

# Brisbane North - Integrated Team Care

2019/20 - 2020/21

Activity Summary View



[ITC-Op-Operational-ITC-OP]



## Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC-Op

**Activity Number \***

Operational

**Activity Title \***

ITC-OP

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

Existing



## [ITC - 1 - ITC1 – Care coordination and supplementary services]



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

1

**Activity Title \***

ITC1 – Care coordination and supplementary services

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Aboriginal and Torres Strait Islander Health

**Other Program Key Priority Area Description****Aim of Activity \***

Contribute to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, and support for self-management.

**Description of Activity \***

The Institute for Urban Indigenous Health (IUIH) will be commissioned to continue to deliver all aspects of the ITC program in the PHN region in conjunction with its member Aboriginal and Torres Strait Islander community controlled health services and other primary healthcare services. Program staff are positioned in Aboriginal and Torres Strait Islander community controlled health services and other IUIH premises throughout the region.

All IUIH staff are put through an intensive five day induction of the IUIH model of care and its member services' practices. Other professional development for Care Coordinators include:

- Regional Assessment Service training by My Aged Care
- CPAP training
- first aid and CPR
- executive development training (for some staff)

Care Coordinators are also offered numerous trainings sessions to gain Continuous Professional Development (CPD) points.

Every month, all Care Coordinators come together and meet as part of the ITC. At these meetings professional development in-services are usually scheduled. Some of the topics include:

- continence
- mental health
- homelessness services and other social services
- alcohol, tobacco other drugs
- continuous quality improvement in AMSs training

\*AMS refers to Indigenous Health Services and Aboriginal Community Controlled Health Services

## Needs Assessment Priorities \*

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

### Priorities

Needs Assessment Priority	Page Reference
Culturally responsive services for Aboriginal and Torres Strait Islander people	28



## Activity Demographics

### Target Population Cohort \*

Aboriginal and Torres Strait Islander people with diagnosed chronic conditions

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

Yes

### Indigenous Specific Comments \*

Specifically target Aboriginal and Torres Strait Islanders with a chronic disease. Through the 6 Community Controlled Health Services in our region as well as mainstream General Practice that have high numbers of Aboriginal and Torres Strait Islander people will be able to access the ITC program. These medical centres as well as strong community connections allow individual clients easy access to the health supports that they need.

## 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 continues to engage with Aboriginal and Torres Strait Islander communities. The PHN, IUIH and Metro North Hospital and Health Service have signed a Statement of Intent which aims to collaboratively enhance planning, commissioning and evaluation of health services within the PHN region.

In 2017-2018, ITC yarning circles were embedded into the program and will continue into the next contracting period. The purpose of the yarning circles is to provide consumer feedback into the ITC program to improve service quality. These yarning circles have taken place throughout SEQ and have been received positively throughout the differing communities. This positive engagement tool enables participants to openly discuss their experiences and have direct input into the program. It has been decided by all ITC stakeholders that while yarning circles have been beneficial over the last few years, we will not continue them as we are collecting much of the same information year after year. We are currently exploring other methods of consultation, which may include consultation with GP practice staff.

Additionally, all AMSs that have an in-house ITC Care Coordinator are community controlled and therefore have multiple mechanisms that collect community and consumer feedback and embed this information into everyday practises.

### Collaboration \*

IUIH has been delivering the program for many years and is an important part of this collaboration and their advice is always sought and valued. Brisbane North PHN play an important role in bringing the four PHNs in South East Queensland and the IUIH together. As Brisbane North PHN is the lead PHN in this model, the Brisbane North PHN facilitates regular meetings with the steering committee comprised of other PHNs and the IUIH to stay informed and connected to the program. An annual forum/workshop is also included in ITC activities to highlight ITC activities and bring stakeholders together to learn from each other, network and build relationships.



## Activity Milestone Details/Duration

### Activity Start Date \*

30 Jun 2020

### Activity End Date \*

29 Jun 2021

### Service Delivery Start Date

01/07/2020

### Service Delivery End Date

30/06/2021

### Other Relevant Milestones

Activity is valid for full duration of AWP



## 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? \*

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? \*

There are no plans to decommission the current service provider.

Co-design or co-commissioning details \*

In 2017-2018, ITC yarning circles were embedded into the program. The purpose of the yarning circles was to provide consumer feedback into the ITC program to improve service quality. These yarning circles have taken place throughout SEQ and have been received positively throughout the differing communities. This positive engagement tool enables participants to openly discuss their experiences and have direct input into the program. We are currently exploring other methods of consultation, which may include consultation with mainstream GP practice staff.



## [ITC - 2 - ITC2 – Culturally competent mainstream services]



### Activity Metadata

#### Applicable Schedule \*

Integrated Team Care

#### Activity Prefix \*

ITC

#### Activity Number \*

2

#### Activity Title \*

ITC2 – Culturally competent mainstream services

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

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

Aboriginal and Torres Strait Islander Health

#### Other Program Key Priority Area Description

#### Aim of Activity \*

Improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health, and specialists) for Aboriginal and Torres Strait Islander people

#### Description of Activity \*

The Institute for Urban Indigenous Health (IUIH) will be commissioned to continue to deliver all aspects of the ITC program in the PHN region

For a full description of the South East Queensland Integrated Team Care Annual Plan 2019-2021, see included plan (appendix 1).

Workforce Type	FTE	AMS	MPC	PHN
Indigenous Health Project Officers	2	2*	-	-
Outreach Workers	2	2*	-	-
Consultants			-	-
Other: specify			-	-

\*Staff work out of IUIH offices. Both Project Officers and both Outreach Workers work mostly with mainstream services.

All IUIH staff are put through an intensive five day induction of the IUIH model of care and its member services' practices. Other professional development for Care Coordinators include:

- cultural awareness training
- first aid and CPR

- executive development training (for some staff)

Every month, all Outreach Workers and Project Officers come together and meet as part of the ITC. At these meetings professional development in-services are usually scheduled. Some of the topics include:

- community services
- MBS information
- transit services
- other government and non-government services

\*AMS refers to Indigenous Health Services and Aboriginal Community Controlled Health Services

## Needs Assessment Priorities \*

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

### Priorities

Needs Assessment Priority	Page Reference
Culturally responsive services for Aboriginal and Torres Strait Islander people	28



## Activity Demographics

### Target Population Cohort \*

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

Yes

### Indigenous Specific Comments \*

The positions are identified positions and work with Aboriginal and Torres Strait Islander clients to break down barriers to accessing mainstream General Practices. Relationships are built with General Practice and individual patients to bring both together to improve health outcomes.

## Coverage \*

### Whole Region

Yes

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Bald Hills - Everton Park	30201
Chermside	30202
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The Gap - Enoggera	30404
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Narangba - Burpengary	31304
Redcliffe	31305
The Hills District	31401
North Lakes	31402
Strathpine	31403



## Activity Consultation and Collaboration

### Consultation \*

The PHN continues to engage with the Aboriginal and Torres Strait Islander communities. The PHN, IUIH and Metro North Hospital and Health Service have signed a Statement of Intent which aims to enhance collaborative planning, commissioning and evaluation of health services within the PHN region.

In 2017-2018, ITC yarning circles were embedded into the program. The purpose of the yarning circles was to provide consumer feedback into the ITC program to improve service quality. These yarning circles have taken place throughout SEQ and have been received positively throughout the differing communities. This positive engagement tool enables participants to openly discuss their experiences and have direct input into the program. It has been decided by all ITC stakeholders that while yarning circles have been beneficial over the last few years, we will not continue them as we are collecting much of the same information year after year. We are currently exploring other methods of consultation, which may include consultation with mainstream GP practice staff.

A consultation method that has been used for a while and will continue to be used is an Outreach worker survey that is given to Outreach worker clients that access mainstream services. This survey asks about client satisfaction and barriers to access and is used to both evaluate the ITC service as well as perceptions of the mainstream services attended.

### Collaboration \*

IUIH has been delivering this aspect of the program for many years and they are an important part of the collaboration and their advice is always sought and valued. Brisbane North PHN play an important role in bringing the four PHNs in South East Queensland and the IUIH together. As Brisbane North PHN is the lead PHN in this model, the Brisbane North PHN facilitates regular meetings with the steering committee comprised of other PHNs and the IUIH to stay informed and connected to the program. An annual forum/workshop is also included in ITC activities to highlight ITC activities and bring stakeholders together to learn from each other, network and build relationships.



## Activity Milestone Details/Duration

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## Other Relevant Milestones

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## Activity Commissioning

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Yes

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

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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? \*

There are no plans to decommission the current service provider.

Co-design or co-commissioning details \*

In 2017-2018, ITC yarning circles were embedded into the program. The purpose of the yarning circles was to provide consumer feedback into the ITC program to improve service quality. These yarning circles have taken place throughout SEQ and have been received positively throughout the differing communities. This positive engagement tool enables participants to openly discuss their experiences and have direct input into the program. We are currently exploring other methods of consultation, which may include consultation with mainstream GP practice staff.