

Murrumbidgee - Integrated Team Care 2019/20 - 2023/24 Activity Summary View



ITC - 101 - 2023-24 ITC101 - Supplementary Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

101

Activity Title *

2023-24 ITC101 - Supplementary Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

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

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

Description of Activity *

Elevator Pitch:

Provide Aboriginal and Torres Strait Islander people with complex chronic conditions, one-on-one assistance from a care coordinator to enable effective management of their condition through access to necessary services, care pathways and service linkages.

Describe the activity

ITC was established to provide Aboriginal and Torres Strait Islander people with complex chronic conditions, one-on-one assistance from a care coordinator to enable effective management of their condition. In addition to care coordination, the ITC program expedites access to necessary services, develops care pathways and service linkages, and has resulted in improved quality of life for the clients enrolled in the program.

In the MPHN, the ITC program is commissioned to three Aboriginal Medical Services and one mainstream provider. Providers are commissioned to provide services in accordance with the ITC Program Implementation Guidelines, updated April 2019.

Each provider has been allocated Supplementary Service funding based on historic levels of usage. Providers manage the allocation and respond to priorities and local needs as they arise.

Strategy:

Improve access to culturally appropriate health services for Aboriginal and Torres Strait Islander people.

Providers utilise Care Coordinators (CCs) and Indigenous Health Project Officers (IHPOs) to deliver the ITC program. The AMS's utilise Aboriginal Outreach Workers (AOWs) to deliver the program. Providers may allocate 3% of their budget to staff training and development.

Outcomes:

On exit of the program, an ITC client will have an improved health literacy and capacity to manage their chronic health condition and will have received support to establish and engage with their care plan to set and meet their health goals.

Outcome 1:

Increased access to culturally appropriate services

Outcome 2:

Improved access will lead to a positive engagement with local health services.

Outcome 3:

Improved health outcomes that leads to a reduction for chronic disease

Needs Assessment Priorities *

Needs Assessment

Murrumbidgee Primary Health Network

Priorities

Priority	Page reference
P8 Increase access to services impacted by limitations for fee-based healthcare services	43
P9 Improve poor health literacy due to less education or lack of internet access	43
AH2 Reduce admissions for Ab original and Torres Strait Islander people for chronic PPH including genitourinary, acute UTIs, kidney disease, digestive disease, chronic iron deficiency anaemia, acute c	41
AH1 Increase respect and reduce racism and discrimination	41
P1 Increased need for ante-natal support for all women, teenage mothers and including breastfeeding	42

P2 Reduction of prevalence, incidence, mortality and or morbidity and high use of services in ED or hospital for infectious and parasitic disease, including influenza	42
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Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Albury	10901
Young - Yass	10106
Lower Murray	10902
Lachlan Valley	10302
Upper Murray exc. Albury	10903
Griffith - Murrumbidgee (West)	11301
Tumut - Tumbarumba	11302
Wagga Wagga	11303



Activity Consultation and Collaboration

Consultation

MPHN health needs assessment highlights the poorer health outcomes of Murrumbidgee Aboriginal people in relation to mental health conditions across the lifespan and chronic diseases such as COPD and diabetes. Additionally, there are gaps in cancer screening rates, in particular for women utilising breast screening services. Health needs were identified using statistical analysis and community consultations.

Confirmation of the priority areas for Aboriginal people occurred with the endorsement and identification of the same needs through the Murrumbidgee Aboriginal Health Consortium (MAHC). The MAHC identified four priority areas; mental health, chronic disease, maternal and child health and cancer screening for the Aboriginal Health Regional Plan.

Collaboration

Design of ITC program:

The current commissioning model reflect the findings of an external evaluation of the program undertaken in 2021. The evaluation included consultation with key stakeholders including:

- Murrumbidgee Aboriginal Health Consortium
- AMS and mainstream provider management
- Staff delivering the program across both providers
- MLHD
- MPHN



Activity Milestone Details/Duration

Activity Start Date

31/12/2019

Activity End Date

29/06/2024

Service Delivery Start Date

01/07/2020

Service Delivery End Date

30/06/2024

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?

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

n/a



ITC - 102 - 2023-24 ITC102 – Care Coordination and Outreach Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

102

Activity Title *

2023-24 ITC102 – Care Coordination and Outreach Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

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

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

Description of Activity ***Elevator Pitch:**

Foster collaboration and cross sector linkages to facilitate care coordination for Aboriginal and Torres Strait Islanders in culturally appropriate services.

Strategy:

Increase the scope and reach of the Integrated Team Care (ITC) to improve access to culturally appropriate health services for Aboriginal and Torres Strait Islander people.

Describe the activity

MPHN commission the providers to undertake this activity in accordance with the April 2019 ITC Program Implementation Guidelines. Providers are commissioned to provide this activity through the roles of the Indigenous Health Project Officer (IHPO).

This activity includes regular visits to mainstream general practice to support development of cultural awareness and practice eligibility for the Aboriginal Health PIP. IHPOs also support practices with resources and training for GPs and practice staff around the issue of identifying, Medicare billing items and referral processes, as well as providing resources to encourage Aboriginal and Torres Strait Islander people to engage with primary health care programs and the ITC program where appropriate.

IHPOs from the commissioned providers participate in the Murrumbidgee Aboriginal Health Consortium to support ongoing needs assessment and planning of services and to develop multi-program approaches and cross-sector linkages.

Both the mainstream and AMS commissioned providers participate in a collaborative approach of providing IHPO activities across the whole of the Murrumbidgee region and progressing a joint IHPO activity plan aimed at improving the capacity of mainstream primary care providers to deliver culturally appropriate primary care services to Aboriginal and Torres Strait Islander people. IHPOs participate in a Community of Practice facilitated by MPH.N.

Outcomes

Outcome 1: The activity outcome is to reduce barriers to accessing culturally appropriate primary health care for Aboriginal and Torres Strait Islander people.

Outcome 2: Increased access to culturally appropriate services in mainstream general practice.

Needs Assessment Priorities *

Needs Assessment

Murrumbidgee Primary Health Network

Priorities

Priority	Page reference
P9 Improve poor health literacy due to less education or lack of internet access	43
P12 Reduce ED presentations and admissions for PPH	44
AH2 Reduce admissions for Ab original and Torres Strait Islander people for chronic PPH including genitourinary, acute UTIs, kidney disease, digestive disease, chronic iron deficiency anaemia, acute c	41
AH1 Increase respect and reduce racism and discrimination	41



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

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Activity Consultation and Collaboration

Consultation

MPHN health needs assessment highlights the poorer health outcomes of Murrumbidgee Aboriginal and Torres Strait Islander people in relation to mental health conditions across the lifespan, and chronic diseases such as COPD and diabetes. Additionally, there are gaps in cancer screening rates, in particular for women utilising breast screening services. Health needs were identified using statistical analysis and community consultations.

Confirmation of the priority areas for Aboriginal and Torres Strait Islander people occurred with the endorsement and identification of the same needs through the Murrumbidgee Aboriginal Health Consortium (MAHC). The MAHC identified four priority areas; mental health, chronic disease, maternal and child health and cancer screening for the Aboriginal Health Regional Plan.

Collaboration

Design of ITC program:

The current commissioning arrangement responds to the external evaluation of the service model undertaken in early 2021. There are service agreements in place with three AMSs and one mainstream service provider.



Activity Milestone Details/Duration

Activity Start Date

31/12/2019

Activity End Date

29/06/2024

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2024

Other Relevant Milestones

N/A



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?

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

n/a



ITC-Op - 101 - 2023-24 ITC 101- Supplementary Services Operational



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC-Op

Activity Number *

101

Activity Title *

2023-24 ITC 101- Supplementary Services Operational

Existing, Modified or New Activity *

Existing



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



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 Status

Ready for Submission



ITC-Op - 102 - 2022-24 ITC-2 Care Coordination and Outreach Services Operational



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC-Op

Activity Number *

102

Activity Title *

2022-24 ITC-2 Care Coordination and Outreach Services Operational

Existing, Modified or New Activity *

Existing



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



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