



Aged Care Program

2023-24 to 2026-27 Activity Work Plan

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1. Commissioning Early Intervention Initiatives

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

The aim of this activity is to support senior Australians to live at home for as long as possible through commissioning early intervention activities and models of care for chronic disease management that support healthy ageing and reduces pressure on local health services. This activity also supports the empowering of GPs and other primary health care workers through training, tools and resources which contribute to improved health and care outcomes for older people.

DESCRIPTION OF ACTIVITY

The commissioned services provide early intervention initiatives that promote healthy ageing and the ongoing management of chronic conditions and are:

- Informed by the PHN's Health Needs Assessment.
- Designed to meet the specific needs of senior Australians in the Darling Downs and West Moreton region with a specific focus on Aboriginal and Torres Strait Islander communities and other priority populations including those who are culturally and linguistically diverse and those living in regional and remote areas.
- Monitor and evaluate existing programs to ensure that the services are effective and efficient and meet the needs of the community.
- Foster encouraging partnerships, and collaborative approaches between multidisciplinary teams and primary care providers.
- Providing Healthy Ageing Support to assist older people within the eligible cohort to coordinate and access the care and services they may require, to help them to remain living at home and in their community.
- Assisting older people to retain functional capability in their usual activities of daily living, enabling them to live as independently as possible, for as long as possible, in their own homes and communities.
- Creating meaningful social participation that connects people to family, friends, and community.
- Strengthening culturally appropriate health pathways to ensure at-home and primary/community services meet the cultural needs of Aboriginal and Torres Strait Islander peoples and other priority population groups.
- Providing necessary, appropriate, easy to understand and accurate information in health management, available services, and resource accessibility.

This activity will also include workforce education on how to connect senior Australians with necessary psychosocial, health, social and welfare supports and the availability of the above commissioned services initiatives. In addition, the activity will be aligned to the PHN Plan for Older People's Care 2021-2024, the West Moreton Hospital and Health Service and PHN Feel Well Live Well Strategy, and the Darling Downs Hospital and Health Service and PHN Feel Well Live Well Strategy.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24

Needs Assessment Priorities

Improving the Health for Older Australians



2. Support RACF Increase Availability and Use of Telehealth Care

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

This activity aims to assist Residential Aged Care Homes (RACHs) to have appropriate telehealth facilities and equipment available to enable their residents to virtually consult with their primary health care professionals, specialists and other clinicians.

DESCRIPTION OF ACTIVITY

The Darling Downs and West Moreton PHN invited RACHs in the region to participate in a digital capacity and capability assessment. This assessment helped determine where the facility's technology and workforce gaps existed and offered solutions as to what resources and training would be required to enable the RACHs to provide their residents with telehealth services to access their primary health care professionals.

This activity will build on this initial assessment by:

- Building on the findings from the digital capacity and capability assessment of RACH's in our region.
- Supporting the participating RACH's use the information gained from the individual and customised audit report relevant to their facility to increase their understanding of what is necessary to improve the facility's digital capacity and capability to improve telehealth access for their aged care residents.
- Promoting the use of enablers of digital health (such as My Health Record).
- Consulting with jurisdictional authorities to ensure the relative initiatives complements, but does not duplicate, efforts underway by state and territory governments to improve technological interoperability between the aged care and health systems.
- Providing training to participating RACF staff to support them to have the capabilities to assist their residents in accessing virtual consultation services.
- Implementing an evaluation process will complete this activity.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24

Needs Assessment Priority

Improving the Health for Older Australians

3. After Hours Access in Residential Aged Care Facilities

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

The aim of the After Hours Access in Residential Aged Care Facilities activity is:

- To increase the number of RACFs with formal after hours plans.
- To increase knowledge and understanding of participating RACF staff regarding after hours health care options and processes for residents.
- Support the development of clinical governance systems across the RACF sector for after hours care of residents.
- To improve digital health record documentation following an episode of after hours care.

DESCRIPTION OF ACTIVITY

This activity provides guidance to assist participating RACFs to develop and implement after hours action plans which supports their residents to access the most appropriate medical services out-of-hours. This includes educating participating RACF staff in out-of-hours health care options and processes for residents, encouraging participating RACFs to implement procedures for keeping residents' digital medical records up to date and support engagement between RACFs and their residents' GPs (and other relevant health professionals), as part of after hours action plan development.

These activities will be achieved by:

- Undertaking extensive stakeholder consultation.
- Creating a detailed engagement and communications plan.
- Scoping the existing after hours services currently in place at RACFs, then reviewing the key issues and themes.
- Disseminating a diagnostic report for each RACF as to their current after hours service provision.
- Developing an after hours framework for RACFs.
- Developing a suite of resources which will include after hours plan templates and guidelines.
- Providing individual support for participating RACFs to develop and implement plans and resource tools.
- Undertaking a post implementation evaluation process.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24

Needs Assessment Priority

Improving the Health for Older Australians

4. Care Finder Program

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

The aim of this activity is to establish and maintain a network of care finders to provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community. These activities will:

- Improve outcomes for people in the care finder target population, including:
 - Coordination of support when seeking to access aged care.
 - Understanding of aged care services and how to access them.
 - Improved openness to engage with the aged care system.
 - Increase care finder Workforce capability to meet client needs.
 - Increase rates of access to aged care services and connections with other relevant supports.
 - Increase rates of staying connected to the services they need post service commencement.
- Improve integration between the health, aged care and other systems at the local level within the context of the care finder Program.

DESCRIPTION OF ACTIVITY

To improve outcomes for people in the care finder target population our PHN has commissioned three service providers in the Darling Downs and West Moreton Region have been commissioned by our PHN. These service providers are:

1. *Aged and Disability Advocacy Australia (ADA)*

ADA covers the entire Darling Downs and West Moreton Region, and their associated target populations.

2. *Footprints Community Limited*

Footprints Community Limited covers the Ipswich, Lockyer Valley, Boonah, Esk, Lowood and Kilcoy areas. They cover all target populations but focus on people who are homeless and /at risk of homelessness.

3. *STAR Community Services*

STAR Community Services covers the Warwick and Stanthorpe areas. They cover all target populations, but focus on care givers, Forgotten Australians and, people who are homeless or/ at risk of homelessness.

The PHN supports these commissioned services by:

- Monitoring processes and supporting quality improvements activities to meet data collection and reporting requirements.
- Supporting the integration of the care finder network into the local aged care system.
- Supporting continuous improvement of the care finder program.
- Identifying and addressing opportunities to enhance integration between the health, aged care and other systems at the local level.
- Increasing the awareness of care finder services among General Practitioners and primary health care providers, by developing and embedding local referral pathways within the Health Pathways sites and ensure contracted providers directly undertake adequate promotion of their services to community referrers and intermediaries.

In addition, the PHN will:

- collaborate with other PHNs through the established 'PHN care finders working group' to allow shared experiences, lessons learned and potential innovations.
- continue to promote and raise awareness of the care finder network with potential referrers, intermediaries and the target population.
- continue to add to our existing knowledge of the need in relation to care finder support through ongoing analysis of available data sources to understand the demographics, profile, and geographical distribution of those that may form the local care finder target population.

The ACH transitioned providers, Footprints Community Limited and STAR Community Service's budgets have been quarantined for these providers as part of our overall care finder program budget. The integration of the ACH providers in our region has been seamless. Particularly their expertise in the homeless area has benefited our region with the providers willingly sharing knowledge and contact information.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24

Needs Assessment Priority
Improving the Health for Older Australians
Increasing access and coordination of care

CONSULTATION / COLLABORATION:

A Community of Practice has been established to provide a forum for funded care finders and other representatives to share their experiences and learnings of the care finder program. The Community of Practice supports continuous improvement through collaboration and responding to the evaluation of the program and adapting to the needs and trends within the target population. This group continues to meet bi-monthly and this year the group will have a greater strategic focus with key representatives from partnering Hospital and Health services.

Collaboration with the following organisations will also be undertaken:

- Advocacy providers.
- Assistance with Care and Housing Providers.
- Aboriginal and Torres Strait Islander health services.
- Culturally and Linguistically Diverse providers.
- Forgotten Australians providers.
- Hospital and Health Services (Darling Downs & West Moreton) – Aged Care Assessment Team, Nurse Navigators, Community Health, Indigenous Health, Acute Geriatric Evaluation Service.
- Regional Assessment Service.
- Consumer Groups.
- West Moreton Older Person's Care Collaborative.
- PHN Clinical Council.
- GP / Health Service Provider Advisory Groups.





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