

Brisbane North PHN

Year in Review 2022/23

This year Brisbane North PHN remained committed to working with state and federal health departments, our partner and allied organisations and service providers to deliver the best possible health and community care system for the people living in our north Brisbane and Moreton Bay region.

Our year in review brings together highlights from this past 12 months' work, which as in years before has been made possible through the strong partnerships we share with these stakeholders and our community, and is driven by our vision of high performance, capacity building, and improved health outcomes for our communities.

View the full 2022-23 Year in Review online: www.brisbanenorthphn.org.au/year-in-review-2022-23

Year in numbers

232 

practices transitioned to Primary Sense – a clinical decision support tool provided for free to practices in our region.

342

North Brisbane and Moreton Bay general practices supported.



79



Comprehensive Activity Plans delivered to improve health outcomes in our community.



events attended by over 4000 stakeholders and participants.

1,604



clients supported across 17,872 interactions through our Team Care Coordination program.



75%

reduction in ED presentations to Caboolture Hospital attributed to the Care Collective – Caboolture.



220

highly vulnerable older people provided with care finder and service navigation support.



24

new localised HealthPathways published.

156,158



Commonwealth Home Support Programme outputs delivered to 9,059 clients. One output equates to one hour of service or one transport trip.

Towards better health outcomes – key milestones

- **July 2022** My Mental Health Service Navigators join the national Head to Health network.
- **August 2022** Mental health hubs deliver improved outcomes.
- **September 2022** Safe Space network launches in North Brisbane and Moreton Bay.
- **September 2022** GP Workforce Prioritisation and Planning program begins work.
- **October 2022** After-hours GP services launched for Bribie Island community.
- **November 2022** South East Queensland First Nations Equity conference, attended by Brisbane North PHN CEO Libby Dunstan, is convened.
- **November 2022** Board welcomes new chair and board director to AGM.
- **November 2022** Language guide to address ageism in aged care is published.
- **December 2022** Palliative Care in Community Pharmacy Action Plan, co-designed to build capacity and capability of community pharmacists in supporting palliative care, is launched.



February 2023

Planning for Wellbeing forum brings mental health, suicide prevention and alcohol and other drugs stakeholders together.

March 2023

Funding granted to deliver specialised care for women at two endometriosis and pelvic pain (EPP) clinics.

April 2023

Brisbane North PHN launches PHN Talk blog.

May 2023

First Metro North Health Forum and GP breakfast briefing is held post-pandemic.

May 2023

Success of the Care Collective – Caboolture sees its regional expansion.

May 2023

The Bilateral Agreement for Mental Health is signed.

May 2023

Palliative Care Evening for Primary Care is held, with 68 per cent of health professionals intending to make changes to their clinical practice in response to attending.

June 2023

Publications review to improve communication with our key GP stakeholders is completed.

June 2023

Primary Sense transition for 232 practices is successfully completed.

June 2023

Norfolk Island Health Needs Assessment is completed.



Our values in action – working together, to the highest standards

Highlighting the success of our program teams and the work they do in and for our community.

Care Coordination

- Team Care Coordination
 - 2,601 referrals received, representing a 20 per cent increase (compared to previous year) in referrals received. Leading reasons for referral included falls or frailty, COPD, cardiovascular disease, dementia, osteoarthritis and diabetes.
 - 1,604 clients supported.
 - 17,872 client interactions – 3,652 more than last financial year.
 - 81 per cent of clients had their goals fully met.
 - 98 per cent clients rated the quality of the service as very good or good.
- Regional Assessment Service
 - 6,455 referrals accepted and actioned. Assessors noted increasing complexity of clients' needs.
 - Clients indicated over 98 per cent satisfied or very satisfied with quality of service.
 - Completed 281 Integrated Assessments (IAT) trailing the new IAT Tool for the proposed Single Assessment Service.

Communications and Engagement

- Launch of PHN Talk blog with 12 good news stories, to increase the visibility of the work of our project teams across the organisation and to stakeholders.
- Conducted and finalised a six-month consultation and review of our publications resulting in more targeted, fit-for-purpose communication to GPs.
- Refreshed Brisbane North PHN's brand identity, incorporating visual elements from our RAP artwork, Flowing Knowledge, Healing Country.
- Relunched the Metro North Health Forum, jointly hosted with Metro North Health.
- 24 Network Link publications sent fortnightly to over 2,500 health professionals.
- 16 Practice Link publications sent to over 525 practice managers, nurses and staff each month.
- Partners in Health publications provided regular updates to over 1300 PHN stakeholders, partners and allied organisations.



Our values in action – working together, to the highest standards

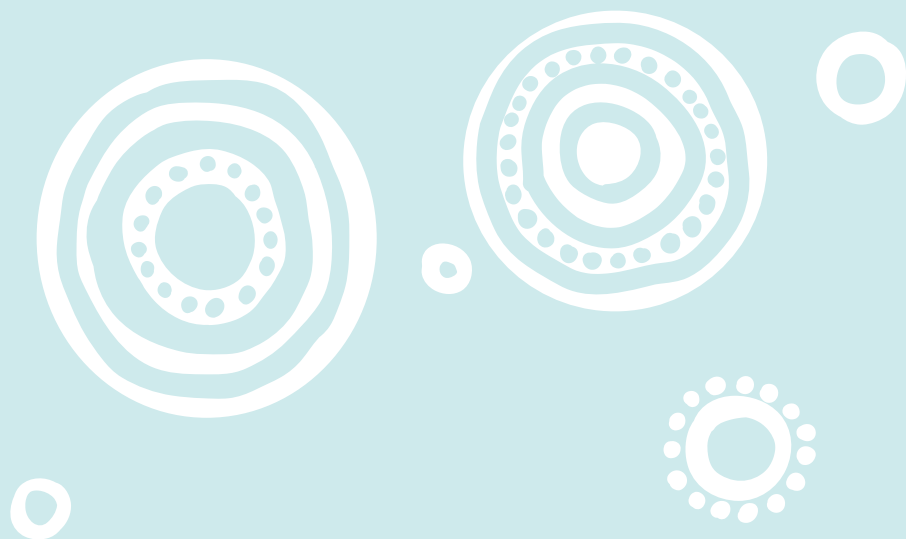
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Executive, Corporate Services and Finance

- Commenced review of our Strategic Plan.
- New contract management system Folio implemented to streamline contracts processes and create greater efficiencies across our organisation and for providers.
- Completed implementation of a new payroll system.
- Saw a 20 per cent increase in grant income (\$82.2 million) compared to last financial year (\$67.6 million). Over 78 per cent of this grant funding (\$64.9 million) was commissioned out to service providers in our region.
- Successful audit outcomes for Aged Care Standards, ISO9001 and 27001.

Healthy Ageing

- Commonwealth Home Support Program delivered 156,158 outputs (one output equates to one hour of service or one transport trip) to 9,059 clients, 18 per cent of whom identified as Aboriginal and/or Torres Strait Islander.
- Care finder program launched with six local organisations. Care finder support to navigate the aged care system is provided to 220 highly vulnerable people.
- Intergenerational program co-designed in four locations by three service providers, including one First Nations Specific program.
- CarFreeMe driving cessation program started across the North Brisbane and Moreton Bay region for culturally and linguistically diverse communities.
- \$777,400 (96 per cent) of telehealth grant funding provided to 85 per cent of residential aged care services.
- An action plan to improve access to at-home palliative care for people with disability was created following consultation with 52 stakeholders including consumers, carers and professionals from health and disability sector.
- 44 per cent of Residential Aged Care Homes in the North Brisbane and Moreton Bay region have had a support visit from the Out of Hours team to provide assistance and guidance in developing documented After-Hours Action plans.



Our values in action – working together, to the highest standards

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Health Alliance

- Commissioning Collaborative convened.
- First patients admitted by GPs to First Nations Integrated Hospital in the Home program.
- The Care Collective – Caboolture reaches 12-month milestone with evaluation showing a 75 per cent reduction in ED presentations and a 48 per cent decrease in clients with greater than one ED presentation per month – an average saving to the health system of \$311,488 per month. The program's success will see its expansion to Redcliffe next financial year.

Integrated Care

- After Hours Health Needs Assessment undertaken and delivered to identify gaps and opportunities in this space.
- Provided support to the Morayfield Minor Accident and Illness Centre.
- Social Prescribing program co-designed and commenced in Caboolture and Kilcoy hospital catchments jointly undertaken with the Healthy Ageing program team.
- 24 new localised HealthPathways published.
- Funding secured to deliver two new Medicare Urgent Care Clinics (UCCs) – the Murrumba Downs Medicare UCC in Redcliffe, and a second in the vicinity of The Prince Charles Hospital.

Knowledge, Planning and Performance

- 79 commissioned programs delivered.
- Norfolk Island Health Needs Assessment submitted in conjunction with the Priority Communities program team.
- Population health snapshot, including a dedicated women's health snapshot, launched.
- Development of a roadmap for the Primary Health Insights conference.
- Annual Practitioner Survey conducted.

Our values in action – working together, to the highest standards

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Mental Health

Mental Health Lived Experience Engagement Network (MHLEEN)

- 100 per cent of PHNs represented on the National PHN MHLEEN network.
- Average of 65 per cent attendance rate at monthly meetings, a 15 per cent increase from last financial year.
- Representation from 72 per cent of PHNs at the annual MHLEEN forum, 50 per cent of attendees who were people with a lived experience.

National Mental Health Consumer and Carer Forum (NMHCCF) Queensland partnership

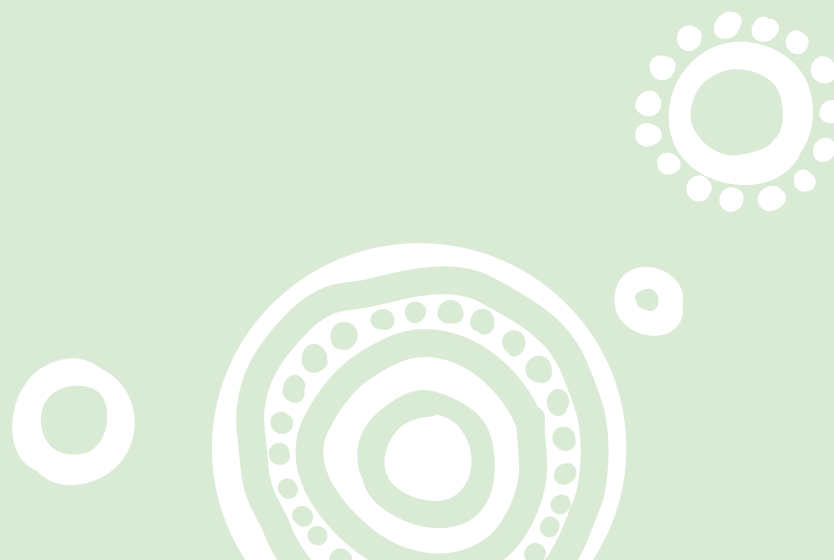
- Lived Experience Leadership Digital Library initiative was launched.
- Scoping paper – Pathways for Supporting the 'Not Negotiable' Lived Experience (Peer) Workforces to Thrive – for formal lived experience training programs and supports was delivered.
- Lived Experience Governance Framework was launched.
- A toolkit to authentically embed lived experience governance was launched.

Alcohol and other drugs (AOD)

- Alcohol and other drugs services delivered to 2,583 service users across 16,135 occasions of service (3,204 than last year). 19 per cent of these individuals identified as Aboriginal and/or Torres Strait Islander and 3.5 per cent as a member of the LGBTQIA+ communities.
- The data for this period shows an increase in the number of referrals received, which is reflective of the work being done within the MHAOD program team to increase our direct referrals.

Primary Care

- Support given to 342 general practices in our region.
- 232 general practices transitioned to Primary Sense.
- Funding granted from the Department of Health and Aged Care for two endometriosis and pelvic pain (EPP) clinics.
- 295 grant payments delivered to practices under the Strengthening Medicare General Practice Grants program.
- Provided general practice support to the Norfolk Island Health and Residential Aged Care Service.
- 20 training sessions offered to general practice to support GP capacity building for after hours education.
- Commenced the Bribie Island After Hours Pilot Project. From October 2022 to June 2023, 740 patients presented to the service between the hours of 6.00 pm and 10.00 pm Monday to Wednesday, including 32 Aboriginal and Torres Strait Islander patients.



Our values in action – working together, to the highest standards

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People and Culture

- Brisbane North PHN transitioned from having a Human Resources (HR) function to having a more holistic People and Culture function in February 2023. Since this transition:
 - 52 recruitments on ELMO (including those where we had to recruit more than once) following the ELMO Recruitment implementation
 - recruitment undertaken for 65 roles – this includes where we had to recruit more than once and non-ELMO internal moves, direct recruitment from sector groups
 - 111 new contracts issued in April as we changed from maximum term to permanent contracts for all relevant roles
 - supported 45 new starters through the induction process
 - a review of our internal Vaccination Policy led to removing mandatory vaccination as a requirement for most roles, resulting in better recruitment opportunities
 - Family Domestic Violence Leave Policy updated to better support our people.
 - psychosocial safety training for leaders and staff as part of the implementation of new Psychosocial Safety legislation
- team expanded to include a full-time People and Culture Coordinator (replacing a part-time HR advisor) and encompass Office Management and Workplace Health and Safety
- Reward and Recognition Policy went live via ELMO with first awards presented at all staff development day in May
- Leadership Lunchbox Series – a short, targeted, monthly development opportunity – implemented for all people in leadership roles
- Leadership Community of Practice development opportunity around all operational matters implemented monthly
- paid parental leave implemented – with one team member already enjoying paid leave and another two team members soon to realise this new initiative
- standardised, transparent salary benchmarking implemented to support staff in understanding their role and assist with quality candidate recruitment
- Engagement Survey conducted to enable our people to be heard
- Currently underway is the development of a People and Culture Strategy to support the refreshed Organisation Strategy.

Workforce Planning and Prioritisation (WPP)

- Launch of the GP Workforce Planning and Prioritisation (GP WPP) program, with Brisbane North PHN as the Lead Agency for the Queensland PHN Consortium comprised of all seven Queensland PHNs.
- Submission of the first Workforce Needs and Training Capacity Report for Queensland, providing independent planning and prioritisation advice to inform the distribution and placement of Registrars training on the AGPT program across the states 164 GP catchments within seven PHN regions.

