



# After Hours Program

## Activity Work Plan

2021/22 – 2024/25

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# 1. After Hours Outreach

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

Population Health

### AIM OF ACTIVITY

This activity aims to:

- increase the awareness of children and young people of appropriate local health care and community services; and
- provide opportunities to increase accessibility to health care linkages.

### DESCRIPTION OF ACTIVITY

This activity provides early intervention, harm minimisation, crime prevention, referral and support to children and young people at times of high stress and anxiety.

The service is delivered in the Toowoomba after hours by appropriately trained staff. This activity provides a street crew who focus on improving health outcomes for young people through:

- improving awareness of locally available health services;
- engagement and involvement with other service providers in diversionary activities;
- direct counselling to address poor health behaviours;
- suicide counselling; and
- onward referrals to services when need is identified.

A transition out plan for commissioned providers will need to be considered should the funding for this program cease as at the end of this financial year.

## NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY
Promoting health and preventing disease
Increasing access and coordination of care
Providing primary mental health care
Improving the health of vulnerable groups
Improving the health of Aboriginal and Torres Strait Islander peoples
Treating alcohol and other drug use

## 2. After Hours Palliative Care

### ACTIVITY PRIORITIES AND DESCRIPTION

#### PROGRAM KEY PRIORITY AREA

Aged Care

#### AIM OF ACTIVITY

This activity aims to provide appropriate and available access to no-cost general practitioner (GP) and nurse led palliative care. Care is provided in a community-funded hospice setting and RACFs covering the after-hours period and reduces the potential for admission to an acute care facility.

#### DESCRIPTION OF ACTIVITY

Within the PHN region, there is a limited capacity for no-cost residential end-of-life care services. The Ipswich and Toowoomba community hospices provide support for palliative care patients and their families with placement made through the patient's primary care provider. This activity will continue to contribute to the after-hours provision of palliative care nursing within these hospices and aged care homes, ensuring a continuity of service for community members who are unable to fund such care themselves.

Darling Downs and West Moreton PHN has developed an Aged Care and Older Persons strategy, to provide in-depth insight into service gaps and potential strategies to suitably support urban and rural communities to provide appropriate care to older people. This will encompass the needs of diverse populations including Aboriginal and Torres Strait Islander peoples.

A transition out plan for commissioned service providers will be considered during this period should the funding for this activity not continue past this financial year end.

### NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY
Increasing access and coordination of care
Providing primary mental health care
Preventing and managing chronic conditions
Improving the health of older Australians

### 3. Home Outreach Care (RACF) – After Hours

#### ACTIVITY PRIORITIES AND DESCRIPTION

##### PROGRAM KEY PRIORITY AREA

Aged Care

##### AIM OF ACTIVITY

This activity aims to support older people, who live in residential aged care facilities (RACFs), to access primary health care services that may arise unexpectedly in the after-hours period.

##### DESCRIPTION OF ACTIVITY

This activity supports RACFs to utilise a person-centred approach that incorporates residents' choices of care, decision making and care providers in order to increase access to appropriate after-hours primary care. The PHN has commissioned the development of decision support tools (care guidelines), RACF staff education and after-hours care support tools (including through virtual means) that utilises evidenced based tools for intervention or the escalation of care. Ongoing work will embed and expand the scope of this process to enable sustainability beyond the allocation of PHN funding.

#### NEEDS ASSESSMENT PRIORITY

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

##### NEEDS ASSESSMENT PRIORITY

Increasing access and coordination of care

Improving the health of older Australians

## 4. After Hours Primary Health Care Options

### ACTIVITY PRIORITIES AND DESCRIPTION

#### PROGRAM KEY PRIORITY AREA

Population Health

#### AIM OF ACTIVITY

This activity aims to support models of care that increase accessibility, affordability and use of primary health care in the after-hours period and will complement elements of AODs, PMHC AWP together with the following activities:

- Services supporting people with, or At-Risk of Developing, Chronic Conditions
- Initiatives to Support Older People, People with Complex Needs and/or Palliative Care

#### DESCRIPTION OF ACTIVITY

Social determinants adversely impact health outcomes, including mental health. The cost of services are not always regarded as the highest motivator for seeking healthcare at emergency departments. Evidence from a recent program evaluation indicates that availability of integrated care with a coordinated response where the healthcare provider was able to address all needs, was a main reason for Emergency Department access.

This after-hours activity will improve access to coordinated after-hours primary health care services. The PHN will partner with primary health care providers including GPs, to co-design and co-commission models that address after-hours local level service needs. It is envisaged that the models developed will be sustainable and transferable.

Activities implemented will include a detailed program evaluation which will guide the PHN on how to best to decrease inappropriate emergency department hospital patient presentations and determine how patients may be best treated in the primary health community setting.

The evaluation reporting will provide useful patient demographic data and practice performance information to participating General Practitioners which will be captured by data sharing with the PHN and via Business Planning and Performance tools at the practice level. Data will include after-hours optimal staffing, practice hours, services and facilities required to encourage after-hours sessions to be offered by General Practices to the wider community on an ongoing basis.

### NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY
Increasing access and coordination of care
Improving the health of vulnerable groups
Improving the health of Aboriginal and Torres Strait Islander peoples
Improving the health of older Australians
Supporting healthy mothers and children

