



**Australian Government**  
**Department of Health**



An Australian Government Initiative

# **Northern Sydney Primary Health Network**

## **Pilots and Targeted Programs**

### **Activity Workplan 2021-2025**

# Northern Sydney - PHN Pilots and Targeted Programs 2021/22 - 2024/25 Activity Summary View



## PP&TP-GCPC - 1 - Greater Choice for At Home Palliative Care



### Activity Metadata

#### Applicable Schedule \*

PHN Pilots and Targeted Programs

#### Activity Prefix \*

PP&TP-GCPC

#### Activity Number \*

1

#### Activity Title \*

Greater Choice for At Home Palliative Care

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

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

Aged Care

#### Other Program Key Priority Area Description

#### Aim of Activity \*

The aim of this activity is to improve awareness of local palliative care options and to coordinate and facilitate access to palliative care services at home.

#### Description of Activity \*

In 2021-22, Northern Sydney PHN will recruit 1.0FTE Palliative Care Lead to work with aged care service providers, primary health providers and community members to increase awareness and facilitate and coordinate access to safe, quality palliative and end-of-life care at home. Additional FTE will be recruited from 2022-23 financial year.

Activities will include:

- implementing learning needs analysis (mapping) to identify areas of strength and areas for development in end-of-life care and palliative care
- identifying existing local and national workforce education programs and initiatives that will support improved palliative care processes
- stakeholder engagement
- building community awareness about end-of-life and palliative care
- reviewing models of care coordination that will meet objectives
- delivering education and training to meet the needs of the palliative care workforce in the region, drawing on the available programs under the National Palliative Care Projects to avoid duplication and ensure a consistent and collaborative approach to building workforce capacity
- developing, in consultation with relevant stakeholders, communication processes across service providers, including how to access palliative care support and advice after-hours
- undertaking data collection
- undertaking a Continuous Quality Improvement processes, to drive practice improvement and improve the quality of palliative care delivered to residents in the final stages of life and improve outcomes for residents

The objectives of this activity are to:

- improve awareness (workforce and community) and access to safe, quality palliative care at home and support end-of-life care systems and services in primary health care and community care
- enable the right care, at the right time and in the right place to reduce unnecessary hospitalisations
- generate and use data to support continuous improvement of services across sectors
- use available technologies to support flexible and responsive palliative care at home, including in the after-hours period.

The intended outcomes of the grant opportunity are to:

- improve the capacity and responsiveness of aged care and primary care services to meet local needs and priorities
- improve patient access to quality palliative care services available in the home
- improve coordination of care for patients, across health care providers and integration of palliative care services in the Northern Sydney region.

## Needs Assessment Priorities \*

### Needs Assessment

Northern Sydney PHN Needs Assessment 2022-2025

#### Priorities

Priority	Page reference
Health of older people - palliative care	87



## Activity Demographics

### Target Population Cohort

Aged care and primary health care providers, people requiring end-of-life care and their family/carers.

### Indigenous Specific \*

No

### Indigenous Specific Comments

N/A

## Coverage

### Whole Region

Yes

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## Activity Consultation and Collaboration

### Consultation

NSPHN will continue to undertake extensive community and sector consultation in the design of the above activities. NSPHN will utilise the NSPHN Commissioning Evaluation Framework, based on the Quadruple Aim, to continually monitor and evaluate activity – including patient/consumer and provider experience measures, which will inform any future service redesign or areas for service improvement.

### Collaboration

Northern Sydney PHN will work with stakeholders across the health and social care economy to set the strategic direction, to drive service improvements and achieve system change beyond their direct circle of control. NSPHN will work collaboratively with the Northern Sydney Local Health District, General Practice, Pharmacy, Aged Care Facilities, other aged and palliative care providers including private providers (e.g. Hammond Care, Regal Nursing, Sydney Adventist Hospital), along with consumers on joint activities to support quality end-of-life care and support co-design and co-delivery of initiatives.

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## Activity Milestone Details/Duration

### Activity Start Date

01/12/2021

### Activity End Date

30/06/2025

### Service Delivery Start Date

December 2021

### Service Delivery End Date

June 2025

### Other Relevant Milestones

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## 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):** Services will be delivered by staff recruited by NSPHN.

**Is this activity being co-designed?**

Yes

**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?**

No

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

No

**Decommissioning**

No

**Decommissioning details?**

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

NSPHN will work in partnership with the Northern Sydney Local Health District, General Practice, Pharmacy, Aged Care Facilities, private providers and consumers on joint activities to support quality end-of-life care and support co-design and co-delivery of initiatives.



# PP&TP-AHPGPE - 1 - COVID Allied Health Package GP Education



## Activity Metadata

### Applicable Schedule \*

PHN Pilots and Targeted Programs

### Activity Prefix \*

PP&TP-AHPGPE

### Activity Number \*

1

### Activity Title \*

COVID Allied Health Package GP Education

### Existing, Modified or New Activity \*

Existing



## Activity Priorities and Description

### Program Key Priority Area \*

Workforce

### Other Program Key Priority Area Description

### Aim of Activity \*

NSPHN will work with General Practitioners, Practice Nurses and other local primary care providers to:

- Provide an education package to support the importance of providing allied health services to residents in aged care facilities with complex medical needs.
- Provide guidance and host education sessions for General Practitioners, Practice nurses, Allied Health Providers and other primary care providers on the criteria and use of the new temporary MBS Item numbers for allied health physiotherapy and mental health item numbers for residents of aged care facilities.

### Description of Activity \*

During the COVID-19 lockdown, residents of aged care facilities were restricted with number of visitors (including from health professionals), which resulted in reduced services to patients. These services included programs and support to maintain and increase mobility. With the restrictions in place, residents were not provided these important services resulting in mobility decline and increased frailty.

NSPHN will work in collaboration with RACGP and local General Practitioners to promote access to and facilitate uptake of the Allied Health Aged Care COVID Response Education Package. GPs will be encouraged to undertake training that improves:

- Knowledge in the importance of improving and maintaining physical activities for older persons in aged care especially during times of COVID and other unforeseen disasters.
- Better understanding of the criteria and use of the new temporary item numbers

- Increased referrals for older patients to allied health professionals.

NSPHN will work with GPs and other health professionals to ensure that the workforce has access to ongoing professional development activities to build its capacity to provide high quality treatment and support to people residing in RACFs. NSPHN will continue to work with primary care providers, and other relevant stakeholders to review and strengthen local referral pathways so that clients are able to access the level and type of care that best meets their needs.

The expected outcomes of this activity are:

- Increased number of patients supported in Residential Aged Care settings
- Increased integration between primary health and allied health
- Improved patient outcomes and experience of service

### Needs Assessment Priorities \*

#### Needs Assessment

Northern Sydney PHN Needs Assessment 2022-2025

#### Priorities

Priority	Page reference
Emergency Response	89



### Activity Demographics

#### Target Population Cohort

General Practitioners  
Practice Nurses  
Other primary care providers

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

#### Coverage

##### Whole Region

Yes



### Activity Consultation and Collaboration

#### Consultation

To support uptake of Allied Health Aged Care COVID Response Education Package training in the Northern Sydney region, NSPHN will work with its existing Education Advisory Committee to inform promotional strategies and assist with messaging and communication to local GPs. The Education Advisory Committee includes representation from:

- General Practitioners
- Allied Health Providers

- General Practice nurses
- Pharmacists

Consultation will also be undertaken with the NSPHN Clinical Council and other subject matter experts.

#### Collaboration

Promotion of education activities will be undertaken in collaboration with:

- Allied Health Providers
- General Practitioners
- Practice Nurses
- Other stakeholders



### Activity Milestone Details/Duration

#### Activity Start Date

22/02/2021

#### Activity End Date

30/06/2022

#### Service Delivery Start Date

May 2021

#### Service Delivery End Date

June 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):** NSPHN will work with key stakeholders to develop and deliver the education package to GPs. This will include incorporating input of subject matter experts and facilitators to deliver training. These experts and facilitators will be directly engaged by NSPHN.

**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?**

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

The training package will be designed in consultation with NSPHN committees and councils including the Education Advisory Committee and Clinical Council. Further co-design will be undertaken with subject matter experts to develop and deliver the education package.



# PP&TP-AHPAGP - 1 - COVID Allied Health Package Additional Group Physical Therapy



## Activity Metadata

### Applicable Schedule \*

PHN Pilots and Targeted Programs

### Activity Prefix \*

PP&TP-AHPAGP

### Activity Number \*

1

### Activity Title \*

COVID Allied Health Package Additional Group Physical Therapy

### 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 \*

The activity is aimed at supporting physical health needs of people in residential aged care facilities affected by outbreaks of COVID-19 (two or more cases) through the provision of moderate intensity progressive resistance and high challenge balance training by physiotherapists, exercise physiologists and/or occupational therapists.

### Description of Activity \*

NSPHN facilitated an open tender commissioning approach to procure a suitably qualified and experienced provider to deliver the program. The successful service provider was the incumbent allied health provider (Vivir Healthcare) at the eligible RACF, who delivered the following:

- Group therapy led by a physiotherapist and exercise physiologist.
- Before commencing the program, professionals visited the RACF they will be working in to discuss logistics of the program with RACF management.
- Group therapy delivered twice a week, for 1 hour each session, on non--consecutive days. With at least one rest day between sessions.
- Group size was a maximum of 4 participants.
- An initial one-on-one consultation with each potential participant was conducted to determine baseline abilities. If participant was suitable for group therapy, the provider constructed an individualised therapy plan and collected baseline measures.
- Therapy included:
  - o Resistance training: 2 to 3 sets of 10 to 15 repetitions that are moderately hard for the participant. Progressively increase

repetitions and sets to 3 sets of 15 repetitions. Use weights when participants have progressed as outlined below.

o Balance work: Standing balance exercises that progressively increase in difficulty. 2 to 3 sets of 10 to 15 repetitions that are moderately hard for the participant. Progressively increase repetitions and sets to 3 sets of 15 repetitions.

o Weekly reviews of intensity and/or repetitions.

A data reporting framework was developed and implemented to ensure the service provider collected and reported the following information:

- Number of residents eligible for the program (i.e. number of residents in the RACF)
- Number of residents consenting to participate in the program
- Number of residents identified as suitable for the program (i.e. residents deemed as clinically suitable, cognitively and physically, through assessment conducted by service provider)
- Number of residents participating in the program
- Number of withdrawals from the program
- Resident Short Physical Performance Battery (SPPB) score at commencement and closure of program delivery
- Resident SF-36 Quality of Life tool results at program commencement and conclusion

## Needs Assessment Priorities \*

### Needs Assessment

Northern Sydney PHN Needs Assessment 2022-2025

#### Priorities

Priority	Page reference
Health of older people - multiple comorbidities	87
Health of older people - access to and navigation of aged care system	86



## Activity Demographics

### Target Population Cohort

Older people residing in identified residential aged care facility affected by outbreaks of COVID-19 in the Northern Sydney region.

### Indigenous Specific \*

No

### Indigenous Specific Comments

N/A

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Ryde - Hunters Hill	12602



## Activity Consultation and Collaboration

### Consultation

NSPHN is undertaking consultation with the following allied health peak bodies to draw on their experience with the sector and inform engagement with allied health providers:

- Australian Physiotherapy Association (APA)
- Allied Health Professions Australia
- Exercise & Sports Science Australia and Occupational Therapy Australia.

NSPHN has also undertaken consultation with other eligible PHNs in NSW to consider the range of approaches utilised to commission the service.

### Collaboration

NSPHN continues to work closely with staff from the identified RACF, Dorothy Henderson Lodge to develop a service specification for the package and determine the appropriate commissioning approach. NSPHN will work the nominated evaluation team from the Department of Health to support the evaluation of the service as it is rolled out.

Allied Health services to RACF residents will be delivered in collaboration with existing clinical supports including GPs, nursing staff and other care and support providers.



## Activity Milestone Details/Duration

### Activity Start Date

01/02/2021

### Activity End Date

31/12/2022

### Service Delivery Start Date

June 2021

### Service Delivery End Date

March 2022

### Other Relevant Milestones

February 2021 – Commissioning process commenced

April 2021 – RFP released through TenderLink

May 2021 – RFP closed

June 2021 – Tender evaluation and contract negotiation

August 2021 – Commencement of Service Delivery



## 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?**

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?**

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

Consultation and collaboration with RACF management and staff to ensure that the service model as prescribed will work with their service delivery model and to ensure engagement from residents and support staff.



# PP&TP-AHPAGP - 2 - COVID Allied Health Package Additional Group Physical Therapy Operations



## Activity Metadata

### Applicable Schedule \*

PHN Pilots and Targeted Programs

### Activity Prefix \*

PP&TP-AHPAGP

### Activity Number \*

2

### Activity Title \*

COVID Allied Health Package Additional Group Physical Therapy Operations

### Existing, Modified or New Activity \*

Existing



## Activity Priorities and Description

### Program Key Priority Area \*

Population Health

### Other Program Key Priority Area Description

### Aim of Activity \*

The activity is aimed to support the administration of the COVID Allied Health Package Additional Group Physical Therapy.

### Description of Activity \*

Administration of the COVID Allied Health Package Additional Group Physical Therapy.

### Needs Assessment Priorities \*

#### Needs Assessment

Northern Sydney PHN Needs Assessment 2022-2025

#### Priorities

Priority	Page reference
Health of older people - multiple comorbidities	87
Health of older people - access to and navigation of aged care system	86



## Activity Milestone Details/Duration

**Activity Start Date**

31/01/2021

**Activity End Date**

30/12/2022

**Service Delivery Start Date**

**Service Delivery End Date**

**Other Relevant Milestones**

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