



Healthy Ageing and Frailty Prevention Project

Expression of Interest (EOI) and Guidelines

1. Overview

This Expression of Interest (EOI) is for the provision of the Healthy Ageing and Frailty Prevention Project across the Gold Coast Region. This activity aims to improve outcomes for community dwelling older persons and increase screening for frailty at the general practice level.

The Commonwealth Government response to the Royal Commission into aged care quality and safety has seen a commitment of \$17.7 billion to an aged care reform package in the 20/21 Federal Budget. The government's focus through the aged care reforms is to ensure every Australian has access to high quality and safe care services, are empowered to have more control and choice in their care arrangements and be treated with respect and dignity. One of the activities that has been funded under the Aged Care Deed as part of this reform is the "Commissioning early intervention initiatives to support health ageing and ongoing management of chronic conditions". The Commonwealth has indicated that activities undertaken as part of this project will work to:

- Support senior Australians to live in the community for longer (including those not currently receiving aged care services) through commissioning early intervention initiatives that promote healthy ageing, slow decline, and support the ongoing management of chronic conditions.
- Increase awareness in the primary health care workforce of the needs of the population and the availability of these initiatives including assisting primary care workforce with identification of the population at risk of early entry into aged care.

People with frailty utilise healthcare two to three times more than their non-frail counterparts and experience higher morbidity, mortality, and lower quality of life. Frailty can increase functional decline and risk of falls and contribute to longer length of hospital stay and early entry into RACHs. Many of the causes of frailty can be managed and, in some cases, reversed to create better health outcomes and quality of life. It is therefore important to identify older people who are living with frailty.

Following on from a successful program in 2023, [Bollen Health](#) (previously known as BMP Consulting) is once again commissioned by GCPHN to deliver this Healthy Ageing and Frailty program for general practices across the Gold Coast region.

"This was the most practical and useful training I have had in 30 years", feedback from a GP who participated in the 2023 program.

Bollen Health have been commissioned to:

- Engage and support general practices staff through this QI activity focusing on healthy ageing and identification and management of frailty in patients from 15 participating general practices.

- Educate, coach, and support staff from participating general practices for an initial onboarding meeting (up to 60min) and for ongoing interactions on the topic of older people and frailty including referral options.
- Provide support for GPs and nurses with participating practices by implementing a frailty screening tool into health assessments and care plans (mentoring/coaching).
- Facilitate and support GPs using an accredited RACGP clinical audit “Improving Care of the Older Person through a Health Assessment” which will contribute to 9.5 CPD hours for 2024.
- Deliver two face-to-face education workshops (one for multidisciplinary team and one a case study-based session for general practice nurses) to support increased implementation of frailty assessments.

Successful applications will receive a total of \$7,500 excluding GST (3 payments of \$2,500 throughout the project).

The timeframe for the delivery of activities to meet program objectives is May 2024 – December 2024.

2. About Gold Coast Primary Health Network (GCPHN)

GCPHN is an independent, not-for-profit company, one of 31 Primary Health Networks established by the Australian Government on July 1, 2015, to identify the health needs of local communities and fund and improve primary health services, to keep people well and out of hospital. We work closely with public, private, and non-government organisations in the primary healthcare sector and across the acute care sector to improve the health and well-being of the Gold Coast.

GCPHN’s vision is to “***Build one world class health system for the Gold Coast***”.

Our strategic goals include:

- **Improve coordination of care** to ensure patients receive the right care, at the right place, at the right time and by the right person.
- **Increase efficiency and effectiveness** of medical services particularly for those at risk of poor health outcomes.
- **Engaging with stakeholders to improve our health system.** Actively engage and advocate for general practice and other stakeholders to facilitate improvement in our local health systems.
- **Being an accountable organisation.** Operate as a high performing, efficient and accountable organisation.

3. Target population and eligibility

This activity is targeted at patients aged 65 years and over. It aims to support early identification of patients who may be pre-frail or frail.

The eligibility criteria for this program includes:

- General practices must be in the GCPHN catchment area and have an interest in healthy ageing and frailty.
- General practices must have capacity to interrogate their data using Primary Sense to identify eligible patients and be willing to implement project activities over an 8-month project period from May 2024.

4. Models of Service

Each practice will develop their own internal processes and systems to engage patients, to promote healthy ageing and frailty prevention awareness to improve health outcomes. Quality improvement work involves work across multiple systems and disciplines within a practice. Identifying a QI lead/s or “champion/s” in your practice is pivotal to implementing any QI initiative. Working as a team on a QI activity such as Healthy Ageing and Frailty, has more likelihood of success where ideas can be shared, improvements monitored, and successes celebrated.

This program will have two components:

- A facilitated clinical audit approved through RACGP for GPs to undertake (9.5 CPD hours upon completion)
- A QI activity looking at whole of practice systems and processes, to identify patients who would benefit from frailty screening and healthy ageing initiatives and referral where appropriate.

Participating practices will be required to complete the following:

- Completion of an online pre and post evaluation survey for Bollen Health to evaluate activity support.
- Executed practice variation agreement returned to GCPHN (schedule added for this activity).
- Ensure delivery of activities and program objectives are completed within the timeframe of May 2024 – December 2024.
- A minimum of 1 GP per practice to complete the accredited RACGP audit activity facilitated through Dr Chris Bollen (Bollen Health).
- Database cleansing prior to this activity to ensure your clinical software is accurate with up-to-date patient information.
- Work in collaboration with Bollen Health for this activity and receive support and guidance to complete the requirements of the activity through:
 - an initial 60-minute onboarding meeting (face to face or virtual) in May 2024,
 - 3 x 45minute virtual QI touchpoints (June, August & early Nov 2024),
 - 3 x 60 minute facilitated meetings (GP’s only – clinical audit).
- Identify pre-frail patients by routinely screening for frailty for those 65 years and older (utilising FRAIL scale), to support early identification.
- Implement frailty screening as an integral component of health assessments and chronic disease management (supported by Bollen Health).
- Attendance at evening workshops offered (2.5 hours) x 2 facilitated by Bollen Health:
 - QI lead (as a minimum)/practice team representation (PM, GP, admin etc.) on May 21st, 2024.
 - Practice nurse/s representation on May 23rd, 2024.

- Document this activity using a QI action plan template (with support from Bollen Health).
- Support your identified QI leads to:
 - Actively promote the activity within general practice and act as a point of contact for practice staff.
 - Lead the implementation of the activity in your general practice.
 - Be a motivator for change.

5. Activity Resources

Resources to support the activity include but are not limited to:

- [Quality improvement toolkit.](#)
- [Quality improvement action plan template.](#)
- Access to funded community healthy lifestyle programs for eligible patients [Primary Care Funded Services.](#)
- [Healthy Ageing and Frailty Information Booklet for Clinicians \(Online Version\)](#)
- [Active & Healthy by City of Gold Coast](#)

6. Privacy Policy and Information Management

GCPHN collects personal information for the purpose of assisting its activities and functions in the primary health care sector. If your contact details are collected, they may be used to forward information and notifications from GCPHN. In some circumstances we may provide information to our funding agency (Department of Health and Aged Care) or to service providers that enter legal contracts with us which are bound by confidentiality. A link to GCPHN Privacy policy can be found [here](#).

Please find [here](#) the guiding principles that encompass the intent of the Gold Coast Primary Health Network’s (GCPHN) Information Management Policy Framework (IMPF).

7. Timeline

Milestone:	Due dates:
EOI released	8 th April 2024
Deadline for EOI application submission	19 th April 2024
Executed practice variation agreement	10 th May 2024
Pre evaluation survey	17 th May 2024
Attendance at education workshops facilitated by Bollen Health	21 st or 23 rd May 2024
<ul style="list-style-type: none"> • Onboarding meeting (face to face or virtual) with Bollen Health • QI action plan initiated 	20 th May – 9 th June 2024

Touchpoint meeting (virtual) with Bollen Health	1 st August – 5 ^h September 2024
Final meeting (virtual) with Bollen Health	28 th October – 25 th November 2024
Post evaluation survey	25 th November 2024

8. How to apply

Please complete the [EOI application here](#).

Applications close: **5.00pm on Friday 19th April 2024.**

Please direct any questions relating to this EOI through to our helpdesk on 5612 5408 or via email practicesupport@gcphn.com.au.