phn
GOLD COAST
An Australian Government Initiative

Expression of Interest (EOI) INVITATION
"Building one world class health system for the Gold Coast"

Primary Care Providers Telehealth Support Grant

Release Date
Friday 20th February 2023,

Closing Date and Time
Monday 20 March 2023, 5pm (AEST) Applications via email.

Procurement Activity ID: PAD-30

Primary Care Video Telehealth Equipment Grant

[Gold Coast Primary Health Network](#) (GCPHN) is seeking grant applications from primary health care providers who regularly service Gold Coast Residential Aged Care Facilities (RACFs) and are interested in enhancing their telehealth equipment and capabilities to enable RACF residents' greater access to primary health care. Please note, the grant funding excludes pharmacists and existing GCPHN Commissioned services.

* To be eligible1 the applicant must be a Primary Health Care provider who provides frequent services to Gold Coast RACFs or plans too,

with an average of five or more health care consultations per week.

Background and context to the grant funding

The Royal Commission into Aged Care Quality and Safety (Royal Commission) examined the complex issues faced by Senior Australians at the interface of the primary health care and aged care systems. These issues included a lack of access to general practitioners (GPs) and allied health professionals in RACFs, difficulties accessing after-hours care and inappropriate transfers to hospitals, which contribute to poor outcomes for Senior Australians and increased pressure on the health system.

The aim of the project is to ensure there is timely access to primary health care professionals in RACFs through enhancing access to video elehealth. This will be achieved through ensuring both primary care providers and RACFs have adequate virtual consultation facilities and technology that enables residents to access clinically appropriate telehealth care with their primary health care professionals. Please note, all Gold Coast RACFs have previously been offered the opportunity to apply for grant funding.

The grant opportunity

The Primary Care Telehealth Support Grants are an opportunity for Primary Care Providers to purchase the required equipment or enhance their current information technology infrastructure, which will support increasing the number of primary care video telehealth consultations offered to RACF residents.

Up to $2,000 funding is available per primary health care provider and can be spent on overcoming any existing barriers to offering video telehealth consultation with RACF residents. This could include purchasing equipment or resources such as:

- Webcams
- Laptops/second screen
- iPad
- Headsets
- Speakers
- Internet network boosters
- Software licenses
- Information technology office set-up (both equipment and labour costs to install)

The initiative should not fund:

- Pharmacists
- Previously commissioned GCPHN services
- Primary Care staff or services.
- Cost of health care services.

- Primary Health Care providers who reside on the Gold Coast, but do not service Gold Coast facilities.
- Conference and/or travel related expenses
- Personal work devices that are not used to provide care.
- Devices for business-as-usual work activities not related to video telehealth for RACFs.
- Devices used for virtual social activities or work activities not related to video telehealth.

3 easy steps to apply

1. Download the application from the GCPHN website.
2. Agree to the grant terms and conditions and respond to the application questions.
3. Once your application is submitted, GCPHN will evaluate the applications and notify suitable applicants via email within 3 weeks after the grant has closed.

Once grant funding has been approved

1. For payment, applicants must provide evidence of a valid tax invoice. Grant funds are excluding GST. If registered for GST, this is to be added to the invoice.
2. Purchase the equipment and/or technology as outlined in your original grant application.
3. Participate in telehealth training and education, distributed by GCPHN and partners, which needs to be completed before 30 June 2023.
4. Complete a Post Funding Acquittal Report provided by GCPHN, which is to be completed prior to June 30, 2023.

Who is eligible?

To be eligible the applicant must be a primary health care provider who provides frequent services to Gold Coast RACFs or plans too, with an average of 5 or more health care consultations per week. This is based on the average number of consultations by GPs in RACFs per week (Royal Commission into Age Care Quality and Safety, 2020 pg.6-7). This is a grant for unique primary health care providers including General Practitioners and Allied Health providers. Pharmacists and current GCPHN Commissioned service providers will be excluded. Responses will be evaluated against the grant conditions and if applicants are not deemed eligible or further information is required, the project team will communicate this via email.

How grant applications are evaluated

If eligible, the applicant's response to the below questions will be evaluated against the assessment criteria.

Applicants must respond to the following questions in less than 100 words per question
1. How will the funds be spent?
2. Estimate of costs of equipment, technology or training courses planned.

Gold Coast Primary Health Network

Gold Coast Primary Health Network gratefully acknowledges the financial and other support from the Australian Government Department of Health.

3. Outline how the funds will increase access to primary health care for RACF Residents via telehealth. The application should consider your commitment to quality improvement processes for telehealth, including willingness to utilise video consultations, as per best practice guidance.
4. How will you, as a primary health care provider, communicate your increased video telehealth capabilities to RACFs?
5. Outline a proposed workflow process to support the implementation of video telehealth

Gold Coast Primary Health Network

Gold Coast Primary Health Network gratefully acknowledges the financial and
other support from the Australian Government Department of Health.

phn
GOLD COAST

An Australian Government Initiative

Assessment Criteria

Applications will be assessed against the indicators listed in the criteria detailed below. Applicants will be
required to address each of these criteria in their application form response. The selection criteria have been
structured from Australia's health performance framework.

The weightings attributed to the criteria shall sum to a total of 100:

SELECTION CRITERIA FOR PRIMARY HEALTH CARE GRANT				
Domain of Merit	**Definition**	**Criteria of Merit**	**Examples of Indicators of Merit**	**Weighting**
Effectiveness	Care provided is based on evidence-based standards.	Service design and approach to delivery is evidence-based, has clearly defined outcomes and activities address identified needs of the target group.	**Evidence based model** • Evidence-base for the proposed service model including reference to current literature from AHPRA's Telehealth guidance.	25%
Continuity and coordination of care	Ability to provide uninterrupted care or service across programs, practitioners, and levels over time.	Integrated model of service including connections and links to other services to ensure the level of service matches the participants level of need.	**Service Integration and Partnerships** • Detailed description of how the funds will support primary health providers to service RACF residents' health care needs and how this will be communicated. • Outline of existing partnerships and/or plans to form new partnerships to support ability to provide virtual care to residents.	25%
Accessibility	People can obtain health care at the right place and right time, taking account of different population needs and the affordability of care.	People in PHN region access services appropriate to their individual needs.	**Geographical/Population** • Number of facilities the providers have established relationships with, or plans to form, to provide services to RACF residents. • An approximate number of residents that could be supported through this program. **Infrastructure** • What types of equipment will be purchased that will enhance ability to use telehealth videoconferencing.	25%

Gold Coast Primary Health Network

Gold Coast Primary Health Network gratefully acknowledges the financial and
other support from the Australian Government Department of Health.

phn
GOLD COAST

An Australian Government Initiative

| Efficiency and Sustainability | The right care is delivered at minimum cost and human and physical capital and technology are maintained and renewed while innovation improves efficiency and is able to respond to emerging needs. | Value for money. | **Financial/Value**

• Quotes of equipment are included in application.

Sustainability:

• Plan to maintain and continue to utilise implemented digital systems in the future. | 25% |

Score Rating

The following score rating will be used during the assessment of responses by the Selection Panel for the Primary Health Care Grant.

SCORE RATING FOR REQUEST FOR PRIMARY HEALTH CARE GRANT EVALUATION		
5	Superior	Full achievement of the requirements specified in the grant application for that criterion. Demonstrated strengths, few errors, weaknesses or omissions.
4	Good	Good achievement of the requirements specified in the grant application for that criterion. Some errors, risks, weaknesses or omissions, which can be corrected/overcome with minimum effort.
3	Adequate	Satisfactory achievement of the requirements specified in the grant application for that criterion. Some errors, risks, weaknesses or omissions, which are possible to correct/overcome and make acceptable.
2	Poor to inadequate	No to minimal achievement of the requirements specified in the grant application for that criterion.
1	Not addressed / Unacceptable Totally deficient	Totally deficient and non-compliant for that criterion.

Management of all applications

The review will commence by the Application Review and Approval members (see table below). The grant applications will be reviewed and scored against criteria. If there is any concern about the most eligible applicants, the support panel will review the applicants in question.

• Applications will be shared with Application Review and Approval Members via a secure link.

• Summary of decision-making process, including acquittal form to be marked in a secure folder.

Staff members Involve in Review

Application Review and Approval Members	*GCPHN PANEL SUPPORT MEMBERS Supports where required. Internal Only.
1. Senior Project Officer- Special Projects (Older Persons). 2. Program Coordinator – (Special Projects) 3. GCPHN Program Manager (Special Projects)	GCPHN Director Commissioning (Programs) GCPHN Procurement Coordinator GCPHN Senior Projects Officer Procurement

Grant timelines

Activity	Due Date
Procurement opens	February 20, 2023
Procurement closes	March 20, 2023
Inform successful and unsuccessful Participants	3 weeks after grant applicant close.
Acquittal Report submission & evaluation	By June 30th, 2023 - August 2023

Grant funding conditions

Completing the application

Applicants must ensure that:

- The grant terms and conditions are able to be met and agreed to.
- All the information fields on the application are completed and contain the information requested.

Communication during the grant process

All enquiries in relation to this grant application must be in writing and emailed to agedandpalliativecare@gcphn.com.au

All enquiries will be acknowledged and provided with a timely response. In the interest of probity and equity, all questions and responses will be collated and available to all applicants to view through the website.

GCPHN Support

For any questions or support with the application email the Special Projects Team agedandpalliativecare@gcphn.com.au at GCPHN, before 20th March 2023 (12.00pm AEST).

In the interest of probity and equity, all questions and responses provided during the discussion will be generalised and added to the FAQ section on the website. These will be available for all applicants to view.

Confidentiality

Grant applications and all information provided will be treated as 'Commercial in Confidence' by GCPHN and will not disclose grant contents and information, except:

- as required by law
- for the purpose of investigations by government authorities having relevant jurisdiction

GCPHN's rights and responsibilities

GCPHN has the rights and responsibility to potentially:

- Change the grant date, time or timeframes by giving notice.
- Re-advertise for applications.
- Accept or reject non-conforming applications.
- Suspend or cancel all or any part of the grant by giving notice.
- Amend the grant or any associated documents by giving notice, to all or any prospective registered applicants.
- Advise applicants the need to re-apply or submit altered applications.

Withdrawal of application

An applicant who wishes to withdraw a previously submitted application must immediately notify GCPHN Special Projects Team via email on agedandpalliativecare@gcphn.com.au. Upon receipt of such notification, GCPHN will cease to consider the application.

Unspent funding

Funding is required to be spent, and the acquittal report submitted by 30 June 2023. Any unspent funds are required to be returned to GCPHN as part of the acquittal process. For further information on returning unspent funds email agedandpalliativecare@gcphn.com.au