



**Australian Government**

**Department of Health**



An Australian Government Initiative

## **Activity Work Plan 2019-2021: After Hours Funding**

This After Hours Activity Work Plan template has the following parts:

1. The After Hours Activity Work Plan for the financial years 2019-20 and 2020-2021. Please complete the table of planned activities funded under the following:
  - a) Primary Health Networks Core Funding, Item B.3 – Primary Health Networks – After Hours Primary Health Care Program Funding
2. The Indicative Budget for the financial years 2019-20 and 2020-21. Please attach an excel spreadsheet using the template provided to submit indicative budgets for:
  - a) Primary Health Networks Core Funding, Item B.3 – Primary Health Networks – After Hours Primary Health Care Program Funding

***Brisbane North PHN***

***When submitting this Activity Work Plan to the Department of Health, the PHN must ensure that all internal clearances have been obtained and the Activity Work Plan has been endorsed by the CEO.***

## Overview

This After Hours Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan can be proposed for a period of up to 24 months. Regardless of the proposed duration for each activity, the Department of Health will require PHNs to submit updates to the Activity Work Plan on an annual basis.

### Important documents to guide planning

The following documents will assist in the preparation of your Activity Work Plan:

- Activity Work Plan guidance material;
- PHN Needs Assessment Guide;
- PHN Program Performance and Quality Framework;
- Primary Health Networks Grant Programme Guidelines;
- Clause 3, Financial Provisions of the Standard Funding Agreement.

### Formatting requirements

- Submit plans in Microsoft Word format only.
- Submit budgets in Microsoft Excel format only.
- Do not change the orientation of any page in this document.
- Do not add any columns or rows to tables, or insert tables/charts within tables – use attachments if necessary.
- Delete all instructions prior to submission.

# 1. (a) Planned PHN activities for 2019-20 and 2020-21 – After Hours Primary Health Care Program Funding

PHNs must use the table below to outline the activities proposed to be undertaken within the period 2019-2021.

<b>Proposed Activities - copy and complete the table as many times as necessary to report on each activity</b>	
ACTIVITY TITLE	<p><i>Provide a <b>title for the activity</b>, with the prefix <b>“AH”</b>.</i></p> <p><b>AH 1 – Outreach health to priority population groups</b></p>
Existing, Modified, or New Activity	<p><i>Indicate if this is an existing activity, modified activity, or a new activity.</i> Existing Activity</p> <p><i>If activity is existing or modified, provide the relevant reference/s from previous Activity Work Plan/s where possible.</i></p> <p>Activity AH1 in the 2018-19 After Hours Primary Health Care activity work plan.</p>
Program Key Priority Area	<p><i>Choose from the following:</i> Other (please provide details)</p> <p><i>If Other (please provide details):</i> After hours health care.</p>
Needs Assessment Priority	<p><i>As identified in the Priorities, Options and Opportunities Section of the Needs Assessment, provide the number, title and page reference for the priority that this activity is addressing.</i></p> <p>This activity addresses the needs assessment priority GP5 – After hours healthcare (page 28).</p> <p><i>If this activity is a “possible option” in the Needs Assessment, provide details.</i></p> <p>This activity is aligned to the option of ‘commission outreach after-hours healthcare services catering to homeless and vulnerable population groups’(page 33).</p>
Aim of Activity	<p><i>Describe what this activity will aim to achieve, and how it will address the identified need (300 word limit).</i></p> <p>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.</p>
Description of Activity	<p><i>Describe the activity, including what work will be undertaken, and how the activity and/or services will be delivered.</i></p>

	<p>This activity will comprise the following:</p> <ul style="list-style-type: none"> <li>• <b>Micah Projects</b> 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.</li> <li>• <b>Queensland Injectors Health Network</b> 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.</li> <li>• <b>Ethnic Communities Council Queensland</b> will be subcontracted to provide health services to culturally and linguistically diverse people to increase coordination and links to primary healthcare services.</li> </ul> <p>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.</p> <p><b>Other projects which the PHN will be continuing include:</b></p> <ul style="list-style-type: none"> <li>• <b>Refugee health literacy and support to access appropriate primary healthcare.</b> 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.</li> </ul> <p>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.</p>
Target population cohort	<p><i>Describe the cohort that this activity will target.</i></p> <p>This activity is targeted to homeless, marginalised and vulnerable population groups residing in the Brisbane North PHN region.</p>
Indigenous specific	<p><i>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</i></p>

	<p>No</p> <p><i>If yes, briefly describe how this activity will engage with the Indigenous sector.</i></p>
Coverage	<p><i>Outline coverage of the activity. Where area covered is not the whole PHN region, provide the statistical area as defined in the Australian Bureau of Statistics (ABS), or LGA.</i></p> <p>This activity will cover the whole Brisbane North PHN region.</p>
Consultation	<p><i>Provide details of stakeholder engagement and consultation activities to support this activity. Confirm whether GPs were consulted.</i></p> <p>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.</p> <p>Brisbane North PHN has consulted with the following stakeholders in the development of this specific activity:</p> <ul style="list-style-type: none"> <li>• Micah Projects</li> <li>• Queensland Injectors Health Network</li> <li>• Brisbane South PHN</li> <li>• Mater Refugee Health</li> <li>• Metro North Hospital and Health Service</li> <li>• Ethnic Communities Council Queensland</li> <li>• Multicultural Development Australia.</li> </ul>
Collaboration	<p><i>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.</i></p> <p>Brisbane North PHN will continue to collaborate with Micah Projects, Queensland Injectors Health Network, Mater Refugee Health and Ethnic Communities Council of Queensland.</p> <p>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.</p>
Activity milestone details/ Duration	<p><i>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</i></p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p>This activity is ongoing and services are already in place.</p>

	<p><b><i>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</i></b>  Service delivery start date: July 2019  Service delivery end date: June 2021</p> <p>Any other relevant milestones?</p>
<p>Commissioning method and approach to market</p>	<p><b><i>1. Please identify your intended procurement approach for commissioning services under this activity:</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not yet known</li> <li><input checked="" type="checkbox"/> Continuing service provider / contract extension</li> <li><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</li> <li><input type="checkbox"/> Open tender</li> <li><input type="checkbox"/> Expression of Interest (EOI)</li> <li><input type="checkbox"/> Other approach (please provide details)</li> </ul> <p><b><i>2a. Is this activity being co-designed?</i></b> No</p> <p><b><i>2b. Is this activity this result of a previous co-design process?</i></b> Yes</p> <p><b><i>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements?</i></b> No</p> <p><b><i>3b. Has this activity previously been co-commissioned or joint-commissioned?</i></b> No</p>
<p>Decommissioning</p>	<p><b><i>1a. Does this activity include any decommissioning of services?</i></b> No</p> <p><b><i>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</i></b></p>

<b>Proposed Activities - copy and complete the table as many times as necessary to report on each activity</b>	
ACTIVITY TITLE	<p><i>Provide a <b>title for the activity</b>, with the prefix “AH”.</i></p> <p><b>AH 2 – Integrated community education campaign</b></p>
Existing, Modified, or New Activity	<p><i>Indicate if this is an existing activity, modified activity, or a new activity.</i></p> <p>Existing Activity</p> <p><i>If activity is existing or modified, provide the relevant reference/s from previous Activity Work Plan/s where possible.</i></p> <p>Activity AH2 in the 2018-19 After Hours Primary Health Care activity work plan.</p>
Program Key Priority Area	<p><i>Choose from the following:</i></p> <p>Other (please provide details)</p> <p><i>If Other (please provide details):</i> After hours healthcare.</p>
Needs Assessment Priority	<p><i>As identified in the Priorities, Options and Opportunities Section of the Needs Assessment, provide the number, title and page reference for the priority that this activity is addressing.</i></p> <p>This activity addresses the needs assessment priority GP5 – After hours healthcare (page 28).</p> <p><i>If this activity is a “possible option” in the Needs Assessment, provide details.</i></p> <p>This activity is aligned to the option of ‘deliver an integrated community education campaign to improve awareness of after-hours health services’ (page 33).</p>
Aim of Activity	<p><i>Describe what this activity will aim to achieve, and how it will address the identified need (300 word limit).</i></p> <p>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.</p> <p>The campaign will focus on people inappropriately accessing emergency departments and target populations who may have difficulty in accessing appropriate after-hours services.</p>
Description of Activity	<p><i>Describe the activity, including what work will be undertaken, and how the activity and/or services will be delivered.</i></p> <p>Specifically, this project will involve:</p> <ol style="list-style-type: none"> <li><b>1. implementation of an integrated community education campaign</b> using traditional media, online and face-to-face</li> </ol>

	<p>delivery, with a focus on health literacy principles to ensure the information is accessible to vulnerable population groups</p> <p><b>2. development of an integrated community education campaign</b> tailored to Aboriginal and Torres Strait Islander people, with a focus on health literacy principles and cultural responsiveness.</p> <p>Based on this, the campaign will target these population groups and more broadly will educate people on after-hour services other than the emergency department of a hospital.</p> <p>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.</p>
Target population cohort	<p><i>Describe the cohort that this activity will target.</i></p> <p>This activity is targeted to the following population groups:</p> <ul style="list-style-type: none"> <li>• Young people (typically aged 20 to 35 years)</li> <li>• Parents with young children</li> <li>• Aboriginal and Torres Strait Islander people.</li> </ul> <p>The campaign will target these population groups and more broadly will education people on after hours services other than the emergency department of a hospital.</p>
Indigenous specific	<p><i>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</i></p> <p>Yes</p> <p>A component of this activity will be targeted to Aboriginal and Torres Strait Islander people.</p> <p><i>If yes, briefly describe how this activity will engage with the Indigenous sector.</i></p> <p>The PHN will work with Indigenous stakeholders and our HHS to co-design a component of the awareness campaign targeted at the local Aboriginal and Torres Strait Islander population.</p>
Coverage	<p><i>Outline coverage of the activity. Where area covered is not the whole PHN region, provide the statistical area as defined in the Australian Bureau of Statistics (ABS), or LGA.</i></p> <p>This activity will cover the whole Brisbane North PHN region.</p>
Consultation	<p><i>Provide details of stakeholder engagement and consultation activities to support this activity. Confirm whether GPs were consulted.</i></p> <p>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</p>



	<p>confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.</p> <p>The PHN will also continue to consult with the following stakeholders in the ongoing development of this activity:</p> <ul style="list-style-type: none"> <li>• Metro North Hospital and Health Service</li> <li>• general practitioners working in our region</li> <li>• pharmacists working in our region</li> <li>• Australian Medical Association Queensland</li> <li>• Queensland Ambulance Service</li> <li>• Royal Australian College of General Practitioners</li> <li>• Institute for Urban Indigenous Health.</li> </ul>
Collaboration	<p><i>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.</i></p> <p>This work builds upon existing relationships and partnerships including:</p> <ul style="list-style-type: none"> <li>• Queensland Health</li> <li>• Metro North Hospital and Health Service</li> <li>• general practitioners working in our region</li> <li>• pharmacists working in our region</li> <li>• Australian Medical Association Queensland</li> <li>• Queensland Ambulance Service</li> <li>• Royal Australian College of General Practitioners</li> <li>• Institute for Urban Indigenous Health.</li> </ul> <p>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.</p>
Activity milestone details/ Duration	<p><i>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</i></p> <p style="padding-left: 40px;">Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p><i>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</i></p> <p style="padding-left: 40px;">Service delivery start date: Month. Year. Service delivery end date: Month. Year.</p> <p>Any other relevant milestones?</p>
Commissioning method and approach to market	<p><i>1. Please identify your intended procurement approach for commissioning services under this activity:</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not yet known</li> <li><input type="checkbox"/> Continuing service provider / contract extension</li> <li><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</li> </ul>

	<p> <input type="checkbox"/> Open tender  <input checked="" type="checkbox"/> Expression of Interest (EOI)  <input type="checkbox"/> Other approach (please provide details) </p> <p> <i>2a. Is this activity being co-designed?</i>  No </p> <p> <i>2b. Is this activity this result of a previous co-design process?</i>  Yes </p> <p> <i>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements?</i>  No </p> <p> <i>3b. Has this activity previously been co-commissioned or joint-commissioned?</i>  No </p>
Decommissioning	<p> <i>1a. Does this activity include any decommissioning of services?</i>  No </p> <p> <i>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</i> </p>

<b>Proposed Activities - copy and complete the table as many times as necessary to report on each activity</b>	
ACTIVITY TITLE	<p><i>Provide a <b>title for the activity</b>, with the prefix “AH”.</i></p> <p><b>AH 3 – After hours Pathways program</b></p>
Existing, Modified, or New Activity	<p><i>Indicate if this is an existing activity, modified activity, or a new activity.</i> Existing Activity</p> <p><i>If activity is existing or modified, provide the relevant reference/s from previous Activity Work Plan/s where possible.</i></p> <p>Activity AH3 in the 2018-19 After Hours Primary Health Care activity work plan.</p>
Program Key Priority Area	<p><i>Choose from the following:</i> Other (please provide details)</p> <p><i>If Other (please provide details):</i> After hours health care.</p>
Needs Assessment Priority	<p><i>As identified in the Priorities, Options and Opportunities Section of the Needs Assessment, provide the number, title and page reference for the priority that this activity is addressing.</i></p> <p>This activity addresses the needs assessment priority GP5 – After hours healthcare (page 28).</p> <p><i>If this activity is a “possible option” in the Needs Assessment, provide details.</i></p> <p>This activity is aligned to the option of ‘develop a range of adequate care pathways specific to after-hours services’ (page 33).</p>
Aim of Activity	<p><i>Describe what this activity will aim to achieve, and how it will address the identified need (300 word limit).</i></p> <p>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.</p>
Description of Activity	<p><i>Describe the activity, including what work will be undertaken, and how the activity and/or services will be delivered.</i></p> <p>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.</p> <p>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.</p>

Target population cohort	<p><i>Describe the cohort that this activity will target.</i></p> <p>This activity is targeted to clinicians operating within the Brisbane North PHN region.</p>
Indigenous specific	<p><i>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</i></p> <p>No</p> <p><i>If yes, briefly describe how this activity will engage with the Indigenous sector.</i></p>
Coverage	<p><i>Outline coverage of the activity. Where area covered is not the whole PHN region, provide the statistical area as defined in the Australian Bureau of Statistics (ABS), or LGA.</i></p> <p>This activity will cover the whole Brisbane North PHN region.</p>
Consultation	<p><i>Provide details of stakeholder engagement and consultation activities to support this activity. Confirm whether GPs were consulted.</i></p> <p>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.</p> <p>The following stakeholders were consulted specific to the development of this activity:</p> <ul style="list-style-type: none"> <li>• general practitioners in the Brisbane North PHN region</li> <li>• primary care practitioners in the Brisbane North PHN region</li> <li>• specialists in the Brisbane North PHN region</li> <li>• Metro North Hospital and Health Service.</li> </ul> <p>Brisbane North PHN will work closely with the Metro North Hospital and Health Service in developing clinical pathways specific to the after-hours period.</p>
Collaboration	<p><i>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.</i></p> <p>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.</p>
Activity milestone details/ Duration	<p><i>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</i></p>

	<p>Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p><b><i>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</i></b> Service delivery start date: July 2019 Service delivery end date: June 2021</p> <p>Any other relevant milestones?</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known  <input checked="" type="checkbox"/> Continuing service provider / contract extension  <input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.  <input type="checkbox"/> Open tender  <input type="checkbox"/> Expression of Interest (EOI)  <input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</p>

<b>Proposed Activities - copy and complete the table as many times as necessary to report on each activity</b>	
ACTIVITY TITLE	<p><i>Provide a <b>title for the activity</b>, with the prefix <b>"AH"</b>.</i></p> <p><b>AH 4 – Management of frequent emergency department attenders and specialist community support for frequent presenters.</b></p>
Existing, Modified, or New Activity	<p><i>Indicate if this is an existing activity, modified activity, or a new activity.</i> Existing Activity</p> <p><i>If activity is existing or modified, provide the relevant reference/s from previous Activity Work Plan/s where possible.</i></p> <p>Activity AH 4 in the 2018-19 After Hours Primary Health Care activity work plan.</p>
Program Key Priority Area	<p><i>Choose from the following:</i> Other (please provide details)</p> <p><i>If Other (please provide details):</i> After hours health care.</p>
Needs Assessment Priority	<p><i>As identified in the Priorities, Options and Opportunities Section of the Needs Assessment, provide the number, title and page reference for the priority that this activity is addressing.</i></p> <p>This activity addresses the needs assessment priority GP5 – After hours healthcare (page 28).</p> <p><i>If this activity is a "possible option" in the Needs Assessment, provide details.</i></p> <p>This activity is aligned to the options of 'management of frequent emergency department attenders' and 'improve access to after-hours services in underserved areas' (page 33).</p>
Aim of Activity	<p><i>Describe what this activity will aim to achieve, and how it will address the identified need (300 word limit).</i></p> <p>This activity aims to improve patient outcomes by providing viable and sustainable alternatives in health care compared with frequently accessing the emergency department.</p> <p>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.</p> <p>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.</p>

Description of Activity	<p><i>Describe the activity, including what work will be undertaken, and how the activity and/or services will be delivered.</i></p> <p>This activity will consist of specialist community support to frequent presenters during the after-hours period.</p> <p>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.</p> <p>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.</p>
Target population cohort	<p><i>Describe the cohort that this activity will target.</i></p> <p>This activity is targeted to people who frequently attend the emergency department during the after hours period.</p>
Indigenous specific	<p><i>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</i></p> <p>No</p> <p><i>If yes, briefly describe how this activity will engage with the Indigenous sector.</i></p>
Coverage	<p><i>Outline coverage of the activity. Where area covered is not the whole PHN region, provide the statistical area as defined in the Australian Bureau of Statistics (ABS), or LGA.</i></p> <p>This activity will cover the whole Brisbane North PHN region.</p>
Consultation	<p><i>Provide details of stakeholder engagement and consultation activities to support this activity. Confirm whether GPs were consulted.</i></p> <p>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.</p> <p>The following stakeholders were consulted specific to this activity:</p> <ul style="list-style-type: none"> <li>• Metro North Hospital and Health Service, including emergency department staff</li> <li>• Local GPs</li> <li>• Queensland Ambulance Service</li> </ul>

	<ul style="list-style-type: none"> <li>• Micah Projects</li> <li>• Footprints.</li> </ul>
Collaboration	<p><i>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.</i></p> <p>Brisbane North PHN will continue to work in partnership with the following stakeholders in the implementation of this activity:</p> <ul style="list-style-type: none"> <li>• Metro North Hospital and Health Service</li> <li>• Micah Projects</li> <li>• Footprints</li> </ul> <p>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.</p>
Activity milestone details/ Duration	<p><i>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</i></p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p>This activity is ongoing and services are already in place.</p> <p><b><i>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</i></b></p> <p>Service delivery start date: July 2019 Service delivery end date: June 2021</p> <p><i>Any other relevant milestones?</i></p>
Commissioning method and approach to market	<p><b><i>1. Please identify your intended procurement approach for commissioning services under this activity:</i></b></p> <p><input type="checkbox"/> Not yet known  <input checked="" type="checkbox"/> Continuing service provider / contract extension  <input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.  <input type="checkbox"/> Open tender  <input type="checkbox"/> Expression of Interest (EOI)  <input type="checkbox"/> Other approach (please provide details)</p> <p><b><i>2a. Is this activity being co-designed?</i></b> No</p> <p><b><i>2b. Is this activity this result of a previous co-design process?</i></b> Yes</p> <p><b><i>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements?</i></b></p>



	No <i>3b. Has this activity previously been co-commissioned or joint-commissioned?</i> No
Decommissioning	<i>1a. Does this activity include any decommissioning of services?</i> No <i>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</i>