

Country SA - After Hours Primary Health Care 2023/24 - 2026/27 Activity Summary View



AH-HAP - 01 - Homelessness Access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

01

Activity Title *

Homelessness Access

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

Country SA PHN's consumer focus is translated through the experience and outcomes of consumers who live, work and play in communities across country South Australia. The consumer focus supports a holistic approach to services that takes consideration of multiple factors that may impact the ability of the individual, family or community to experience health optimisation and wellbeing as they go about their daily lives. Supporting all members of our community; across all age groups, cultural values, family groupings, ability or disability, advantage or disadvantage, and sexual orientation.

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

Description of Activity *

The activity will see Country SA PHN facilitate design and delivery of a comprehensive needs analysis and region wide consultation to inform understanding of access, needs and challenges of persons experiencing homelessness relative to health care experience.

Consultation will be conducted through appropriate mechanisms including sessions in identified regional towns that cover the geographical scope of the regional and rural South Australian landscape. The output of this activity will be a report outlining consultation discovery – identified needs, service gaps, issues/opportunities at the conclusion of discovery process.

This will build organisational knowledge of health care access limitations for persons experiencing homelessness, unique health and/or service needs and equity barriers. The work will be used to inform integrative service design, commissioning planning, and education and referral pathway initiatives including HealthPathways SA to enhance primary clinician knowledge in care needs and services, and drive improvements to care coordination and health journey. The expected outcomes of this work are improvements in the experience, access and equity of healthcare for persons experiencing or at risk of experiencing homelessness in the CSAPHN region.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022-2025 (Nov 2023) V3

Priorities

Priority	Page reference
Improve individual and community health outcomes	62
Access to afterhours services	77
Workforce and service sustainability	77
Integrated and coordinated care across the health system	65
Reduce potentially preventable hospitalisations	74
Utilisation of technical solutions to facilitate integrated and coordinated care across the health system	76



Activity Demographics

Target Population Cohort

Persons experiencing or at-risk of homelessness, including unique health and/or service needs and equity barriers by region and high-risk/vulnerable groups

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Engagement with appropriate stakeholders across country SA regions has been imbedded in the activity of the PHN. It is complemented by consultation with Clinical Council/s and Community Advisory Committee/s. Consultation also occurs at the strategic and peak body level across the State and elsewhere as appropriate. Further, commissioned service providers are required to demonstrate their consultation activities and how service delivery is based on need, feedback and evaluation.

Collaboration

CSAPHN will work with the service providers and Health-Q Consulting to inform and support shared knowledge and utilisation of resources to impact AH Homelessness services across regional and rural SA.



Activity Milestone Details/Duration

Activity Start Date

01/07/2023

Activity End Date

30/06/2025

Service Delivery Start Date

13/02/2024

Service Delivery End Date

30/06/2024

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-MAP - 01 - Multicultural Access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

01

Activity Title *

Multicultural Access

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

Country SA PHN's consumer focus is translated through the experience and outcomes of consumers who live, work and play in communities across country South Australia. The consumer focus supports a holistic approach to services that takes consideration of multiple factors that may impact the ability of the individual, family or community to experience health optimisation and wellbeing as they go about their daily lives. Supporting all members of our community; across all age groups, cultural values, family groupings, ability or disability, advantage or disadvantage, and sexual orientation.

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

Description of Activity *

The activity will see Country SA PHN facilitate design and delivery of a comprehensive needs analysis and region wide consultation to inform understanding of access, needs and challenges of persons within CALD communities relative to health care experience.

Consultation will be conducted through appropriate mechanisms including sessions in identified regional towns that cover the geographical scope of the regional and rural South Australian landscape. The output of this activity will be a report outlining consultation discovery – identified needs, service gaps, issues/opportunities at the conclusion of discovery process.

This will build organisational knowledge of health care access limitations for the CALD communities, unique health and/or service needs and equity barriers. The work will be used to inform integrative service design, commissioning planning, and education and referral pathway initiatives including HealthPathways SA to enhance primary clinician knowledge in care needs and services, and drive improvements to care coordination and health journey. The expected outcomes of this work are improvements in the experience, access and equity of healthcare for persons experiencing or at risk of experiencing homelessness in the CSAPHN region.

This activity will include school immunisation project which will build and deliver an alternative model of vaccine administration to catch up under immunised and overdue young Aboriginal people aged between 14-18 years living in Port Augusta.

The Cancer screening in CALD communities will aim to increase access to evidence-based cancer screening messages to CALD communities in the Riverland region. The service provider will work with local stakeholders to address access barriers and develop local solutions through education and capacity building.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022-2025 (Nov 2023) V3

Priorities

Priority	Page reference
Improve individual and community health outcomes	62
Access to afterhours services	77
Workforce and service sustainability	77
Integrated and coordinated care across the health system	65
Reduce potentially preventable hospitalisations	74
Utilisation of technical solutions to facilitate integrated and coordinated care across the health system	76



Activity Demographics

Target Population Cohort

People from CALD communities including those with unique health and/or service needs and equity barriers by region and high-risk/vulnerable groups.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Engagement with appropriate stakeholders across country SA regions has been imbedded in the activity of the PHN. It is complemented by consultation with Clinical Council/s and Community Advisory Committee/s. Consultation also occurs at the strategic and peak body level across the State and elsewhere as appropriate. Further, commissioned service providers are required to demonstrate their consultation activities and how service delivery is based on need, feedback and evaluation.

Collaboration

CSAPHN will work with the service providers and Health-Q Consulting to inform and support shared knowledge and utilisation of resources to impact services for Multicultural and vulnerable populations across regional and rural SA



Activity Milestone Details/Duration

Activity Start Date

1/07/2023

Activity End Date

30/06/2025

Service Delivery Start Date

13/02/2024

Service Delivery End Date

30/06/2024

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH - 1 - After Hours Access to Primary Health Care Support



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

After Hours Access to Primary Health Care Support

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

Country SA PHN's consumer focus is translated through the experience and outcomes of consumers who live, work and play in communities across country South Australia. The consumer focus supports a holistic approach to services that takes consideration of multiple factors that may impact the ability of the individual, family or community to experience health optimisation and wellbeing as they go about their daily lives. Supporting all members of our community; across all age groups, cultural values, family groupings, ability or disability, advantage or disadvantage, and sexual orientation.

The aim of this activity is to provide support to, or coordination of, activity to assist the management, continuity of care and support of people who have complex health needs and may be frequent users of the health system. This service is available across a 24/7 model of care with clear nursing and medical support in a hospital avoidance and integrated model. This model is an avenue for people to self-manage and receive integrated care in their community from a primary care provider, avoiding any unnecessary hospitalisations hospital.

This activity will also work with Local Health Networks and services to identify options for improvements in after-hours primary health services to redirect or improve access for people in the after hours.

Description of Activity *

This activity expands Country Access to Cardiac Health into the after-hours to cover all of the CSAPHN region. CATCH includes operation of a central referral point for people who may 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 the needs of people 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 people's usual GP through face to face, telephone support and digital technology where available.

These activities address after-hours program objectives through improving service responsiveness and reducing hospital re-admissions across a 24/7 model of care in Country SA. The focus for this funding period will be expanding the "GP Hybrid model" which provides multi-disciplinary support and linkages back to the patients usual GP through face to face and telephone support.

Increased scope to include 24/7 care and escalation pathways for Diabetes, COPD, Hypertension care and management, and additional cardiac conditions through co-design with the service provider and Local Health Networks for escalation pathways in a supported hospital avoidance model.

This activity will support GPs in providing care in the afterhours period by focusing on after hours primary health care frontline service delivery designed to meet the needs of people as identified in CSAPHN health needs assessments and joint planning with regional partners including joint after hours planning and commissioning of services. This activity will be for people whose health condition cannot wait for treatment until regular primary health care services are next available. It will not be a substitute for primary health care that could otherwise occur 'in hours'.

In support of the above activity, Virtual Home Monitoring (VHM) and point of care testing (PoCT) service will be embedded to assist members of the community who are high risk and suffer with chronic conditions. These services act to support GP's and reduce the need for hospital presentations and admission allowing for the community to be monitored virtually and care escalated through appropriate pathways.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022-2025 (Nov 2023) V3

Priorities

Priority	Page reference
Improve individual and community health outcomes	62
Access to specialist services to support ageing well	63
Older persons are supported to stay healthy and well in their place of residence	63
Access to afterhours services	77
Workforce and service sustainability	77
Integrated and coordinated care across the health system	65
Reduce potentially preventable hospitalisations	74
Utilisation of technical solutions to facilitate integrated and coordinated care across the health system	76



Activity Demographics

Target Population Cohort

All Country South Australians

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Campbelltown (SA)	40104
Gawler - Two Wells	40201
Lower North	40502
Mid North	40503
Yorke Peninsula	40504
Murray and Mallee	40703
Barossa	40501
Limestone Coast	40702
Fleurieu - Kangaroo Island	40701
Outback - North and East	40602
Eyre Peninsula and South West	40601
Adelaide Hills	40102



Activity Consultation and Collaboration

Consultation

CSAPHN will commission activity to undertake a regional wide consultation, data collection and planning with regional Local Health Networks (LHN's), primary health care clinicians and community to develop region specific whole of system approach for increasing access and quality of care provided in after-hours.

Utilising the results from the consultation CSAPHN will increase knowledge of service gaps in after-hours services. This information will assist in determining regional planning responses to address after-hours gaps and workforce challenges.

Collaboration

Service Provider - will assist CSAPHN by co-designing a consultation piece aimed at determining the current after-hours services provided to the region, working to assist in determining the gaps of services for the region and developing a region specific approach for increasing access and quality of services.

CSAPHN will work to support the establishment of a collaborative approach to improve after-hours services and enable an integrated approach by building relationships with LHN's, Primary Care Providers and the community.

CSAPHN will continue to build on established relationships with a wide range of stakeholders in supporting the provision of after-hours services, including;

Developing strong working relationships with LHNs to ensure efficient and effective referrals into available services.

Working closely with GP Practices, Local Government Areas (LGAs)

Collaboration with Adelaide and other PHNs to support and share key learnings



Activity Milestone Details/Duration

Activity Start Date

01/07/2023

Activity End Date

30/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 3 - After Hours Innovation Activity



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

After Hours Innovation Activity

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Country SA PHN’s consumer focus is translated through the experience and outcomes of consumers who live, work and play in communities across country South Australia. The consumer focus supports a holistic approach to services that takes consideration of multiple factors that may impact the ability of the individual, family or community to experience health optimisation and wellbeing as they go about their daily lives. Supporting all members of our community; across all age groups, cultural values, family groupings, ability or disability, advantage or disadvantage, and sexual orientation.

The aim of this activity is to increase the efficiency and effectiveness of health services for people, 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 broad consultation with community, stakeholders, and reference to the CSAPHN Needs Assessment.

This ensures priority setting and strategies that align with After Hours Primary health care service needs.

Description of Activity *

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 of people in the community.

This is achieved by commissioning organisations to deliver activities that demonstrate meeting needs of individuals and the broader community, whilst working towards sustainability post-CSAPHN funding. Projects supported under the After-Hours Innovation will:

- Be directed by broad consultation and the CSAPHN 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 and sustainable service delivery models.
- Enable improved oral health outcomes for people with acute, complex and chronic conditions, especially those at risk of an after-hours hospital presentation.
- Provide support to client groups who are at risk of poor oral 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.
- Afterhours 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.
- Afterhours 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
- Increase AH access to necessary dental services for rural and remote consumers, to support prevention of avoidable emergency presentations and improve oral health outcomes for consumers.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022-2025 (Nov 2023) V3

Priorities

Priority	Page reference
Access to culturally appropriate health services	62
Improve individual and community health outcomes	62
Access to afterhours services	77
Access to oral health services	71
Integrated and coordinated care across the health system	65
Reduce potentially preventable hospitalisations	74



Activity Demographics

Target Population Cohort

All Country South Australians

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes

SA3 Name	SA3 Code
Campbelltown (SA)	40104
Gawler - Two Wells	40201
Lower North	40502
Mid North	40503
Yorke Peninsula	40504
Murray and Mallee	40703
Barossa	40501
Limestone Coast	40702
Fleurieu - Kangaroo Island	40701
Outback - North and East	40602
Eyre Peninsula and South West	40601
Adelaide Hills	40102

**Activity Consultation and Collaboration****Consultation**

Engagement with appropriate stakeholders across country SA regions has been imbedded in the activity of the PHN. It is complemented by consultation with Clinical Council/s and Community Advisory Committee/s. Consultation also occurs at the strategic and peak body level across the State and elsewhere as appropriate. Further, commissioned service providers are required to demonstrate their consultation activities and how service delivery is based on need, feedback and evaluation.

Collaboration

CSAPHN will work with the service providers and SA Dental to inform and support shared knowledge and utilisation of resources to impact AH dental services across regional and rural SA.

**Activity Milestone Details/Duration****Activity Start Date**

01/07/2023

Activity End Date

30/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

