



Core Program

Activity Work Plan

2021/22 – 2024/25

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1. Health Systems Improvement

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Other –

AIM OF ACTIVITY

This Activity aims to provide the resourcing required to:

- Scope, develop, commission, manage, monitor and evaluate activities;
- Complete population health planning including Health Needs Assessment;
- Provide stakeholder engagement and support across health care in the region to identify and design solutions to address relevant health issues;
- Collaborate with regional health services to improve integrated care pathways;
- Ensure PHN staff are appropriately trained, including cultural safety and awareness; and
- Manage operational and reporting obligation of the PHN.

DESCRIPTION OF ACTIVITY

Elements of this Activity include:

1. Population Health Planning

- Data analysis using multiple qualitative and quantitative platforms such as consumer/ community and stakeholder consultation, general practice information and data, hospital and health services, Departmental data sources, to determine local priorities and potential actions; and
- Ongoing review and analysis of data elements for health needs and service gaps with quarterly Health Needs Assessment updates.

2. Stakeholder Engagement

- Co-designing activities to address identified needs;
- Consultation for evaluation of implemented Activities;
- Consideration for an on-line platform for real-time feedback opportunities;
- Community education and health literacy events;
- Proactively managing relationships with key stakeholders such as Public Health Units, Hospital and Health Services, Other PHNs, Regional Councils and Education providers; and
- Membership with community organisations.

3. Health Promotion

- Multi-modal communication platforms including social media;
- Health promotion and awareness campaigns

4. Quality Improvement Projects and Education

- Providing education to allied health providers;

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- Consideration to partnerships for annual medical conferences;
- Partnering to develop, implement and evaluate innovative models of care for allied health care providers

5. Project Development and Management

- Developing mechanisms to improve coordination of care;
- Ensuring activity development aligns with priorities identified through the Health Needs Assessment;
- Monitoring to ensure service is value for money and maintains effectiveness and efficiencies in service provision;
- Partnering to develop appropriate outcome measures that demonstrate health care improvements;
- Developing partnerships to support a coordinated approach to health care delivery.

6. Commissioning Support

- Following all elements of a quality commissioning framework
- Development of outcome-based commissioning
- Procurement and monitoring

7. Performance Management and Compliance

- Maintenance of organisational legislative compliance
- Development of quality management systems
- Ongoing monitoring, evaluation and reporting for Department of Health deliverables

8. Primary Care Support

- Resourcing of primary care engagement team
- Support to allied health service providers and pharmacies including education
- Service integration and partnerships
- Delivery of education to primary care providers through scholarships guided by annual Training Needs Analysis and the PHN identified priorities guide and delivered in collaboration with Health Workforce Queensland.
- Support wellness of primary care providers, particularly those servicing rural areas or vulnerable populations. Wellness activities are incorporated within key events such as the Goondiwindi Muster, Dalby Medical Conference and the Red Ant Round-Up Medical Conference. Also a mentoring/peer support program for GPs

9. Operations

- Appropriate oversight of financial and budgetary matters
- Human resource management and staff performance and development

10. Identification of Workforce Gaps and Development of Local Workforce Plan

- Partnership with Health Workforce Queensland to analyse the workforce needs for the PHN region

11. Enhancing networks and supports for existing primary care providers

- Continuation of networking groups for all primary care professional groups in multiple Local Government Areas, including:

- General Practice Chapters/network
- Practice nurse networks
- Practice manager networks
- Allied health professional networks
- Online networking groups are being scoped

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 |
| Preventing and managing chronic conditions |
| Improving the health of vulnerable groups |
| Increasing workforce capacity and wellbeing |
| Improving the health of Aboriginal and Torres Strait Islander peoples |
| Improving the health of older Australians |
| Supporting healthy mothers and children |
| Treating alcohol and other drug use |

2. Primary Care Engagement, Education, Support & Training Development

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Workforce

AIM OF ACTIVITY

The objectives of General Practice Support are to achieve:

- Improved patient experience
- Improved patient and population health outcomes
- Improved value of care
- Improved health provider experience

This activity aims to assist in these objectives by supporting general practices to deliver high quality, safe, evidence-based care to their communities through:

- Adoption of best practice methods to support improvements in the quality of care
- Involvement in practice accreditation
- Appropriate utilisation of digital health systems
- Utilisation of health information systems to inform quality improvement
- Participation in the Practice Incentive Program (PIP) and the PIP Quality Improvement (QI)
- Education, Engagement and Events

DESCRIPTION OF ACTIVITY

DDWMPHN's Primary Care Engagement Team will achieve these aims through:

1. Primary Care Practice Visits

Primary Care Engagement Officers support allocated General Practices through:

- Promoting practice self-reliance and encouraging practice peer networks to increase access and sustainability
- Supporting and providing information to assist compliance with the RACGP Standards for General Practice while promoting the benefits of practice accreditation
- Improving understanding of referral pathways and available services
- Facilitating enhanced understanding and use of MBS item numbers and Practice Incentive Payments including assistance with quality activities
- Promoting referral pathways and service providers, especially for vulnerable and marginalised populations

2. Primary Care Support Networks

By enhancing primary care support networks, the PHN can encourage practices to support each other and enhance self-reliance. This element provides support to established networks while developing and implementing further networks.

3. Expansion of Primary Care Resources

With support from the Digital Health Network, these may include:

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- My Health Record information
- Digital health self-auditing tools
- Promotion of telehealth and digital initiatives
- Patient information regarding health information systems and data sharing

4. Delivery of High-Quality Education Supporting General Practice

Continue implementing findings of the 2018 Training Needs Analysis including:

- Immunisation and vaccines
- Wound management
- MBS billing and data management
- Chronic disease management
- Cultural Competence (Aboriginal and Torres Strait Islander and Refugee population specific).
- Business sustainability

Education is detailed on an events calendar, shared through the PHN website and promoted by the Primary Care Engagement Team.

5. Ongoing Support for Quality Improvement

Supporting quality improvement in collaboration with PIPQI by analysing Practice Data to identify quality improvement activities.

6. Digital Health Support

Ongoing expansion and embedding of digital health strategies includes:

- Completion of a digital audit with all general practices in the Darling Downs and West Moreton regions
- Promotion and support in use of CAT Plus tools with a goal to improve management and care of high-risk patients and practice business performance
- Implementation of a data sharing education program
- Development of a suite of clinical software templates and referral forms
- Embedding the use of secure messaging systems
- Education and support to improve understanding and use of MBS item numbers and Practice Incentive Payments, particularly those relating to priority areas such as chronic disease and mental health
- Increased use of telehealth and digital health tools by primary care providers
- Improved coordination of care and access to clinical information by utilising digital health tools such as My Health Record, The Viewer and the Pexip app
- Development of a digital health strategy aligned with national and state strategies and local consultation.
- Ongoing commitment to the Digital Health Expansion Project through the local implementation plan and contract with the Digital Health

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Increasing access and coordination or care

Increasing workforce capacity and wellbeing

3. Services Supporting People with, or At-Risk of Developing, Chronic Conditions

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to reduce the impact of the most prevalent chronic conditions in our community via effective and efficient, goal-oriented, client-centred and evidence-based service delivery for clients who are either at risk of developing or already have a diagnosed chronic condition including:

Target groups identified through the HNA including Aboriginal and Torres Strait Islander people, children and adults, focusing on health promotion and literacy, self-management and non-acute clinical interventions.

DESCRIPTION OF ACTIVITY

In response to the National Strategic Framework for Chronic Conditions, the PHN has re-aligned service delivery to include a focus on prevention, early intervention, care coordination and self-management.

Commissioning processes have been informed by significant consultation with the sector, consumers and may include a model of care for holistic wrap-around, multidisciplinary services for individuals with a rising risk of additional chronic conditions and higher levels of support, and those who would benefit from prevention and early intervention support.

Components of the service include:

- Care Coordination: to maximise health literacy and access to wrap-around services in a timely manner in an appropriate environment
- Self-Management: Targeted self-management programs to improve the ability of clients to effectively manage their condition and reduce deterioration, exacerbation or complication of their chronic conditions which may require an acute response.
- Health promotion: to better manage risk factors associated with chronic conditions and to reduce the likelihood of converting these risk factors to a chronic condition e.g. increase physical activity, healthy eating choices which includes a behavioural change element, community projects to reduce obesity

Services are delivered by a range of allied health professionals (such as physiotherapist, podiatrist, exercise physiologist, therapy assistant, diabetes educator, nurse, occupational therapist, dietitian, respiratory nurse, or speech pathologist) and project officers.

Activities are directed across the lifespan in recognition of the impacts to health arising from risk factors prior to birth and throughout childhood including a focus on empowering people to self-manage their health. Darling Downs and West Moreton PHN will continue to partner with key providers to identify evidence-based programmes that target priority populations.

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Promoting health and preventing disease

Preventing and managing chronic conditions

Improving the health of vulnerable groups

4. Initiatives to Support Older People, People with Complex Needs and/or Palliative Care

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Aged Care

AIM OF ACTIVITY

Through the provision of outreach and innovative services, this activity aims to improve quality of life and dignity in the most appropriate setting for older people. The Activity recognises the need for support to remain independent while maintaining choice and control around support needs.

DESCRIPTION OF ACTIVITY

This activity will assist older people remain in their chosen place of residence, improve quality of life while partnering with carers, care agencies and care homes. This will be achieved through:

- Continuation of current contracted service delivery providing non-acute nursing care in an appropriate setting for older people, people who require support with high and complex needs, and/or palliation over and above what is currently provided through Home and Community Care (HACC). This supports people who may otherwise require social admission to hospital or escalation to acute care
- Ongoing consultation to identify partnership opportunities to promote physical and mental health of older Australians across the region improving health and wellbeing including aspects of social isolation. This involves key stakeholders, including local government and HHSs
- The PHN will continue to be mindful of cultural safety to address the unique needs of Aboriginal and Torres Strait Islander people over the age of 50. This will continue to include collaboration to consider care coordination, assistance to individuals and families

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Improving the health of vulnerable groups

Improving the health of older Australians

5. Population Health with a Focus on Vulnerable and Marginalised People

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to support improvements and coordination between Commonwealth and State programs to assist those who are vulnerable and marginalised to access primary health care. This includes appropriate assessments and community programs that are accessible, provide timely support, and reduce isolation.

DESCRIPTION OF ACTIVITY

The PHN continues to support our refugee population. We also recognise the health gap for positive health outcomes for Aboriginal and Torres Strait Islander peoples. This activity includes the following elements:

- Support refugee health through the current model of care coordination and linkages. This service provides pathways for health assessments and screening, immunisation catch-ups and referrals to health care providers.
- Provision of translation and interpreter services for allied health not eligible for the Free Interpreting Service (FIS) from TIS National
- Cultural Development Program which incorporates the principles of the National Strategic Framework for Aboriginal and Torres Islander Peoples' Mental Health and Social and Emotional Wellbeing 2017-2023 to improve social emotional wellbeing, access traditional and contemporary healing practices and increase access to culturally and clinically appropriate primary mental health care. Referrals are also facilitated to social and emotional wellbeing and mental health programs as required

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Improving the health of vulnerable groups

Improving the health of Aboriginal and Torres Strait Islander peoples

6. Access and Equity Opportunities Across the Region

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity aims to improve access to services and resources to increase or maintain health status and achieve equity of health outcomes for people who experience health disadvantage.

DESCRIPTION OF ACTIVITY

Difficulties in accessing primary health care may result in delays to early intervention or ongoing treatment, increased morbidity, increased need for hospitalisation and potentially premature deaths.

The PHN will continue to address health disadvantage through service integration and system reform activities together with provision of care coordination, telehealth and outreach services that provide opportunities for people and communities to access the health care services they need.

The activity includes the following elements:

- Coordination and integration of low cost, access to health services in rural areas of need the mobilisation of both volunteer and community networks and service mapping at the local level. This provides improved accessibility to primary health care for rural communities facilitating primary health care appointments, case conferencing and client access to transport for these appointments.

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Increasing access and coordination or care

Improving the health of vulnerable groups

7. Service Integration and Decreasing Potentially Preventable Hospital Presentations and Hospitalisations

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to partner with hospital health services to initiate service integration opportunities which provide alternative health care avenues, reduce inappropriate hospital presentations and to assist in decreasing potentially preventable hospitalisations.

DESCRIPTION OF ACTIVITY

Easing pressure on emergency departments, providing alternative, low-cost, accessible primary health care solutions continues to be a challenge. Primary health care can assist in decreasing hospitalisations through the provision of appropriate preventative health interventions and early disease management in primary care and community-based settings. Service integration and partnerships are integral in delivering a continuous healthcare system that allows for appropriate ongoing care.

The PHN will:

- Explore alternative practices that have potential to minimise preventable hospitalisations.
- Continue the provision of General Practice Liaison Officers to link hospitals directly with General Practices across the region. This position aims to improve interface and collaborative partnerships between the health service and primary health care by providing input into the planning and development of services at the local level, and ensuring care is integrated across the entire patient journey and appreciating the position operates within a broader HHS network of service delivery.

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 |
| Improving the health of vulnerable groups |

8. Prevention and Early Development Initiatives for Children and Young People

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to reduce risk for vulnerable children and young people, including Aboriginal and Torres Strait Islander children and young people, by partnering for integrated models of care that target those at-risk, and provide health and wellbeing support, and wrap around services.

DESCRIPTION OF ACTIVITY

Through leveraging current alliances and networks including key stakeholders supporting children and young people who are at risk of adverse health and wellbeing outcomes, Darling Downs and West Moreton PHN will consider enhancements to current mechanisms supporting the health of vulnerable children and young people. including Aboriginal and Torres Strait Islander and other priority populations.

The PHN will coordinate activities across the region and will focus on children and youth who may have had exposure to, trauma, which may include trauma from domestic and family violence, social and economic disadvantage, developmental deficits, and fractured family connections.

This activity will:

- Partner with specialist child services to increase the confidence and skills of primary health care providers with the provision of support to manage and monitor children and young people with child assessments and counselling
- Provide sexual and reproductive health initiatives which enhance current programs supporting the health and well-being of older children/adolescents, including sexual activity, at risk behaviours and healthy lifestyles;
- Provide group programs for 0-14 years) which increase family bonding and decrease chaotic family behaviours for improved child behavioural outcomes and potentials for decreasing the probability of adult-onset chronic disease for Aboriginal and Torres Strait Islander children
- Explore the introduction of child development checks and screening services that may be offered in facilities such as early childhood education centres, where families may be supported to access early intervention services when required
- Timely access to developmental screening and support services has the potential to improve lifelong outcomes; and
- Explore and develop opportunities for partnerships and enhance perinatal education and services.

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Improving the health of Aboriginal and Torres Strait Islander peoples

Supporting healthy mothers and children

9. Workforce Development

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Workforce

AIM OF ACTIVITY

The 2018 Health Workforce Needs Assessment, Health Workforce Queensland identified ten high risk (SA2) priority areas of workforce need in the DDWMPHN region.

This activity aims to analyse, develop and implement effective workforce solutions to support the healthcare needs of our DDWMPHN population. The focus of this activity is to ensure that strategies are implemented to support:

- Access to primary health care
- Quality of primary health care services, and
- Sustainability of the health workforce

DESCRIPTION OF ACTIVITY

This Activity includes a number of elements:

1. Identification of Workforce Gaps and Development of Local Workforce Plan

The Darling Downs and West Moreton PHN will partner with Health Workforce Queensland to analyse the workforce needs for the PHN region, creating a collaborative annual workforce plan with other key workforce stakeholders including Check Up and the Hospital and Health Services.

2. Recruitment

The Aspire to Health program promotes healthcare careers to students in year 10 through a one day simulation of a healthcare setting with healthcare providers. The PHN will partner to provide this program in local schools and will also support parent education sessions regarding health career pathways, with a focus on local learning and career opportunities. Partners include:

- Queensland Rural Medical Education
- Southern Queensland Rural Health
- University of Queensland
- The Department of Employment, Small business and Training

Potential for student work experience placements with primary care providers is also being scoped.

3. Enhancing networks and supports for existing primary care providers

Networking groups will be continued for all primary care professional groups in multiple Local Government Areas, including:

- General Practice Chapters/network
- Practice nurse networks
- Practice support networks
- Allied health professional networks

The PHN will continue to collaborate with the Queensland Rural Medical Family Network (QRMFN) to deliver annual welcome events in each LGA to introduce new health professionals and welcome family members to the region.

Online networking groups are being scoped as part of the online learning platform (see below in section 7c).

4. Development of integrated, sustainable models of care

To increase access and equity to health services in rural areas, and to assist health providers servicing vulnerable, hard to reach populations, innovative models of care will be scoped in collaboration with key workforce stakeholders. Models of care currently being scoped include:

- delegated service models
- student led clinics
- skill share/expanded scope models
- collaborative service delivery models (cross-sectoral)

5. Development of 'whole of life' recruitment

Exploration of the Grow Your Own Workforce concept is currently underway, with a focus on Aboriginal and Torres Strait Islander recruitment. By leveraging off existing partners including the Hospital and Health Services, whole of life recruitment could commence in school and progress through to guaranteed placement in a Hospital and Health Service role. Current concepts being considered include:

- an Aboriginal and Torres Strait Islander Allied Health Assistant model based in the South Burnett
- an allied health assistant led low risk foot care clinic in the Western Downs

6. Exploration of innovative service delivery models

The PHN will continue the telehealth program enabling increased access to timely, high quality care either from an individual's own home, a local service provider or from a Residential Aged Care Facility. This element is focused on the development of a sustainable videoconferencing platform that enhances existing service delivery methods. Additional innovative service delivery models include the investigation of mobile health professional services for hard to service areas.

7. Delivery of education to primary care providers

a) Scholarships

The annual Training Needs Analysis and the PHN identified priorities guide scholarship programs delivered in collaboration with Health Workforce Queensland.

b) Placement program

Continuation of the PHN 'placement' or 'immersion' program. The program involves the following:

- An eligible primary care provider (the recipient) from a Modified Monash Model 3 or above area identifies a clinical learning need and applies for the placement program
- The PHN program manager sources an appropriate health professional (the host) with skills and experience in the identified learning area
- The PHN funds transport and accommodation for the recipient to attend the host's workplace for a period of up to 2 days
- The host allows the recipient to observe clinical service delivery and provides education on the clinical area identified

c) Online learning platform

This element is focussed on the development, implementation and evaluation of an online learning platform for primary care providers. Education currently identified as a priority for this platform includes:

- Refugee Ready Health Care
- Cultural Competence training (to be introduced as a mandatory component for all commissioned service providers)
- 'Tiered' Practice Manager training, particularly in relation to quality improvement

8. Delivery of activities to support primary care provider wellness

Wellness of primary care providers, particularly those servicing rural areas or vulnerable populations is a priority for the DDWMPHN. Wellness activities are incorporated within key events such as the Allied Health Showcase and the Red Ant Round-Up Medical Conference. A mentoring/peer support program is also currently being scoped.

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Increasing workforce capacity and wellbeing

10. Health Pathways

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity aims to embed HealthPathways across the Darling Downs and West Moreton PHN region, supporting primary care clinicians and other providers to plan patient care through primary, community and secondary health care systems.

DESCRIPTION OF ACTIVITY

In collaboration with Darling Downs Health and West Moreton Health, the PHN will continue to implement HealthPathways. Pages within HealthPathways are localised and developed by local general practitioners as the clinical editors and specialists and are used in assessment, management and referral decisions.

The new Dementia and Aged Care HealthPathways activities announced in 2022 will be developed and used by clinicians to support assessment and referral to local services and supports and assist people living with dementia to live well in the community for as long as possible.

Where there are existing HealthPathways for Dementia and Aged Care, these will be reviewed and updated to reflect contemporary best practice in these areas and will be informed by broad local consultation. The consultation process will include local primary care clinicians, other health, allied health, aged care providers and consumers and will identify current gaps and opportunities in the current model of care.

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 |
| Preventing and managing chronic conditions |
| Improving the health of vulnerable groups |
| Increasing workforce capacity and wellbeing |
| Improving the health of Aboriginal and Torres Strait Islander peoples |
| Improving the health of older Australians |
| Supporting healthy mothers and children |
| Treating alcohol and other drug use |

11. Dementia Consumer Pathway Resource

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of this activity is to develop resources that support people living with dementia to live well in the community. These resources will enhance the care and support provided to people living with mild cognitive impairment or dementia, as well as their carers and family.

DESCRIPTION OF ACTIVITY

Develop, review, maintain and enhance localised Dementia Consumer resources that support older people, their carers and families to understand and make informed choices about health and aged care services that may be of benefit to them. Where there are existing localised Dementia Consumer resources available, these will be reviewed and updated to reflect contemporary best practice and will be informed by broad local consultation.

The localised Dementia Consumer resources will be developed with input from Dementia Australia to ensure the resources are both nationally consistent at a high level and reflective of individual services and supports within our PHN region with an initial suite of resources available by January 2023.

NEEDS ASSESSMENT PRIORITY

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

| NEEDS ASSESSMENT PRIORITY |
|---|
| Promoting health and preventing disease |
| Improving the health of vulnerable groups |
| Improving the health of older Australians |

12. COVID GP-led Respiratory Clinics

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity will support our General Practice Respiratory Clinics with the ongoing distribution of personal protective equipment (PPE) to primary care services as directed by Department-issued guidance.

DESCRIPTION OF ACTIVITY

This activity will support our General Practice Respiratory Clinics with the ongoing distribution of personal protective equipment (PPE) to primary care services as directed by Department-issued guidance.

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 |
| Improving the health of vulnerable groups |

13. COVID-19 Primary Care Support

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity will provide support for Australia's COVID-19 Vaccine and Treatment Strategy (Strategy) to the primary, aged care and disability sectors as follows:

- provide guidance and expert advice to GPRCs, General Practices, Aboriginal Community Controlled Health Services (ACCHs), residential aged care facilities (RACF), disability accommodation facilities and governments on local needs and issues;
- coordinate vaccine rollout within RACFs and disability accommodation facilities, including local service integration and communication, liaison with key delivery partners and consistent reporting;
- coordinate the delivery of vaccination services to RACFs in our region;
- conduct a needs assessment in their region followed by a rapid expression of interest process to identify suitable General Practices and GPRCs and provide advice to the Department on the selection of those sites;
- support vaccine delivery sites in their establishment and operation, including where appropriate, performing functions of assurance and assessment of suitability and ongoing quality control support; and
- support vaccine delivery to be integrated within local health pathways to assist with the coordination of local COVID-19 primary care responses, including identification and assistance for GPRCs and General Practices interested in participating, and ensuring consistent communications to local communities.

DESCRIPTION OF ACTIVITY

This Activity will provide support for Australia's COVID-19 Vaccine and Treatment Strategy (Strategy) to the primary, aged care and disability sectors as follows:

- provide guidance and expert advice to GPRCs, General Practices, Aboriginal Community Controlled Health Services (ACCHs), residential aged care facilities (RACF), disability accommodation facilities and governments on local needs and issues;
- coordinate vaccine rollout within RACFs and disability accommodation facilities, including local service integration and communication, liaison with key delivery partners and consistent reporting;
- coordinate the delivery of vaccination services to RACFs in our region;
- conduct a needs assessment in their region followed by a rapid expression of interest process to identify suitable General Practices and GPRCs and provide advice to the Department on the selection of those sites;
- support vaccine delivery sites in their establishment and operation, including where appropriate, performing functions of assurance and assessment of suitability and ongoing quality control support; and
- support vaccine delivery to be integrated within local health pathways to assist with the coordination of local COVID-19 primary care responses, including identification and assistance for GPRCs and General Practices interested in participating, and ensuring consistent communications to local communities.
- Conduct a media campaign to increase our communities awareness of vaccination options and encourage patients to talk with their GPs.

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 |
| Improving the health of vulnerable groups |
| Improving the health of Aboriginal and Torres Strait Islander peoples |
| Improving the health of older Australians |

14. COVID-19 Vaccination of Vulnerable Populations

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity aims to provide support and facilitate local solutions to vaccinate vulnerable populations who may have difficulty in accessing COVID-19 vaccination facilities to obtain vaccines.

DESCRIPTION OF ACTIVITY

This Activity will provide support and facilitate local solutions to vaccinate vulnerable populations who may have difficulty in accessing COVID-19 Vaccines. These will be delivered in collaboration with COVID-19 vaccination providers including general practice, pharmacy, contracted providers, state health services and nurse practitioners.

These vulnerable groups will include (but not limited to):

- those who are experiencing homelessness;
- people with disability or are frail and cannot leave home;
- people in rural and remote areas with limited healthcare options;
- culturally, ethnically and linguistically diverse people;
- those who are not eligible for Medicare and/or live in an area without access to a state, territory or Commonwealth Vaccination Clinic;
- aged care and disability workers.

This activity will engage health care professionals to deliver COVID-19 vaccination models in areas of need and will include general practitioners and contracted services such as The Vaccine Project. Throughout the vaccination process the PHN will facilitate vaccine transfers as required between primary care vaccination centres to ensure minimal waste and to ensure delivery to areas of demand in a timely manner.

At the completion of the vaccination program, further consultation will be undertaken to better understand the needs and motivations of the small unvaccinated population to determine what strategies will be most effective to encourage this cohort to become vaccinated. This may include an education campaign, engagement of translation services to communicate to culturally diverse groups, further liaison with key stakeholder groups, etc.

NEEDS ASSESSMENT PRIORITY

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

NEEDS ASSESSMENT PRIORITY

Improving the health of vulnerable groups

Improving the health of Aboriginal and Torres Strait Islander peoples

Improving the health of older Australians

15. Primary Care Support for flood impacted PHNs

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of the Primary Care Support for Flood Impacted PHNs activity is to establish a primary health care emergency response function within the organisation.

DESCRIPTION OF ACTIVITY

This activity will ensure access to primary care services for people in our region who have been impacted by the 2022 Queensland flood events through the establishment of a dedicated primary health care emergency response role that will work to coordinate and enhance the primary care response to emergencies and support people in our region to have better access to care.

The emergency response function will include (but is not limited to) the following key projects:

- developing plans and responding to emergency health care needs
- establishing and maintaining localised crisis protocols (e.g. a register of accredited health professionals able to be deployed in response to a disaster), communication, and referral and care pathways
- engaging with local providers to obtain insights into impacts on their service capabilities during an emergency
- working with other emergency response bodies and local authorities to support the coordination and provision of primary care services during and following an emergency.

NEEDS ASSESSMENT PRIORITY

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

Needs assessment priority

Population Health

COLLABORATION

The following key stakeholder groups will be engaged and consulted during the activity:

- Darling Downs and West Moreton Hospital and Health Service
- Emergency Services Groups which include key State Government Departments
- Community Working Group/s
- PHN Clinical Council
- GP / Health Service Provider Advisory Groups.

16. COVID-19 Vaccination Support for Flood Impacted PHNs

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This Activity aims to support primary care providers who were offering vaccination services prior to the flood events in South East Queensland in early 2022, and who may need support to return to their previous vaccination capacity.

DESCRIPTION OF ACTIVITY

This Activity aims to provide small grants which support suitable services to return to their normal vaccination administration capabilities following the flood events in South East Queensland in 2022.

These activities may include (but are not limited to):

- small infrastructure replacements (e.g. vaccine fridges, electronics, and other essential supplies or equipment)
- costs to replenish lost consumable or perishable items associated with the delivery of COVID vaccinations
- the engagement of temporary workforce to support administration of primary care vaccination sites

NEEDS ASSESSMENT PRIORITY

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

Needs assessment priority

Population Health

COLLABORATION

Consultation with the following key stakeholders will be undertaken:

- Darling Downs Health and West Moreton Hospital and Health Service;
- West Moreton Hospital and Health Service;
- Residential Aged Care Facilities;
- Homeless Shelters and Soup Kitchens;
- General Practitioners and health professionals;
- The Vacseen Project;
- Disability services;
- Community and religious groups;
- Other key stakeholders.

