It would be a significant risk if a full two year evaluation could not be completed across both After – Hour sites to determine the value of this Service model.



AH - 3 - Alcohol and Other Drugs After Hours – Treatment



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

Alcohol and Other Drugs After Hours – Treatment

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Alcohol and Other Drugs

Other Program Key Priority Area Description

Aim of Activity *

The community-based alcohol and other drugs afterhours service aims to support people requiring specialist treatment who can't access this treatment during traditional business hours.

This activity aims to:

- Increase availability of AOD treatment services in the community
- Increase timely access to specialist AOD treatment services for individuals and their families
- Improve AOD treatment outcomes for clients
- Reduce harm associated with drugs and alcohol use, with a focus on methamphetamine use

Description of Activity *

Afterhours Alcohol and Other Drugs treatment

Continue to commission providers QuIHN and Lives Lived Well to deliver afterhours alcohol and other drugs treatment services for the period of 2021/22. Early data from the trial period in 2020/21 indicate that this service option is meeting a previously unmet need for specialist AOD treatment outside traditional business hours. Service delivery in the evenings and on Saturdays is now supporting access for individuals who had previously been unable to attend individual or group support during business hours due to work or family commitments.

Services will leverage the existing infrastructure of the programs commissioned through Activity AOD - 2 - NIAS Mainstream AOD Treatment Service Delivery.

Outcomes:

- Improved access for individuals requiring alcohol and other drugs treatment that is flexible and responsive to their needs
- Improved referral pathways from AOD and other service providers to ensure utilisation of service
- Reduced problematic substance use or safer substance use

Service Model:

- Afterhours brief intervention, counselling and case management for people seeking treatment for drug and alcohol related issues
- Individuals must be 18+ to access the service
- Individual and group treatment will be provided (group delivered based depending on demand)
- Referral sources to include:
 - o Individuals that come via QuIHN and Lives Lived Well intake
 - o Gold Coast Health AODs team
 - o GCPHN commissioned services
 - o Mental health, AOD and other local service providers
- Services settings:
 - o QuIHN and Lives Lived Well service sites
 - o Negotiated sites including GCPHN commissioned Safe Space

After hours service delivery has been defined as:

- 5pm to 8pm weeknights
- Saturdays

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment 2020/21-2021/22_update November 2020

Priorities

Priority	Page reference
Alcohol and Other Drugs	417



Activity Demographics

Target Population Cohort

Individuals 18+ requiring afterhours treatment support for alcohol and/or other drug use including individuals experiencing co-occurring mental health and substance related disorders.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Beaudesert	31101
Gold Coast Hinterland	30904
Surfers Paradise	30910
Southport	30909
Robina	30908
Ormeau - Oxenford	30907
Nerang	30906
Mudgeeraba - Tallebudgera	30905
Gold Coast - North	30903
Coolangatta	30902
Broadbeach - Burleigh	30901



Activity Consultation and Collaboration

Consultation

This activity has been informed by consultation that has occurred over several years throughout various co-design processes for AOD and mental health services, during AOD specific working groups and the development of needs assessments. Recently

building on this, the Joint Regional Plan consultation has highlighted the absence and need for community-based afterhours treatment, as there is currently no dedicated service in the region.

Gold Coast Health Alcohol and Other Drugs branch has regularly reported the need for afterhours support for clients they cannot service. Consumers, community members and other service providers have reported this as a need and an important addition to the current treatment delivery landscape, not only to increase the overall availability of treatment in the region, but also to provide an option to individuals who cannot attend appointments during business hours because they work full-time, or are full-time carers for example.

Collaboration

Stakeholder/Partners-Role

1. Gold Coast Health-Collaborative working relationship

Referrals

2. Aboriginal and Torres Strait Islander services, mental health services-Referrals

3. AOD and mental health services-Collaborative working relationship

Referrals

4. General Practice including after- hours services-Service information and referrals



Activity Milestone Details/Duration

Activity Start Date

31/03/2020

Activity End Date

29/06/2022

Service Delivery Start Date

July 2021

Service Delivery End Date

June 2022

Other Relevant Milestones

During the term of this activity plan the following milestones are anticipated

:1. June 2021 – July 2022 – Service delivery and business as usual, quarterly performance meetings and regular relationship manager engagement

2. October 2021 – December 2021 – Review Service Model aligned with broader AOD Review and determine recommended procurement plan from 1 July 2022.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A





Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

4

Activity Title *

Information and resources

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Digital Health

Other Program Key Priority Area Description

Aim of Activity *

This activity aims to ensure a locally curated suite of information and resources in a modern and intuitive interface to support consumer and sector awareness of afterhours primary care services and other primary care services more broadly available in community. With access to readily available, evidence-based information, resources, service and referral options, tailored specifically to Gold Coast region through an range of communications and engagement channels particularly the GCPHN website:

- patient health literacy regarding afterhours primary care services and other primary care services more broadly available in community increases
- general practice and other primary care services have increased access to information and resources regarding afterhours primary care services and other primary care services more broadly available in community through promotion of Streamliners Health Pathways
- health issues in the afterhours period may be avoided
- health issues in the afterhours period may be more appropriately managed through primary care services, reducing the need for presentations to emergency departments

Description of Activity *

The activity continues to addresses the needs as GCPHN will continue to continue to host, develop and refine the IT infrastructure, online architecture and content of the GCPHN website featuring:

- localised Afterhours primary care services (as an alternative to hospital services) information and where relevant, referral guidelines and templates for services
- Links to and promotion of Gold Coast Streamliners Health Pathways and Smart Referrals pages
- maintain library of referral

templates including GCPHN funded services, private specialists and Gold Coast Health templates as required, promote these to general practice and provide support for use to ensure effective uptake of secure electronic messaging

- suite of professional resources linked to appropriate clinical and educational material for priority health areas
- patient facing resources to increase health literacy of available Afterhours primary care services (as an alternative to hospital services)
- embedding of links to National Health Service Directory.

Information is provided about Afterhours and other primary care services available in community through a stable, reliable, accurate, localised digital platform for general practice, primary care service providers and the broader community to access the necessary curated, up-to-date information and resources that support access to service options, referral and optimal care management.

This activity includes linking and liaison with the National Health Service Directory and other related directories to ensure most effective information sharing.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment 2020/21-2021/22_update November 2020

Priorities

Priority	Page reference
Low intensity mental health services	412
Mental Health – Children and youth	415
Mental Health - Severe and Complex	416
Mental Health - Suicide Prevention	413
National Psychosocial Services	412
Palliative Care	409
General Practice and Primary Care	397
Chronic Disease	406
Alcohol and Other Drugs	417



Activity Demographics

Target Population Cohort

Community of the Gold Coast PHN Region (Gold Coast SA4)

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Beaudesert	31101
Gold Coast Hinterland	30904
Surfers Paradise	30910
Southport	30909
Robina	30908
Ormeau - Oxenford	30907
Nerang	30906
Mudgeeraba - Tallebudgera	30905
Gold Coast - North	30903
Coolangatta	30902
Broadbeach - Burleigh	30901



Activity Consultation and Collaboration

Consultation

Extensive consultation and co-design was undertaken to inform the website redesign including general practitioners, practice staff, consumers, Gold Coast Health local and RACF staff.

Collaboration

General practitioners, practice staff, consumers, Gold Coast Health, local and RACF staff and website users will be engaged to continue to develop and refine the IT infrastructure, online architecture and content of the website. In addition, GCPHN will actively collaborate with Gold Coast Health and National Health Service Directory to ensure an effective approach to integration of information across respective websites.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2022

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 5 - Health Service Access for Hard to Reach Populations – (Community Connectors)



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

5

Activity Title *

Health Service Access for Hard to Reach Populations – (Community Connectors)

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

Other Program Key Priority Area Description**Aim of Activity ***

To increase and improve the access and referral pathways to health and related services for people from culturally and linguistically diverse backgrounds, and/or who identify as Aboriginal or Torres Strait Islander. To highlight well-established, trusted and respected service providers already specialising in engaging with hard to reach groups, to provide an integrated approach to navigating services and enhancing cultural awareness and understanding across the Gold Coast region.

For example:

- Primary and secondary health care services including mental health, Alcohol and drug treatment and suicide prevention services as well as other chronic disease services.
- Child and Family services
- Homelessness services
- Legal services
- Financial support services
- Housing services
- Employment services
- NDIS

Description of Activity *

Based on the co-designed model of service, continued quality improvement towards the service delivery will be monitored and reported against, with a continued focus to improving health and social outcomes for hard to reach groups in the Gold Coast region.

This is being achieved through:

- Increasing awareness of and maximising links between services for Aboriginal and Torres Strait Islander people and culturally and linguistically diverse communities, including those provided by Commonwealth and state/territory governments, AMSs, and other specialist organisations.
- Continue to support services across the health and social sectors in educating, developing and implementing strategies to improve access to primary care for Aboriginal and Torres Strait Islander people and culturally and linguistically diverse communities, i.e. supporting self-identification, providing coaching support to mainstream health provider, providing advocacy on behalf of people accessing services.
- Collaborating with local Indigenous health services and mainstream health services in a partnership approach for the delivery of primary care services.

The Health Services for Hard to Reach Populations – Community Connectors service has been implemented with the first 6 months demonstrating success with achieving the aims above. The service will continue to be monitored and work undertaken to record the evolution of the model as it develops through continuous quality improvement.

Due to the design of the program a component of service delivery is conducted outside of normal business hours to support participants to engage with relevant services. This component of the activity is funded under this deed.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment 2020/21-2021/22_update November 2020

Priorities

Priority	Page reference
Mental Health – Children and youth	415
Mental Health – Underserved	414
National Psychosocial Services	412
General Practice and Primary Care	397
Alcohol and Other Drugs	417



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people and Culturally and Linguistically Diverse groups

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

The activity is commissioned through a local ACHO. The services are directly targeted at local First Nations people who access the organisation for support. The program aims to support people in the local area to engage effectively with mainstream services.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Co-design and consultations with community, providers (health and social Service), clients with lived experience and other funders/Commissioners

Ongoing feedback mechanisms once service is established to ensure effective implementations.

Collaboration

GCPHN works in collaboration with the following stakeholders to complete and inform the needs assessment and determine locally appropriate and integrated service solution:

- the Karulbo Partnership (a local regular meeting with representation from organisations working in relation to A&TSI health and wellbeing with around 30 attendees at meetings)
- the A&TSI community
- Kalwun (AMS),
- Krurungal (ATSI Provider)
- CURA – CALD providers
- Institute of Urban Indigenous Health (IUIH)
- Gold Coast Health – Aboriginal & Torres Strait Islander Services other health and social service providers.



Activity Milestone Details/Duration

Activity Start Date

31/05/2019

Activity End Date

29/06/2021

Service Delivery Start Date

October 2019

Service Delivery End Date

June 2021

Other Relevant Milestones

1. Consultation and Co-design -May – August 2019- Completed
2. Procurement of Services -August – September 2019- Completed
3. Service Delivery Commenced -1 October 2019-Completed

- 4. Ongoing implementation and model development through business as usual – quarterly performance meetings and regular relationship manager engagement -Oct – Oct 2020-
- 5. Review program-Oct – Dec 2020-
- 6. Decide future commissioning approach for program-Dec 2020-



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 6 - Palliative Care



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

6

Activity Title *

Palliative Care

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Workforce

Other Program Key Priority Area Description**Aim of Activity ***

To build the capacity and skills of general practitioners in providing palliative care to people with a life-limiting illness and reducing the likelihood of need for emergency palliative care after hours. This will be achieved through the provision of coordinated care, and improved information transfer between service providers, with patients and families and other strategies.

This activity are expected to reduce the demand for services after hours by:

- To provide a high quality, effective and supportive framework for Shared Care and Health Pathways for General Practitioners and the local community in that deliver proactive end of life care, minimising the need for unplanned/urgent care particularly after hours;
- Increasing the support and connections to enable local primary care providers to increase their role in managing end of life care, again minimising the need for transfer of care to a more specialised provider, particularly after hours; and
- Encouraging consumers and carers to actively plan for end of life care, including planning for events that may happen after hours, thereby enabling mitigation strategies to be put in place and minimise the need for unplanned after-hours care.

The Key Performance Indicators of the Activity are:

- Reduction in after-hours presentation to emergency departments and admissions to hospital.
- Increased confidence reported by GPs in the region to deliver palliative care in home and RACF's
- Increased uptake of advance care planning
- Increased palliative care-related attendances by GPs into patient's homes and RACFs
- Increased number of linkages and partnerships with non-health related community organisations relating to raising awareness about palliative care and death and dying
- Increased effectiveness of clinical handovers of palliative patients reported by hospital clinicians, GPs, community clinicians and RACF staff
- Improve health, death and compassion literacy within the Gold Coast community
- Increased number of people accessing palliative care services and their carers and families reporting that they feel better connected to information and supports
- Increased number of linkages and partnerships with non-health related community organisations relating to raising awareness about palliative care and death and dying.

Description of Activity *

The key activities are:

1. Palliative Care Health Pathways and Shared Care

Finalisation and Implementation of Shared Care Model and Health Pathways integrating Primary Care with interdisciplinary palliative care specialist teams to improve access to quality palliative home care / Residential Aged Care addressing multiple domains of end-of-life issues and needs, with a focus on avoiding unnecessary presentations to emergency departments and hospital admissions in the afterhours period.

Implementation Program

- Implement and trial the final arrangement of works from market testing and embed training and education within the GCHHS, community and Primary care.
- Revise the Palliative Care products/resources and upload to online platform
- Implement the principles of shared care framework for the seamless transfer of the care from the hospital or specialist service setting to general practice.
- Trial the Shared care prescribing guidelines and local policies to enable general practitioners (GPs) to accept responsibility for monitoring of medicines/treatments in primary care, in agreement with the initiating specialist service.
- Trail shared care principles and framework linked to and complemented by local integrated care pathways and shared care policies designed to reduce unnecessary presentations to emergency departments and hospital admissions in the afterhours period.

2. Living Matters Resource implementation for Primary Care linking to Advance Care Planning P.I.P. Q. I program.

3. Development and Implementation of a Quality Improvement Toolkit for General Practice in Advance Care Planning

Utilising the lessons learnt from the "Hammond Care" Advance Care Project finalise and implement a quality improvement toolkit to be available for all General Practices on the Gold Coast. Implement as a business and usual tool. Maintenance of resources, information, and education via GCPHN website.

4. GCPHN Project & Contract Management of CF4 Enhanced Primary Care (PMP Clinical Educator – Palliative)

- Transition the project into every day care within RACF's, from the time of admission, to identifying a change in condition, and communicating and documenting relevant information; inclusive of the quality improvement components of the program into business as usual.
- Embed quality improvement actions within the facility and local community level inclusive of primary care and the HHS.
- Complete joint Research with Griffith University and GCHHS for the evaluation of the Project

5. Advance Care Planning: Indigenous & C.A.L.D.

Improve the effectiveness of Aboriginal and Torres Strait Islander people's journey through the system for those that are affected by palliative illnesses – 'Sorry Business' across Gold Coast communities by:

- Dying to Yarn Expo
- Indigenous PEPA program GCHHS

- Reverse Indigenous PEPA training for mainstream
- Implement and sustain the program within Aboriginal Medical Services (AMS)
- Adapt “The Advance Project” for A.M.S
- Adapt “The Advance Project” for C.A.L.D communities.

6. GCPHN Aged and Palliative Care Leadership Group

Provide leadership and co-ordination of the GCPHN Aged and Palliative Care leadership group who oversee the deliverables of the GCPHN/HHS Palliative Care Regional Plan.

7. Partnering with PEPA Queensland to support a State Conference to be held on the Gold Coast in June 2021, originally scheduled in June 2020 but re-scheduled due to Covid 19

This component links closely with

CF4 Enhanced Primary Care (PMP Clinical Educator – Palliative) 2020/21

Greater Choices for At Home Palliative Care (GCFAHPC) Project

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment 2020/21-2021/22_update November 2020

Priorities

Priority	Page reference
Palliative Care	409



Activity Demographics

Target Population Cohort

People with Palliative Care Needs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

A local palliative care needs assessment regional plan was endorsed by Gold Coast Health and GCPHN in 2019. The Palliative Care Regional Plan was developed through consultation with key sector stakeholders, including our Gold Coast Health partners, primary care providers, and the carers and representatives of people who have undertaken the palliative care journey in the Gold Coast region.

A joint GCPHN and GCH work plan developed as an outcome of the regional plan is overseen by a Palliative Care Leadership group who meet bimonthly to provide advice on the projects and their deliverables.

In addition to the joint governance arrangements, a number of specific working groups have been established to progress key pieces of work in the plan. GCPHN will be regularly conducting stakeholder and service user interviews and feedback sessions throughout the year. Consultations will take many different forms, such as:

- o Consultative Palliative Care Workshops
- o Public workshops
- o Champion Palliative Clinical Advisory Workshops
- PHN advisory councils and other committees

Collaboration

GCPHN has longstanding relationships with palliative care providers including GCH, non-government and private agencies who provide community nursing, allied health, residential care, and general practice which have and will continue to support this project.

In addition GCPHN's standard governance committees will be supporting and advising on this work (including our Community Advisory Group, Clinical Council and Primary Care Partnership Council) a Palliative Care leadership was established with representation from the Gold Coast Health Specialist Palliative Care Team, General Practitioners, community palliative care services and consumers.



Activity Milestone Details/Duration

Activity Start Date

30/06/2020

Activity End Date

29/06/2022

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

NIL



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

nil

Co-design or co-commissioning comments

Activity was undertaken as a Joint development project between Gold Coast Health (HHS) and GCPHN
