

# Brisbane North - After Hours Primary Health Care 2019/20 - 2023/24 Activity Summary View



## AH - 1000 - AH 1 – Outreach health to priority population groups



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

1000

**Activity Title \***

AH 1 – Outreach health to priority population groups

**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 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 \***

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.

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.

## Needs Assessment Priorities \*

### Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

#### Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Service System	57
Brisbane North PHN HNA - Priority - Population Health	56



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

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

- Micah Projects
- Queensland Injectors Health Network
- Metro North Hospital and Health Service

### Collaboration

Brisbane North PHN will continue to collaborate with Micah Projects, and Queensland Injectors Health Network

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

29/06/2019

### Activity End Date

29/06/2023

### Service Delivery Start Date

July 2019

### Service Delivery End Date

June 2023

### 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?

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 comments

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
- Metro North Hospital and Health Service



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$500,000.00	\$825,000.00	\$440,000.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$500,000.00	\$825,000.00	\$440,000.00	\$0.00	\$0.00	\$1,765,000.00
Total	\$500,000.00	\$825,000.00	\$440,000.00	\$0.00	\$0.00	\$1,765,000.00

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



## Summary of activity changes for Department

### Activity Status

Ready for Submission





## AH - 2000 - AH 2 - Medical Mums Campaign



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

2000

**Activity Title \***

AH 2 - Medical Mums Campaign

**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 healthcare

**Aim of Activity \***

Immunisation programs help protect the community against the spread of potentially serious illness and disease. However, their success depends on maintaining high immunisation rates within the population.

The aim of this activity is to increase childhood immunisation rates in the PHN region through targeted public education campaigns and support for general practice and decrease the chances of children needing after hours or emergency care.

**Description of Activity \***

The PHN will run a health promotion campaign targeted at areas within the PHN region that have lower than average immunisation rates. Specifically, this project will involve implementation of a community awareness campaign using online delivery, with a focus on health literacy principles to ensure the information is accessible to vulnerable population groups. Campaign materials include a dedicated website, video/animation and digital material. Media promotion methods include: social media advertising, online advertising and directly to general practice via our Primary Care Liaison Officers.

The PHN will also continue to work in partnership with the Metro North Health's Public Health Unit in supporting general practices to improve immunisation rates of children, through provision of education events to general practitioners and general practice staff. There is no cost associated with this part of the activity. By increasing childhood immunisation rates, we decrease the

chances of children needing after hours or emergency care.

The health promotion campaign intends to build upon the “Medical Mums” campaign which has been delivered across the PHN region since 2016.

## Needs Assessment Priorities \*

### Needs Assessment

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

#### Priorities

Priority	Page reference
After-hours healthcare	28



## Activity Demographics

### Target Population Cohort

The target population is for parents and carers of children aged 0-4 years.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

The PHN continues to consult with a range of key stakeholders across the community and healthcare sectors in the PHN region on the development and implementation of this community awareness campaign. This includes health professionals, Metro North Public Health Unit, community representatives and consumers.

### Collaboration

The PHN will continue to collaborate with key stakeholders, including the Metro North Health’s Public Health Unit, Metro North Health and general practitioners working in the PHN region in the continued development and implementation of the community awareness campaign.





## Activity Milestone Details/Duration

**Activity Start Date**

**Activity End Date**

**Service Delivery Start Date**

23/04/2022

**Service Delivery End Date**

24/05/2022

**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):** Yes

**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 comments**

The PHN continues to consult with a range of key stakeholders across the community and healthcare sectors in the PHN region on the development and implementation of this community awareness campaign. This includes health professionals, Metro North Public Health Unit, community representatives and consumers.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$76,201.00	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$76,201.00	\$0.00	\$0.00	\$0.00	\$76,201.00
Total	\$0.00	\$76,201.00	\$0.00	\$0.00	\$0.00	\$76,201.00

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



## Summary of activity changes for Department

### Activity Status

Ready for Submission



## AH - 2000 - AH 2 - Implementation of After Hours partnerships and regional plan for Brisbane North



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

2000

**Activity Title \***

AH 2 - Implementation of After Hours partnerships and regional plan for Brisbane North

**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 Health Care

**Aim of Activity \***

Following the finalisation of the Brisbane North After Hours Regional Plan and identification of priority groups and priority activities, the PHN will work with partners to focus on some identified implementation activities to address gaps in after-hours service provision and improve service integration for at risk populations. This will include recommendations to guide commissioning activities aiming to improve health outcomes for people within the region for the long term.

The key objectives of this After-Hours Regional Plan Implementation are to:

- Improve access to after-hours primary health care through effective planning, coordination and support
- Ensure the services meet the identified needs of the population
- Focus on service delivery in the after hours period
- Engage in commissioning of after hours services to meet the community health need
- Increase the efficiency and effectiveness of after-hours primary health care for patients, particularly those with limited access to health services
- Increase consumer awareness of after hours primary health care options available in the community.

Implementation of this Plan is undertaken with a long term view and will be aligned with the DOHAC Primary Health Network After Hours Program Operational Guidelines.

### Description of Activity \*

Following the completion of the After Hours Regional Plan (AH4), a list of recommendations to guide commissioning activities aiming to improve health outcomes for people within the region for the long term and aligned with the DOHAC Primary Health Network After Hours Program Operational Guidelines will occur.

The specifics of the service delivery will be determined once the recommendations from the regional plan are provided. Further, this will depend on the Department's impending guidance for after hours activities.

### Needs Assessment Priorities \*

#### Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

#### Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Service System	57
Brisbane North PHN HNA - Priority - Population Health	56



## Activity Demographics

### Target Population Cohort

The project will target consumers who want or need to access primary health care services in the after-hours period and service providers who can work together in collaborative models to fill identified gaps.

### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Consultation will take place with the following stakeholders: consumers and carers, general practice and QUIHN.

#### Collaboration

A project steering committee will be established and chaired by Brisbane North PHN. The steering committee will include members from Metro North Health, general practice, Aboriginal Community Controlled Health Organisations, QLD Ambulance Service and priority communities.



### Activity Milestone Details/Duration

#### Activity Start Date

30/06/2022

#### Activity End Date

29/06/2023

#### Service Delivery Start Date

01/01/2023

#### Service Delivery End Date

#### Other Relevant Milestones

Regional plan to be finalised and the procurement and commissioning activity will commence at Q2. Service delivery estimated to commence in 2023 calendar year, but will be dependent on complexity of procurement process and market availability.



### 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):** Yes

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?

n/a

## Co-design or co-commissioning comments

This activity will be co-designed in consultation with consumers and carers, general practice and QUIHN, and in addition will be undertaken in collaboration with Metro North Health, general practice, Aboriginal community controlled health organisations, QLD Ambulance Service and members of priority communities.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$0.00	\$357,332.45	\$0.00	\$0.00

### Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$0.00	\$357,332.45	\$0.00	\$0.00	\$357,332.45
Total	\$0.00	\$0.00	\$357,332.45	\$0.00	\$0.00	\$357,332.45

## Funding From Other Sources - Financial Details

## Funding From Other Sources - Organisational Details



## Summary of activity changes for Department

### Activity Status

Ready for Submission



## AH - 3000 - AH 3 GP Capacity building of after hours minor accidents and illness



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

3000

**Activity Title \***

AH 3 GP Capacity building of after hours minor accidents and illness

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Workforce

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

Our partnership with Metro North Health has identified that there are many presentations to their Emergency Departments, including frequent presenters, that could be better managed in primary care. These conditions include chronic disease exacerbation and minor accidents and illnesses/urgent care.

This activity aims to increased knowledge and confidence of primary care staff to manage minor accidents and illnesses and chronic disease, especially in the after-hours period. This upskilling is targeting primary care team across the region to improve the management of minor accidents and illnesses and chronic disease.

**Description of Activity \***

Our partnership with Metro North Health has identified that there are many presentations to their Emergency Departments, including frequent presenters, that could be better managed in primary care. These conditions include chronic disease exacerbation and minor accidents and illnesses/urgent care. We are working on collaborative strategies and pathways for these patients which include supporting primary care to work to top of scope to manage these conditions better and have identified there is a need to provide upskilling and training in these areas, especially to support after-hours care.

This activity will use internal capacity within the PHN to coordinate training activities across a range of providers and EOIs from



General Practices and other primary care providers or after hours services (e.g. Micah, QulHN). The training requirements of GPs, practices nurses and frontline administration staff will be assessed in relation to the existing identified areas of training need. Other possible barriers to the management of these presentations in the after-hours primary care setting will also be documented and explored where possible, within the scope of this project.

## Needs Assessment Priorities \*

### Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

#### Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Service System	57
Brisbane North PHN HNA - Priority - Population Health	56



## Activity Demographics

### Target Population Cohort

This activity is targeting primary care teams across the region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Consultation with general practitioners, practice managers and practice nurses will take place to determine training needs with a focus on after-hours patient care requirements.

### Collaboration

The PHN will collaborate with Metro North Health in the identification of training needs and will implement the activity in

collaboration with the Royal Australian College of General Practitioners and other suitably accredited providers. Further linkages and involvement with other education providers including universities and QLD Ambulance Service will also be explored.



## Activity Milestone Details/Duration

### Activity Start Date

18/09/2021

### Activity End Date

29/06/2023

### 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: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

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?

n/a

**Co-design or co-commissioning comments**

This activity will be co-designed in consultation with general practitioners to help identify appropriate training needs and providers, and in addition will be undertaken in collaboration with Metro North Health



**Activity Planned Expenditure**

**Planned Expenditure**

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$100,000.00	\$50,000.00	\$0.00	\$0.00

**Totals**

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$100,000.00	\$50,000.00	\$0.00	\$0.00	\$150,000.00
Total	\$0.00	\$100,000.00	\$50,000.00	\$0.00	\$0.00	\$150,000.00

**Funding From Other Sources - Financial Details**

**Funding From Other Sources - Organisational Details**



**Summary of activity changes for Department**

**Activity Status**

Ready for Submission



## AH - 3000 - AH 3 - Flu vaccination for vulnerable populations



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

3000

**Activity Title \***

AH 3 - Flu vaccination for vulnerable populations

**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 \***

This public health program was introduced as a matter of urgency given the COVID-19 pandemic and the push to move quickly to mitigate further risk to the health of people who have many comorbidities. The delivery of free influenza vaccinations to vulnerable people at increased risk of poor health outcomes amidst the COVID-19 pandemic aims to reduce the risk of another respiratory infection in individuals and reduce additional strain on the healthcare system during a pandemic. Providing vaccinations through trusted organisations already working with vulnerable populations facilitates the removal of barriers to people receiving the flu vaccine including cost, inability or fear of attending a GP in the midst of the pandemic, or lack of awareness of the benefits of vaccination.

In a previous pilot iteration of this service in 2020 during the first wave of COVID 19, Micah Projects reported that 43% of those vaccinated had never previously received a flu vaccination, demonstrating the significance of this program and its reach.

**Description of Activity \***

Brisbane North PHN funds several agencies to do outreach to vulnerably housed populations in our region. These agencies provide after hours clinical services and care coordination, including connection to mainstream primary care services, to homeless and vulnerable population groups across the region.

Micah Projects delivers nursing services as part of a homeless outreach service, with a focus on the Brisbane Inner City subregion. Evaluations of this work have demonstrated significant reduction in after hours burden on the hospital system.

Queensland Injectors Health Network (QuIHN) provides outreach health services to homeless and vulnerably housed people, with a focus on the Moreton Bay North subregion. This project uses the Micah Projects model.

Micah Projects and QuIHN were supported by additional, time limited (10 weeks) funding in 2020 to provide additional support to those people with whom they already engaged. The evolution of the Covid 19 virus and rapid spread posed a potentially devastating impact on people already considered at risk of multiple morbidities. Providing free flu vaccinations via the outreach process and in places where vulnerable people gathered, ensured a broader uptake of vaccines than might otherwise be anticipated.

The success of this previous approach supported implementation of the process again in 2021.

## Needs Assessment Priorities \*

### Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

#### Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Population Health	56



## Activity Demographics

### Target Population Cohort

Vulnerable populations that experience a range of issues including but not limited to:

- Homelessness and vulnerable housing
- Mental illness
- Disability and injury
- Poor physical health

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

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

- Micah Projects
- Queensland Injectors Health Network
- QLD Health

#### **Collaboration**

Brisbane North PHN will continue to collaborate with Micah Projects and Queensland Injectors Health Network. The role of all these organisations is to engage and inform the PHN in delivering appropriate outreach vaccination clinics/services during after-hours, for people who are often hard to reach and are disengaged with current health services.

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

#### **Activity Start Date**

30/06/2021

#### **Activity End Date**

29/06/2023

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

01/07/2021

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

30/06/2023

#### **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?**

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?**

**Co-design or co-commissioning comments**

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

- Micah Projects
- Queensland Injectors Health Network
- QLD Health



**Activity Planned Expenditure**

**Planned Expenditure**

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$150,000.00	\$150,000.00	\$0.00	\$0.00

**Totals**

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$150,000.00	\$150,000.00	\$0.00	\$0.00	\$300,000.00
Total	\$0.00	\$150,000.00	\$150,000.00	\$0.00	\$0.00	\$300,000.00

**Funding From Other Sources - Financial Details**

**Funding From Other Sources - Organisational Details**



**Summary of activity changes for Department**

**Activity Status**

Ready for Submission





## AH - 4000 - AH 4 - Development of After Hours Partnership and Regional Plan



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

4000

**Activity Title \***

AH 4 - Development of After Hours Partnership and Regional Plan

**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 healthcare

**Aim of Activity \***

Discussions with Metro North Health, Primary Health Care providers and data from our most recent Needs Assessment have identified gaps in the provision of after-hours care for our communities, especially in the northern end of our catchment and including residents in residential aged care facilities (RACFs). This results in care being delayed and/or unnecessary presentations to the Emergency Departments for conditions that are non-urgent. There are many patient and service barriers that contribute to this problem.

Our response needs to understand the factors contributing to this issue (data, barriers, enablers) from consumers and provide rs and work with partners to develop a regional plan to address gaps in after-hours service provision and improving service integration for at risk populations. We want to improve patient experience by encouraging health care providers to work collaboratively and address fragmentation and increase the efficiency and effectiveness of communication and continuity of care across providers. And finally, we want to increase consumer awareness of after hours primary health care options available in the community

The key objectives of this after-hours project are to:

- Increase the efficiency and effectiveness of after-hours primary health care for patients, particularly those with limited access to health services; and

- Improve access to after-hours primary health care through effective planning, coordination and support

#### Description of Activity \*

This project will involve employing a Project Coordinator for 12 months to:

- Work with Metro North Health and review scientific evidence to identify conditions presenting to the Emergency Department of each hospital during after-hours and identifying conditions that are amenable to being treated by GPs skilled in more acute care presentations (and link to GP capacity building project)
  - Review the literature and undertake qualitative research with consumers and providers to identify barriers and enablers to accessing clinically appropriate after-hours care in the Primary Health Care setting
  - Map the existing after-hours services offered across the Metro North Catchment including: General practice, pharmacies, QLD Ambulance Service, helplines (e.g. 13 HEALTH, LifeLine), medical deputising services, emergency departments, and assertive outreach services (e.g. Micah. QuIHN)
  - Develop a regional after-hours plan to identify priority populations and conditions and develop coordinated actions and innovative solutions across service providers to address service gaps
  - Form partnership groups to address gaps in after-hours service arrangements and improve service integration within the PHN region.
  - Identify opportunities via new After-hours funding in FY22/23 and other avenues to address service gaps via commissioning or new models of care
  - Increase consumer awareness of after-hours primary health care available in the community such as a providing a dedicated website to guide patients on when they should attend an Emergency Department after normal business hours, or when they should seek an alternative health care service.
- The project will target consumers who want or need to access primary health care services in the after -hours period and service providers who can work together in collaborative models to fill identified gaps.

#### Needs Assessment Priorities \*

##### Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

##### Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Service System	57
Brisbane North PHN HNA - Priority - Population Health	56



#### Activity Demographics

##### Target Population Cohort

The project will target consumers who want/need to access primary health care services in the after -hours period and service providers who can work together in collaborative models to fill identified gaps.

##### In Scope AOD Treatment Type \*

##### Indigenous Specific \*

No

##### Indigenous Specific Comments

## Coverage

Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Consultation will take place with the following stakeholders: consumers and carers, general practice and QUIHN.

### Collaboration

A project steering committee will be established and chaired by Brisbane North PHN. The steering committee will include members from Metro North Health, general practice and priority communities.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2021

### Activity End Date

29/06/2023

### 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: No

Open Tender: Yes

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

This activity will be co-designed in consultation with consumers and carers, general practice and QUIHN, and in addition will be undertaken in collaboration with Metro North Health, general practice and members of priority communities.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$70,001.37	\$240,000.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$70,001.37	\$240,000.00	\$0.00	\$0.00	\$310,001.37
Total	\$0.00	\$70,001.37	\$240,000.00	\$0.00	\$0.00	\$310,001.37

**Funding From Other Sources - Financial Details**

**Funding From Other Sources - Organisational Details**

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**Summary of activity changes for Department**

**Activity Status**

Ready for Submission



## AH - 5000 - AH 5 - The Health Alliance



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

5000

**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 healthcare

**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.

- developing a new model of care for vulnerable populations in Caboolture, 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;
- Within Moreton Bay, there is an increasing desire and imperative among key stakeholders to work together to deliver services and care in new ways, such as through a Collective Impact (CI) initiative. A CI is only one of many place-based delivery approaches. More than just a new way of collaborating, CI is a progressive, staged approach to problem solving that requires multiple organisations from different sectors to align with a shared agenda and mutually reinforcing activities.

**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

=> Implement place-based collective approaches

=> Working with stakeholders to implement solutions and review progress

## Needs Assessment Priorities \*

### Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

#### Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Service System	57
Brisbane North PHN HNA - Priority - Population Health	56



## Activity Demographics

### Target Population Cohort

This activity is targeted to the following population groups:

- older people
- residents of the Moreton Bay region including Caboolture
- people who live with complex health and social needs and frequently attend ED especially after hours

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes

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



## 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. It will be further refined by the After Hours regional plan for development in 2022.

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**

30/06/2022

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

30/12/2023

##### **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:** No

**Open Tender:** No

**Expression Of Interest (EOI):** No

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

**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 comments**

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.



**Activity Planned Expenditure**

**Planned Expenditure**

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$460,000.00	\$0.00	\$230,000.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$460,000.00	\$0.00	\$230,000.00	\$0.00	\$0.00	\$690,000.00
Total	\$460,000.00	\$0.00	\$230,000.00	\$0.00	\$0.00	\$690,000.00

### Funding From Other Sources - Financial Details

230000

### Funding From Other Sources - Organisational Details

Metro North Hospital and Health Service



## Summary of activity changes for Department

### Activity Status

Ready for Submission



## AH-Op - 1000 - After Hours Administration



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-Op

**Activity Number \***

1000

**Activity Title \***

After Hours Administration

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

Existing

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### Activity Priorities and Description

**Program Key Priority Area \***

**Other Program Key Priority Area Description**

**Aim of Activity \***

**Description of Activity \***

**Needs Assessment Priorities \***

**Needs Assessment**

**Priorities**

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## Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type \*

Indigenous Specific \*

Indigenous Specific Comments

### Coverage

Whole Region



## Activity Consultation and Collaboration

Consultation

Collaboration



## Activity Milestone Details/Duration

Activity Start Date

Activity End Date

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: No  
Open Tender: No  
Expression Of Interest (EOI): No  
Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Operational	\$306,800.00	\$306,800.00	\$165,800.00	\$0.00	\$0.00

## Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Operational	\$306,800.00	\$306,800.00	\$165,800.00	\$0.00	\$0.00	\$779,400.00
Total	\$306,800.00	\$306,800.00	\$165,800.00	\$0.00	\$0.00	\$779,400.00

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



## Summary of activity changes for Department

### Activity Status

Ready for Submission

