

After Hours Activity Work Plan 2021 - 2022

phn
COUNTRY SA

An Australian Government Initiative

Strategic Vision



The purpose of the After Hours program is to address gaps in After Hours service arrangements and improve service integration within the Country SA PHN region.

CSAPHN's objectives are to:

- Increase the efficiency and effectiveness of After Hours Primary Health Care for patients, particularly those with limited access to Health Services;
- Improve access to After Hours Primary Health Care through effective planning, coordination and support for population based After Hours Primary Health Care; and
- Improve the availability of after-hours general practice (GP) services through working collaboratively with general practitioners (GPs).

After Hours Access to Primary Health Care and support

The aim of this activity is to provide support to, or coordination of activity to assist the management, continuity of care and support of patients who have complex health needs and may be frequent users of the health system as an avenue for them to self-manage and receive integrated care in their community from a primary care provider, avoiding any unnecessary hospitalisations.

This activity will also work with Local Health Networks and services to identify options for improvements in after-hours primary health services.

This activity expands Country Access to Cardiac Health (CATCH) into the after-hours to cover all of the Country SA PHN (CSAPHN) region. CATCH includes operation of a central referral point for patients who have experienced a cardiac event, maintains a referral database and provision of virtual health coaching to support their health journey.

These activities address after-hours program objectives through improving service responsiveness to patient needs and reducing unnecessary hospital re-admissions. The focus for this funding period will be expanding the "GP Hybrid model" which provides multi-disciplinary support and linkages back to the patient's usual GP through face to face, telephone support and digital technology where available.

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Increased CATCH scope to include diabetes care and management, and additional cardiac conditions through underspends.

Increased access to dental services in the after hours through underspends.

Umoona - Step Down Care & Coordination Service

The aim of this activity is to provide culturally appropriate support to Aboriginal people with severe mental illness in their recovery during the after-hours period by providing support in a hospital setting that encourages the person to remain admitted and receive appropriate follow up are in order to get the best recovery outcome possible.

Provision of after hours support to people with severe mental illness is a gap in service delivery which has been identified in the Coober Pedy region. Aboriginal people are prone to self-discharge prior to completion of a treatment program.



The activity will be supported at the primary care level through care coordination and a multidisciplinary approach under the guidance of a psychiatric service and in collaboration with Mental Health service providers and a Mental Health Nurse. The activity will support the person in the after-hours period through availability of Aboriginal Health Worker and/or Mental Health Nurse attendance in hospital based care. This will provide an opportunity for the person to get the best chance to recover and improve their health outcome.

The Aboriginal Health Worker will also provide support to Aboriginal people presenting to the hospital in the after hours and provide reassurance and support to those going through detox. The Mental Health Nurse will coordinate case management plans with regards to the activity of the Aboriginal Health Workers clients they have engaged during after hours.

After Hours Innovation Activities

The aim of this activity is to increase the efficiency and effectiveness of health services for patients, particularly vulnerable populations and those at risk of poor health outcomes by providing innovative local approaches and increased access to after-hours primary health care. This is achieved via an after-hours focussed Comprehensive Needs Assessment of CSAPHN region. This ensures priority setting and strategies that align with after hours primary health care service needs.

CSAPHN will target after hours gaps in services within the region and commission organisations who are eligible and competent to deliver services that meet the needs that are identified and are currently not eligible to receive any After-Hours PIP.

This is achieved by commissioning organisations to deliver activities that demonstrate meeting a local need and are sustainable post-CSAPHN funding. Projects supported under the after-hours Innovation Grants will:

- Develop the after-hours focussed Comprehensive needs assessment to ensure evidence-based after hours primary health care planning;

- Increase access to after-hours primary health care where there are identified gaps in services, encouraging service providers to explore innovative service delivery models;
- Enable improved health outcomes for people with complex and chronic conditions, especially those at risk of an after hours hospital presentation; and
- Provide support to client groups who are at risk of poor health outcomes, particularly those who experience one or more vulnerabilities.
- Offer general practice the opportunity to; extend their existing opening hours in the after-hours period and/or increase GP/nursing service capacity. General Practice will be required to manage their particular AH PIP arrangement and ensure they do not claim an additional PIP amount for the funded period. Commissioned services will be orientated around non-urgent care and reduction of the top five potentially preventable hospitalisations.
- Expansion of the afterhours innovation in telehealth for aged care to encompass all of country residential facilities.
- After-hours general practice grants for local services to those who are more likely to present to a hospital after hours because of lack of access to alternate services at risk of an after hours hospital presentation.
- After-hours immunisation program for vaccine preventable diseases.
- After-hours helplines / telehealth and education to health professionals for dental and gender diverse related health information, advice and treatment.
- Expansion of dental outreach services to rural, remote and very remote communities.



headspace and Psychological Therapies Extended Access

The aim of this activity is to provide young people with a mental illness access to flexible opening hours to support help seeking behaviour and provide increased opportunities to access services. 'after-hours' primary health care is effective for people who cannot wait or access treatment within regular hours.

headspace provides high quality early intervention care and services for a range of mental health challenges young adults commonly experience, with the aim of heading off any long-term adverse effects.

Also addressing the objective of improving coordination of care to ensure patients receive the right care in the right place at the right time, this activity targets young people with mental health issues who are unable to access headspace service during normal working hours.

The headspace centres receiving this after-hours funding will be expected to provide services that fit within headspace scope.

An extension to existing funded services will enable Psychological Therapies to be offered in the after-hours time period to provide access to clients who are unable to access services during business hours.

Youth Drug and Alcohol Extended Access

The aim of this activity is to provide young people with mental health and drug & alcohol issues who often require flexible opening hours to support help seeking behaviour and provide increased opportunities to access services. 'after-hours' primary health care is effective for people who cannot wait or access treatment within regular hours.

Alcohol and other Drugs program will be provided by the West Coast Youth and Community Support Services to youth with a focus on the Aboriginal population in the far west town of Port Lincoln which has been identified as a high need area.

After Hours Mental Health Access in the Fleurieu Region

The aim of this activity is to increase after-hours access to mental health services for vulnerable populations, particularly those at risk of poor health outcomes to enhance timeliness of care and prevent unnecessary after hours hospital presentations.

This activity focuses on existing commissioned and private sector Mental Health Service providers to offer their current services in the after hours time period to facilitate access to patients who are unable to access services during business hours.

This will ensure patients receive the right care in the right place at the right time and prevent avoidable hospital presentations.

Regional Medication Management Support Service

The aim of this activity will be to upskill the primary health care workforce and aged care workers on quality use of medicines, medicines optimisation and the prevention of medication related factors that contribute to hospitalisations and the high cost burden to the health care system.

This existing commissioned activity facilitates connection between disease peak bodies, general practice, allied health, pharmacy and community health services. It is delivered by the Drug and Therapeutics Information Service (DATIS) in the after-hours and has a catchment wide approach, focusing on the following activities:

- Coordinating and supporting face to face regional multidisciplinary medication advisory meetings between GPs, Residential Aged Care Facility (RACF) staff, Allied Health providers and Pharmacists.
- Providing after-hours access for health professionals to the DATIS Therapeutic Advice Line.
- Promoting the use of e-technologies as a platform for multidisciplinary communication and education.
- Providing material support and promotional activities/programs.

