

Gold Coast - PHN Pilots and Targeted Programs 2021/22 - 2023/24 Activity Summary View



PP&TP-GCPC - 1 - Greater Choice for At Home Palliative Care



Activity Metadata

Applicable Schedule *

PHN Pilots and Targeted Programs

Activity Prefix *

PP&TP-GCPC

Activity Number *

1

Activity Title *

Greater Choice for At Home Palliative Care

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

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

The Greater Choice for at Home Palliative Care measure seeks to achieve the following objectives:

- improved access to palliative care at home and support end-of-life care systems and services in primary health care and community care
- enable the right care at the right time and in the right place to reduce unnecessary hospitalisation
- generate and use data to support continuous improvement of services across sectors
- use available technologies to support flexible and responsive palliative care at home, including in the after-hours

These objectives contribute to achieving the following intending overarching outcomes of:

- improved capacity and responsiveness of services to meet local needs and priorities
- improved access to quality palliative care services in the home
- improved coordination of care for patients across health care providers and integration of palliative care services in the region

The activities to be implemented for the Gold Coast region (2021-2025) will aim to increase the number of *healthcare providers trained in, and applying, the Palliative Care approach across the GCPHN region. Ongoing promotion of Advance Care Planning (ACP) to health care providers and consumers using the ACP Health Literacy resource and ACP Quality Improvement Toolkit developed during the pilot phase of Greater Choices for at Home Palliative Care program.

The activity will also maintain the Aged and Palliative Care Leadership Group as key stakeholders in Palliative care on the Gold Coast to provide a local perspective of emerging needs to inform activities moving forward and support the development of an integrated approach to service delivery.

The expected outcomes of these activities are to:

- build a skilled primary care workforce to provide evidenced based end of life care, supporting consumers to receive this care at their place of choice (in the community and RACFs)
- increase awareness of palliative care resources and referral pathways
- support the development of a community of practice to build clinical champions in delivering palliative care, and provide mentoring and support for the broader primary care workforce in the Gold Coast region
- increase awareness and completion of ACP documents for the broader population – not just those requiring palliative care.

* Health Care providers will include general practitioners, allied health, nursing professionals (general practice, community and RACFs), personal care workers and Aboriginal and Torres Strait Islanders health care workers)

2021-2023 Target groups: general practitioners and nurses

2023-2025 Target groups: allied health, personal care workers and Aboriginal and Torres Strait Islander health care workers

Description of Need

National research show that most Australians would prefer to die at home, but many don't, with over half of deaths occurring in hospital. While the accessibility and use of palliative care services is increasing, the proportion of people who receive palliative care services is still relatively low. Additionally, the 2020-2021 Palliative Care Needs Assessment identified that not all Gold Coast providers are skilled and competent in delivering high quality palliative and end of life care. There is limited access to integrated palliative care systems across the health and social sectors in the Gold Coast region.

This activity will support the development of a skilled and confident primary care palliative care workforce to enable Gold Coast residents to die in their place of choice, minimising the need to access hospital services.

During 2021-2023 of the funding period, sponsorship for one of two Graduate Certificates in Palliative Care (one general practitioner and one nurse) will be offered to further build the workforce capability.

Access to bereavement services has also been identified as a gap in the Gold Coast region. Further scoping of how this could be addressed is planned for 2023-2025.

Description of Activity *

Palliative care training for health care providers: (2021-2023)

- Commission Program of Experience of the Palliative Approach (PEPA) to deliver training and support clinical placements at Gold Coast Health Specialist Palliative Care unit for primary health care providers (Funding period 2021-2023 to align with PEPA contract initially)
- During this period, general practitioners and nurses will be offered
- Other health care providers will be offered training following confirmation of ongoing funding for PEPA
- Post- placement workshops after training and placements completed for general practitioners and nurses

Graduate Certificate of Palliative Care sponsorship

- Offer sponsorship for one of two Graduate Certificates in Palliative Care (general practitioner or nurse)
- Selection criteria to be developed and expression of interest will be sent to relevant providers

ACP promotion: (2021-2023)

- Promotion of ACP Health literacy resource and ACP Quality Improvement via emailed bulletins and social media

Staff recruitment to support activity

- 2 FTE each year

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
Older People	241
Palliative Care	272



Activity Demographics

Target Population Cohort

Individuals with a known life-limiting condition

Health care providers delivering palliative care to people in the Gold Coast region (community and RACF settings)

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Aboriginal and Torres Strait Islander Health Care workers will be one of the target groups offered Palliative Care Training and clinical placements in 2024-2025

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- GCPHN Community Advisory Council (consumers)
- GCPHN Primary Health Care Improvement Committee (general practitioners, practice managers, practice nurses, allied health provider)
- GCPHN Aged and Palliative Care Leadership Group (consumers (including CALD community), general practitioners, QLD Health Specialist Palliative Care team, QLD Health ACP Clinical Nurse Consultant, NGP representatives)
- QLD Health: Supportive and Specialist Community Palliative Care Service Delivery committee (NGOs, GCH Health and GCPHN)
- PHNs involved in Pilot phase of Greater Choice for at Home Palliative Care

- Program of Experience of the Palliative Approach (PEPA)
- Department of Health (Greater Choice for at Home Palliative Care branch)

Collaboration

All of the above



Activity Milestone Details/Duration

Activity Start Date

31/10/2021

Activity End Date

30/10/2025

Service Delivery Start Date

January 2022

Service Delivery End Date

June 2023 (PEPA agreement with planned extension until 2025 dependent on ongoing funding for PEPA)

Other Relevant Milestones

Project Plan and Gantt - (September - October 2021) - Project Plan and Gantt for 2021-2022 approved.

Service design - (October 2021) - Defined project objectives and mechanisms approved.

Recruitment - (November 2021- January 2022) - Vacant position filled.

Procurement and contracting - (November - December 2021) - Procurement strategy approved and relevant contract developed and approved.

Service delivery or project activities commences - (January 2021 - June 2022) - Contract finalised and service delivery commences.



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): Yes

Other Approach (please provide details): No

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?

na

Co-design or co-commissioning comments

Extensive consultation has been undertaken with primary care providers and specialist palliative care providers to seek endorsement of proposed approach.



PP&TP-AHPGPE - 1 - COVID Allied Health Package GP Education



Activity Metadata

Applicable Schedule *

PHN Pilots and Targeted Programs

Activity Prefix *

PP&TP-AHPGPE

Activity Number *

1

Activity Title *

COVID Allied Health Package GP Education

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To support access to allied health services for RACF residents who would benefit from them

Description of Activity *

Promote new temporary MBS allied health and mental health items for residents of aged care facilities, and how they can be used to support RACF residents.

Deliver at least three education sessions to GPs, RACF staff and allied health providers regarding:

- o the importance of providing allied health services to people with dementia and other residents with complex medical needs in Residential Aged Care Facilities (RACF);
- o the new temporary MBS allied health and mental health items for residents of aged care facilities, and how they can be used to support the residents.

Provide access to resources to support provision of allied health services to people in RACFs on GCPHN website.

Make education sessions available through GCPHN website as on demand training option

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
Older People	241



Activity Demographics

Target Population Cohort

Residents in RACFs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consulted with Primary Care Partnership Council to understand current knowledge and use of relevant MBS items.

Collaboration

Will collaborate with suitable education and training provider



Activity Milestone Details/Duration

Activity Start Date

21/02/2021

Activity End Date

29/06/2022

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

30 July 2021 Deliver three education sessions

30 July 2021 Education sessions and resources available on GCPHN website



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



PP&TP-WMP - 1 - Wounds Management Pilot



Activity Metadata

Applicable Schedule *

PHN Pilots and Targeted Programs

Activity Prefix *

PP&TP-WMP

Activity Number *

1

Activity Title *

Wounds Management Pilot

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To pilot a nurse led in reach wound management clinic for Residential Aged Care Facilities (RACFs) across the Gold Coast region. With the aim to improve outcomes for people with chronic and complex wounds who are living in RACFs.

Description of Activity *

The nurse led in reach program 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, with the aim of reducing the requirement to transfer residents to hospital for clinical interventions.

The program includes:

- Development of service delivery model in partnership with industry expert group
- Development of patient-centered wound assessment and management plans
- Coordination of care across the residents usual General Practitioner, 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 specific RACF environment.
- Support via telephone and secure electronic messaging.
- Development of a local care pathway, standardised guidelines, information and resources.

An expert reference group has and will continue to inform the program.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
General Practice and Primary Care	41
Older People	241
Chronic Disease	170



Activity Demographics

Target Population Cohort

Residents and staff of aged care facilities.
General Practitioners

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

GCPHN Staff- engagement and implementation
General Practice Staff- engagement and implementation
Residential aged care staff - engagement and implementation
GCPHN Primary Health Care Improvement Committee comprising local general practice staff - provide input and advice into issues relating to chronic and complex wound management to residents of aged care facilities.
Gold Coast Health
Non-government organisations

Collaboration

- 1.GCPHN Staff- engagement and implementation
- 2.General Practice Staff- engagement and implementation

- 3. GCPHN Primary Health Care Improvement Committee comprising local general practice staff
- 4. Gold Coast Health - linkage to ensure collaboration and partnership
- 5. Non-government organisations – linkage to ensure collaboration and partnership
- 6. Residential Aged Care staff – linkage to ensure collaboration and partnership
- 7. NOUS - National evaluation of Pilot



Activity Milestone Details/Duration

Activity Start Date

30/04/2020

Activity End Date

30/12/2022

Service Delivery Start Date

July 2021

Service Delivery End Date

December 2022

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: No

Direct Engagement: No

Open Tender: Yes

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?

The pilot program includes an education/training/mentoring component for RACF staff to build the capacity and capability of RACF staff to support effective wound management for residents working in partnership with the residents usual GP. This approach supports withdrawal of the commissioned nurse led in reach program.

Co-design or co-commissioning comments

N/A



PP&TP-Op - 1 - Wounds Management Pilot - Operational



Activity Metadata

Applicable Schedule *

PHN Pilots and Targeted Programs

Activity Prefix *

PP&TP-Op

Activity Number *

1

Activity Title *

Wounds Management Pilot - Operational

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To pilot a nurse led in reach wound management clinic for Residential Aged Care Facilities (RACFs) across the Gold Coast region. With the aim to improve outcomes for people with chronic and complex wounds who are living in RACFs.

Description of Activity *

The nurse led in reach program 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, with the aim of reducing the requirement to transfer residents to hospital for clinical interventions.

The program includes:

- Development of service delivery model in partnership with industry expert group
- Development of patient-centered wound assessment and management plans
- Coordination of care across the residents usual General Practitioner, 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 specific RACF environment.
- Support via telephone and secure electronic messaging.
- Development of a local care pathway, standardised guidelines, information and resources.

An expert reference group has and will continue to inform the program.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
General Practice and Primary Care	41
Older People	241
Chronic Disease	170



Activity Demographics

Target Population Cohort

Residents and staff of aged care facilities.
General Practitioners

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

GCPHN Staff- engagement and implementation
General Practice Staff- engagement and implementation
Residential aged care staff - engagement and implementation
GCPHN Primary Health Care Improvement Committee comprising local general practice staff - provide input and advice into issues relating to chronic and complex wound management to residents of aged care facilities.
Gold Coast Health
Non-government organisations

Collaboration

- 1.GCPHN Staff- engagement and implementation
- 2.General Practice Staff- engagement and implementation

3. GCPHN Primary Health Care Improvement Committee comprising local general practice staff
4. Gold Coast Health - linkage to ensure collaboration and partnership
5. Non-government organisations – linkage to ensure collaboration and partnership
6. Residential Aged Care staff – linkage to ensure collaboration and partnership
7. NOUS - National evaluation of Pilot



Activity Milestone Details/Duration

Activity Start Date

30/04/2020

Activity End Date

30/12/2022

Service Delivery Start Date

July 2021

Service Delivery End Date

December 2022

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: No

Direct Engagement: No

Open Tender: Yes

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?

The pilot program includes an education/training/mentoring component for RACF staff to build the capacity and capability of RACF staff to support effective wound management for residents working in partnership with the residents usual GP. This approach supports withdrawal of the commissioned nurse led in reach program.

Co-design or co-commissioning comments

N/A