

# Brisbane North - After Hours Primary Health Care

2019/20 - 2020/21

Activity Summary View



[AH-Op-1-After Hours Administration]



## Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-Op

**Activity Number \***

1

**Activity Title \***

After Hours Administration

**Existing, Modified or New Activity \***

Existing



## [AH - 1 - AH 1 – Outreach health to priority population groups]



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

1

**Activity Title \***

AH 1 – Outreach health to priority population groups

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

After hours health care.

**Aim of Activity \***

The aim of this activity is to continue to provide services to homeless and vulnerable population groups during the after hours period. To achieve this aim, Brisbane North PHN will continue to commission local agencies to provide after hours clinical services and care coordination, including connection to mainstream primary care services, to homeless and vulnerable population groups across the region.

**Description of Activity \***

Describe the activity, including what work will be undertaken, and how the activity and/or services will be delivered.

This activity will comprise the following:

- Micah Projects will be subcontracted to deliver nursing services as part of a homeless outreach service, with a focus on the Brisbane Inner City subregion. Previously funded by the Medicare Local and the PHN, evaluations have demonstrated significant reduction in after hours burden on the hospital system.
- Queensland Injectors Health Network will be subcontracted to provide outreach health services to homeless and vulnerably housed people, with a focus on the Moreton Bay North subregion. This project, previously funded by the Medicare Local and the PHN, uses the Micah Projects model.
- Ethnic Communities Council Queensland will be subcontracted to provide health services to culturally and linguistically diverse people to increase coordination and links to primary healthcare services.

Brisbane North PHN will support these non-government organisations to establish primary care capacity for hard to reach groups in the after hours period. This includes strengthening links between non-government organisations and primary care, through the provision of practice support and advice. This activity aligns with the PHN objective of 'implementing innovative

and locally tailored solutions for after-hours services, based on community need'. This ensures that patients receive the right care in the right place at the right time.

Other projects which the PHN will be continuing include:

- Refugee health literacy and support to access appropriate primary healthcare. The PHN will work collaboratively with Mater Refugee Health to engage with newly settled refugee communities in our region to increase awareness of primary healthcare services—including after-hours services—and enhance health literacy within these communities.

This activity works to reduce unnecessary use of after-hours hospital services by refugee populations. This is achieved through providing training and support to general practitioners along with translation services to support access to relevant primary healthcare to enable the delivery of culturally appropriate primary care services during the after-hours period to refugee populations in the PHN region. It also reduces refugees dependencies on after-hours emergency department services by increasing their awareness of primary care alternatives.

## Needs Assessment Priorities \*

Brisbane North PHN Needs Assessment 2019/20-2021/22

### Priorities

Needs Assessment Priority	Page Reference
After-hours healthcare	28



## Activity Demographics

### Target Population Cohort \*

This activity is targeted to homeless, marginalised and vulnerable population groups residing in the Brisbane North PHN region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments \*

## Coverage \*

### Whole Region

Yes

SA3 Name	SA3 Code
Bald Hills - Everton Park	30201
Chermside	30202
Nundah	30203
Sandgate	30204
Kenmore - Brookfield - Moggill	30402
Sherwood - Indooroopilly	30403
The Gap - Enoggera	30404
Brisbane Inner	30501

Brisbane Inner - North	30503
Brisbane Inner - West	30504
Bribie - Beachmere	31301
Caboolture	31302
Caboolture Hinterland	31303
Narangba - Burpengary	31304
Redcliffe	31305
The Hills District	31401
North Lakes	31402
Strathpine	31403



## Activity Consultation and Collaboration

### Consultation \*

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

Brisbane North PHN has consulted with the following stakeholders in the development of this specific activity:

- Micah Projects
- Queensland Injectors Health Network
- Brisbane South PHN
- Mater Refugee Health
- Metro North Hospital and Health Service
- Ethnic Communities Council Queensland
- Multicultural Development Australia.

### Collaboration \*

List and describe the role of each stakeholder that will be involved in designing and/or implementing the activity, including stakeholders such as Local Health Networks, state/territory governments, or other relevant support services. Confirm whether GPs were consulted in the design or co-design process.

Brisbane North PHN will continue to collaborate with Micah Projects, Queensland Injectors Health Network, Mater Refugee Health and Ethnic Communities Council of Queensland.

The role of all these organisations is to engage and inform the PHN in delivering appropriate after-hours services for people who are often hard to reach and are disengaged with current health services.



## Activity Milestone Details/Duration

### Activity Start Date \*

30 Jun 2019

### Activity End Date \*

29 Jun 2021

### Service Delivery Start Date

July 2019

## Service Delivery End Date

June 2021

## 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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender : No

Expression of interest (EOI): No

Other approach (please provide details) : No

Is this activity being co-designed? \*

No

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 details \*

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

Brisbane North PHN has consulted with the following stakeholders in the development of this specific activity:

- Micah Projects
- Queensland Injectors Health Network
- Brisbane South PHN
- Mater Refugee Health
- Metro North Hospital and Health Service
- Ethnic Communities Council Queensland
- Multicultural Development Australia.



## [AH - 2 - AH 2 – Integrated community education campaign]



### Activity Metadata

#### Applicable Schedule \*

After Hours Primary Health Care

#### Activity Prefix \*

AH

#### Activity Number \*

2

#### Activity Title \*

AH 2 – Integrated community education campaign

#### 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 healthcare.

#### Aim of Activity \*

The aim of this activity is to deliver an integrated community education campaign to improve awareness of the options for accessing after-hours services and help people make appropriate informed choices when accessing services. This includes increasing the awareness of the options for accessing after-hours services for Aboriginal and Torres Strait Islander people residing in the Brisbane North PHN region.

The campaign will focus on people inappropriately accessing emergency departments and target populations who may have difficulty in accessing appropriate after-hours services.

#### Description of Activity \*

Specifically, this project will involve:

1. implementation of an integrated community education campaign using traditional media, online and face-to-face delivery, with a focus on health literacy principles to ensure the information is accessible to vulnerable population groups
2. consideration of how the community education campaign will be adapted post COVID19

The campaign will target vulnerable population groups, including Aboriginal and Torres Strait Islander people, and more broadly will educate people on after-hour services other than the emergency department of a hospital.

This aligns with the PHN objective of implementing innovative and locally-tailored solutions for after-hours services, based on community need. This ensures that patients received the right care in the right place at the right time.

#### Needs Assessment Priorities \*

**Priorities**

Needs Assessment Priority	Page Reference
After-hours healthcare	28

**Activity Demographics****Target Population Cohort \***

This activity is targeted to the following population groups:

- Young people (typically aged 20 to 35 years)
- Parents with young children
- Aboriginal and Torres Strait Islander people.

The campaign will target these population groups and more broadly educate people on after hours services options other than the emergency department of a hospital.

**In Scope AOD Treatment Type \*****Indigenous Specific \***

No

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

Yes

SA3 Name	SA3 Code
Bald Hills - Everton Park	30201
Chermside	30202
Nundah	30203
Sandgate	30204
Kenmore - Brookfield - Moggill	30402
Sherwood - Indooroopilly	30403
The Gap - Enoggera	30404
Brisbane Inner	30501
Brisbane Inner - North	30503
Brisbane Inner - West	30504
Bribie - Beachmere	31301
Caboolture	31302
Caboolture Hinterland	31303
Narangba - Burpengary	31304
Redcliffe	31305
The Hills District	31401
North Lakes	31402
Strathpine	31403



## Activity Consultation and Collaboration

### Consultation \*

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

The PHN will also continue to consult with the following stakeholders in the ongoing development of this activity:

- Metro North Hospital and Health Service
- general practitioners working in our region
- pharmacists working in our region
- Australian Medical Association Queensland
- Queensland Ambulance Service
- Royal Australian College of General Practitioners
- Institute for Urban Indigenous Health.

### Collaboration \*

This work builds upon existing relationships and partnerships including:

- Queensland Health
- Metro North Hospital and Health Service
- general practitioners working in our region
- pharmacists working in our region
- Australian Medical Association Queensland
- Queensland Ambulance Service
- Royal Australian College of General Practitioners
- Institute for Urban Indigenous Health.

The role of these organisations is to inform our campaigns when targeting people to improve their awareness of appropriate after-hours services. GPs have been an integral part of this process.



## Activity Milestone Details/Duration

### Activity Start Date \*

30 Jun 2019

### Activity End Date \*

29 Jun 2021

### 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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: Yes

Our planned approach is to continue to use the existing creative agency to support the continuation of this activity. This agency has supported the delivery of this activity since inception in 2016, including involvement in the original co-design process. They also hold the existing creative licenses, previous performance evaluations, have a significant understanding of the intentions of this campaign and have successfully enhanced and delivered the campaign in the last 4 iterations. Further, the agency have commenced the creative and strategic development of the campaign for delivery in this financial year before the activity was paused due to COVID-19. This work will be utilised and adapted to suit the environment in 20/21.

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 details \*

A co-design process was undertaken in 2016 with a range of stakeholders including Metro North HHS, AMA Queensland, Queensland Ambulance Service, local Clinicians including our Clinicians Advisory Group and consumers representatives. The outcomes of this co-design process continue to inform the development of the after-hours community awareness campaign. Each year, further consultation is undertaken with key stakeholder groups to respond to the current environment and to ensure the campaign is appropriately targeted.



## [AH - 3 - AH 3 – After hours Pathways program]



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

3

**Activity Title \***

AH 3 – After hours Pathways program

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

After hours health care.

**Aim of Activity \***

The aim of this activity is to ensure the availability of adequate care pathways specific to after-hours medical services in the Brisbane North PHN region. The provision of after-hours pathways will ensure that clinicians have access to up to date and localised information on health referral pathways during the after-hours period, ensuring that their patients receive the right care in the right place at the right time.

**Description of Activity \***

Brisbane North PHN will work with health practitioners to create, maintain and update after-hours specific patient care maps that are easily accessible to clinicians. This activity focuses on the technical development and delivery of after-hours specific elements of the Pathways program in the Brisbane North PHN region. The Pathways program provide ready access to evidence-based decision support and referral information that allow health practitioners to better manage patients with a range of presenting conditions.

**Needs Assessment Priorities \***

Brisbane North PHN Needs Assessment 2019/20-2021/22

**Priorities**

Needs Assessment Priority	Page Reference
After-hours healthcare	28



## Activity Demographics

### Target Population Cohort \*

This activity is targeted to clinicians operating within the Brisbane North PHN region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments \*

## Coverage \*

### Whole Region

Yes

SA3 Name	SA3 Code
Bald Hills - Everton Park	30201
Chermside	30202
Nundah	30203
Sandgate	30204
Kenmore - Brookfield - Moggill	30402
Sherwood - Indooroopilly	30403
The Gap - Enoggera	30404
Brisbane Inner	30501
Brisbane Inner - North	30503
Brisbane Inner - West	30504
Bribie - Beachmere	31301
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Caboolture Hinterland	31303
Narangba - Burpengary	31304
Redcliffe	31305
The Hills District	31401
North Lakes	31402
Strathpine	31403



## Activity Consultation and Collaboration

### Consultation \*

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

The following stakeholders were consulted specific to the development of this activity:

- general practitioners in the Brisbane North PHN region
- primary care practitioners in the Brisbane North PHN region
- specialists in the Brisbane North PHN region
- Metro North Hospital and Health Service.

Brisbane North PHN will work closely with the Metro North Hospital and Health Service in developing clinical pathways specific to the after-hours period.

#### Collaboration \*

Brisbane North PHN and the Metro North Hospital and Health Service will jointly develop the pathways. Brisbane North PHN will roll the after hours pathways and accompanying services out to general practitioners and other users.



#### Activity Milestone Details/Duration

##### Activity Start Date \*

30 Jun 2019

##### Activity End Date \*

29 Jun 2021

##### Service Delivery Start Date

July 2019

##### Service Delivery End Date

June 2021

##### 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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender : No

Expression of interest (EOI): No

Other approach (please provide details) : No

Is this activity being co-designed? \*

No

**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? \***

N/A

**Co-design or co-commissioning details \***

N/A



## [AH - 4 - AH 4 – Specialist community support to assist management of frequent emergency department attenders]



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

4

**Activity Title \***

AH 4 – Specialist community support to assist management of frequent emergency department attenders

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

After hours health care.

**Aim of Activity \***

This activity aims to improve patient outcomes by providing viable and sustainable alternatives in health care compared with frequently accessing the emergency department.

To achieve this aim, Brisbane North PHN will continue to commission service providers to deliver a coordinated community and primary care response, with a focus on improving patient health literacy on the appropriate health service to access in the after hours period. This aligns with the PHN objective of implementing innovative and locally-tailored solutions for after hours services, based on community need. This will ensure that patients receive the right care in the right place at the right time.

Collaborative work with the Metro North Hospital and Health Service identified shared difficulties across the five public hospitals within the Brisbane North PHN region regarding frequent emergency department presenters. This work has targeted specific projects undertaken to support the aim of this activity.

**Description of Activity \***

This activity will consist of specialist community support to frequent presenters during the after-hours period.

Since 2015-2016, the PHN has worked in partnership with key community agencies and the Metro North Hospital and Health Service to develop and implement a model of sustainable management for frequent attenders. To date, this model has

included working with the Metro North Hospital and Health Service to develop criteria to identify the target group, early deployment and intervention by community services, established cross-sector, cross-specialty case conferencing protocols and outcome monitoring processes.

The PHN will continue to subcontract two organisations to provide specialist community support to people who frequently present to emergency departments during the after-hours period. Micah Projects and Footprints in Brisbane will provide a seven-day response to referrals from the Metro North Hospital and Health Service, including nursing and other support.

## Needs Assessment Priorities \*

Brisbane North PHN Needs Assessment 2019/20-2021/22

### Priorities

Needs Assessment Priority	Page Reference
After-hours healthcare	28



## Activity Demographics

### Target Population Cohort \*

This activity is targeted to people who frequently attend the emergency department during the after hours period.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments \*

## Coverage \*

### Whole Region

Yes

SA3 Name	SA3 Code
Bald Hills - Everton Park	30201
Brisbane Inner	30501
Brisbane Inner - North	30503
Brisbane Inner - West	30504
Bribie - Beachmere	31301



## Activity Consultation and Collaboration

### Consultation \*

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

The following stakeholders were consulted specific to this activity:

- Metro North Hospital and Health Service, including emergency department staff
- Local GPs
- Queensland Ambulance Service
- Micah Projects
- Footprints.

#### **Collaboration \***

Brisbane North PHN will continue to work in partnership with the following stakeholders in the implementation of this activity:

- Metro North Hospital and Health Service
- Micah Projects
- Footprints

These activities will involve a high level of collaboration between the NGO providers, Queensland Ambulance Service, Metro North Hospital and Health Service, local general practices and the PHN. The collaboration will involve data sharing and data matching between the different health sectors.



### **Activity Milestone Details/Duration**

#### **Activity Start Date \***

30 Jun 2019

#### **Activity End Date \***

29 Jun 2021

#### **Service Delivery Start Date**

July 2019

#### **Service Delivery End Date**

June 2021

#### **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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date:** No

**Open tender :** No

**Expression of interest (EOI):** No

**Other approach (please provide details) :** No

**Is this activity being co-designed? \***

No

**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 details \***

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

The following stakeholders were consulted specific to this activity:

- Metro North Hospital and Health Service, including emergency department staff
- Local GPs
- Queensland Ambulance Service
- Micah Projects
- Footprints.



## [AH - 5 - AH 5 - The Health Alliance]



### Activity Metadata

#### Applicable Schedule \*

After Hours Primary Health Care

#### Activity Prefix \*

AH

#### Activity Number \*

5

#### Activity Title \*

AH 5 - The Health Alliance

#### 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 \*

The aim of the Health Alliance is to tackle healthcare problems that transcend the mandate of any one organisation or part of the health sector, and that can't be fixed by existing approaches. It aims to develop solutions that are good for people, and for the system.

The Alliance will focus on the following challenges:

- provide a whole of system approach to the challenges for accessing after hours care across the region.
  - providing the best possible care for older people across the health system, including through specialist in reach into community settings (eg RACFs and general practices);
  - developing a new model of care for vulnerable populations, to improve outcomes for people who experience complex health needs overlaid with complex social needs who frequently attend ED especially in the after hours period;
  - better health service provision for the Children of Caboolture by overcoming fragmentation and the lack of an integrated approach to care

#### Description of Activity \*

This is a modified activity from HSI 3.1 to focus on after hours. The Health Alliance is a joint initiative between the PHN and Metro North HHS.

The initiative brings together stakeholders including consumers to discuss shared problems and develop shared solutions. The Alliance provides a space where stakeholders can come together and feel empowered to design a system response not limited by existing program or institutional boundaries.

The Alliance uses the following approach to health system challenges

=> Bring stakeholders together from across the health sector

=> Developing a shared understanding of the problem inclusive of what matters most for patients

=> Agree a way forward to address the problem

=> Working with stakeholders to implement solutions and review progress

## Needs Assessment Priorities \*

Brisbane North PHN Needs Assessment 2019/20-2021/22

### Priorities

Needs Assessment Priority	Page Reference
Coordinated care for older people	28
Improved access to health and community care in Moreton Bay North	28
Better support for people with chronic and complex conditions across the care continuum	28
After-hours healthcare	28



## Activity Demographics

### Target Population Cohort \*

This activity is targeted to the following population groups:

- older people
- people who live with complex health and social needs and frequently attend ED especially after hours
- children in the Caboolture region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments \*

## Coverage \*

### Whole Region

Yes

SA3 Name	SA3 Code
Bald Hills - Everton Park	30201
Chermside	30202
Nundah	30203
Sandgate	30204
Kenmore - Brookfield - Moggill	30402
Sherwood - Indooroopilly	30403
The Gap - Enoggera	30404
Brisbane Inner	30501
Brisbane Inner - North	30503
Brisbane Inner - West	30504
Bribie - Beachmere	31301
Caboolture	31302
Caboolture Hinterland	31303

Narangba - Burpengary	31304
Redcliffe	31305
The Hills District	31401
North Lakes	31402
Strathpine	31403



## Activity Consultation and Collaboration

### Consultation \*

Extensive stakeholder engagement and consultation has taken place to support the Alliance work. Consultation will be ongoing throughout the life of the activities.

In addition to the extensive consultation listed below, the Health Alliance will use information from a recent after hours needs assessment conducted in 2019 by the Brisbane North PHN to inform discussions regarding after hours access and use by consumers and their families.

For the work focused on older people, in mid-2018 the Alliance consulted with over 200 stakeholders from across the health and aged care sectors, as well as older people themselves. This consultation culminated in a convergence event attended by 80 stakeholders. Consultation is ongoing and a key focus will remain on bringing together consumers, carer, service providers, aged care facilities, hospital specialists, GPs and practice nurses to co-design improved ways of working together to care for frail older people. This work will include a focus on improved models of care such as the 'virtual hospital', specialist in-reach into community and general practice settings and increased GP access to specialist support.

For the work focused on people with complex needs we have consulted with people living with complex needs, primary healthcare providers, the emergency and specialist outpatient departments at the Royal Brisbane and Women's Hospital, Metro North HHS's Community and Oral Health Directorate, and non-government services who support this population group.

For the work focused on children in the Caboolture subregion, in late 2018, we consulted with over 80 stakeholders from Metro North HHS's maternity and paediatric services, Children's Health Queensland's Child Health and Child Development Services, primary healthcare providers, non-government family support services and parents and carers of young children in the region. In early 2018 the Alliance jointly hosted a consultation event with the PHN, MNHHS and CHQ, bringing together almost 30 clinicians from maternity, paediatric, child health and primary care services. Some local mothers also attended this event.

### Collaboration \*

The PHN will jointly implement this activity with Metro North HHS under the direction of the three core groups that are comprised of representatives from:

- Institute for Urban Indigenous Health
- Footprints Inc
- Estia Health Albany Creek
- Carers
- Brisbane North PHN
- Metro North Hospital and Health Service
- Queensland Ambulance Service
- Bolton Clarke
- Smart Clinics Walton Bridge
- Micah Projects
- Queenslanders with Disability Network
- Children's Health Queensland.



## Activity Milestone Details/Duration

**Activity Start Date \***

30 Jun 2020

**Activity End Date \***

29 Jun 2021

**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:** No

**Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date:** No

**Open tender :** No

**Expression of interest (EOI):** No

**Other approach (please provide details) :** Yes

Direct provision by the PHN

**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? \***

Yes

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

No

**Decommissioning \***

No

## Decommissioning Details? \*

N/A

### Co-design or co-commissioning details \*

xtensive stakeholder engagement and consultation has taken place to support the Alliance work. Consultation will be ongoing throughout the life of the activities.

In addition to the extensive consultation listed below, the Health Alliance will use information from a recent after hours needs assessment conducted in 2019 by the Brisbane North PHN to inform discussions regarding after hours access and use by consumers and their families.

For the work focused on older people, in mid-2018 the Alliance consulted with over 200 stakeholders from across the health and aged care sectors, as well as older people themselves. This consultation culminated in a convergence event attended by 80 stakeholders. Consultation is ongoing and a key focus will remain on bringing together consumers, carer, service providers, aged care facilities, hospital specialists, GPs and practice nurses to co-design improved ways of working together to care for frail older people. This work will include a focus on improved models of care such as the 'virtual hospital', specialist in-reach into community and general practice settings and increased GP access to specialist support.

For the work focused on people with complex needs we have consulted with people living with complex needs, primary healthcare providers, the emergency and specialist outpatient departments at the Royal Brisbane and Women's Hospital, Metro North HHS's Community and Oral Health Directorate, and non-government services who support this population group.

For the work focused on children in the Caboolture subregion, in late 2018, we consulted with over 80 stakeholders from Metro North HHS's maternity and paediatric services, Children's Health Queensland's Child Health and Child Development Services, primary healthcare providers, non-government family support services and parents and carers of young children in the region. In early 2018 the Alliance jointly hosted a consultation event with the PHN, MNHHS and CHQ, bringing together almost 30 clinicians from maternity, paediatric, child health and primary care services. Some local mothers also attended this event.