

South Eastern Melbourne - After Hours Primary Health Care 2019/20 - 2023/24 Activity Summary View



AH - 1 - AH1 - Increasing After Hours Access on Weekends and Public Holidays



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

AH1 - Increasing After Hours Access on Weekends and Public Holidays

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 *

- Increase General Practice and Allied Health services After Hours in General Practices including those within Community Health Centres in SEMPHN. (AH) face-to-face service provision on the weekend including Sundays and Public Holidays in the SEMPHN catchment for LGAs of Greater Dandenong, Frankston, Casey, Kingston, Mornington Peninsula and Cardinia.
- Provide access to General Practice on weekends, particularly on Sunday, to reduce admissions to Hospital and Emergency Department (ED) presentations for Chronic Disease conditions and 'GP Type' presentations.

Description of Activity *

Access Activity: Increase access to General Practice and Allied Health Services on weekends and public holidays.

Service elements and considerations:

- Funding for General Practice primary health care services in the unsociable AH periods as defined by DOH – weekends and public holidays
- Delivery of services – may consider suitable practices with more 'Urgent Care' equipment such as, X-Rays, diagnostic services, pathology in order to better cater for minor/urgent type presentations
- Links with local ED service
- Promotion of practice hours and services offered
- Workforce – upskill Nurse capabilities
- Bulk billing/private/mixed billing

Eligibility will also be based on:

- Proximity to diagnostic and pathology
- Proximity of Pharmacies
- Proximity to LHN ED
- Providers MUST be current providers of a minimum of two (2) ONSITE Allied Health services.
- Services MUST include Mental Health services such as Psychology, Counselling, or Mental Health Nurse services,
- Services must include a non-Mental Health Allied Health discipline such as a physiotherapy, podiatry, Aboriginal and Torres Strait Islander health services, occupational therapy, or nutritional services.

Evidence:

PwC Report and evidence from the results of SEMPHNs Round 3 and 5 AH commissioning indicate that majority of practices involved in both grants have fully or partially sustained the additional After Hours requirements beyond the funding period. Of note: One General Practice, indicated in their final report, that they dealt with more Urgent Care/Emergency Care cases on Sundays. They were motivated to work the extended AHs on the weekend particularly Sunday rather than during the week as their patient cohort started to consider them as a provider of Urgent Care. This practice had an increase in the number of walk-in's contrary to most of the other practices in the AH Round 5 commissioning. This could be due to their position in a shopping centre thoroughfare.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Develop integrated models of care for consumers experiencing comorbidity across a continuum of care (AOD)	167
Improve accessibility of services after-hours (PH)	154
Support the local health system with impacts of COVID-19 pandemic (PH)	156
Support the ongoing chronic disease unintended consequences of COVID-19 (long COVID) (PH)	156



Activity Demographics

Target Population Cohort

Patients within the SEMPHN catchment who have poorly managed complex medical needs.

In Scope AOD Treatment Type ***Indigenous Specific ***

No

Indigenous Specific Comments**Coverage****Whole Region**

No

SA3 Name	SA3 Code
Kingston	20803
Cardinia	21201
Frankston	21401
Mornington Peninsula	21402
Casey - South	21203
Dandenong	21204
Casey - North	21202

**Activity Consultation and Collaboration****Consultation**

This activity is a result of multiple rounds of commissioning to General Practice over the life of the PHN, comprehensive research conducted by PwC and internal analysis of our previous commissioning by SEMPHNs Systems Outcomes team. GPs have been intimately involved at all points of this process and have been the recipients of the majority of commissioned funds.

Collaboration

Continue to collaborate with:

- State and Federal funded agencies to develop a coordinated approach to PPHs
- LHNs to identify, research and explore models of care through sector engagement
- General Practices
- Community health services
- Corporate providers
- Health Insurers
- RACFs
- ACCHOs



Activity Milestone Details/Duration

Activity Start Date

30/01/2022

Activity End Date

29/12/2023

Service Delivery Start Date

February 2022

Service Delivery End Date

December 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: 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?

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?

There will be no decommissioning in this Activity Work Plan, but all of our programs are subject to ongoing evaluation and review.

Co-design or co-commissioning comments

This activity is a result of multiple rounds of commissioning to General Practice over the life of the PHN, comprehensive research conducted by PwC and internal analysis of our previous commissioning by SEMPHNs Systems Outcomes team. GPs have been intimately involved at all points of this process and have been the recipients of the majority of commissioned funds.





AH - 2 - AH2- Essential After Hours Care for Vulnerable Individuals with Chronic Conditions



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

AH2- Essential After Hours Care for Vulnerable Individuals with Chronic Conditions

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 ***

South Eastern Melbourne Primary Health Network (SEMPHN) is ranked 15 of 31 PHNs in Australia for potentially preventable hospitalisations and ranked 3 of 6 in Victoria. Chronic disease potentially preventable hospitalisations make up approximately 14% of hospital separations in the SEMPHN catchment.

The aim of this activity is to increase consumer awareness of After Hours Primary Health Care available in their community and improve health literacy on the appropriate health services to access in the After Hours period.

By implementing this activity, SEMPHN aims to address the current limitations in After Hours access for chronic disease patients participating in the Care Coordination program (refer to CF3 - Core Activity Work Plan) by ensuring After Hours care arrangements are documented in all Care Plans particularly Anticipatory Care Plans within General Practice.

This will facilitate a reduction in potentially preventable hospitalisations in the After Hours for patients with high health needs who are not accessing primary health services despite having complex or chronic health conditions.

Description of Activity *

As part of the Care Coordination Program within General Practice, After Hours care arrangements are documented in all Care

Plans. This anticipatory care planning better prepares patients for self-care through documented Action Plan arrangements. The arrangements are reviewed and discussed with the patients, carers and/or families. Unexpected patient After Hours health care needs are therefore anticipated, and appropriate actions undertaken which can have the reciprocal benefit of lowering anxiety levels for patients and families.

It is a requirement that all General Practices participating in the Care Coordination program alter all their Care Plans to include After Hours information for their patients. The After Hours information is tailored to the patient according to their needs. The patients' Action Plan must have sufficient information about accessing and obtaining care in the After Hours period.

General Practices must report to SEMPHN that all eligible patients have been provided with specific information about After Hours arrangements and that these arrangements have been discussed and understood.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Improve accessibility of services after-hours (PH)	154
Develop integrated models of care for consumers experiencing comorbidity across a continuum of care (AOD)	167
Support the local health system with impacts of COVID-19 pandemic (PH)	156
Support the ongoing chronic disease unintended consequences of COVID-19 (long COVID) (PH)	156



Activity Demographics

Target Population Cohort

The target population cohort was derived from the 2017 Needs Assessment that identified people living with a chronic condition, a priority population group for the region.

For these reasons, patient eligibility for the Care Coordination program is targeted for:

1. Patients that have a diagnosed chronic condition and belong to one or more of the following priority groups:

- Refugee
- Experiencing homelessness
- Culturally and linguistically diverse
- Have a Mental illness
- Identify as Aboriginal and/or Torres Strait Islander, or

2. Be diagnosed with two or more chronic conditions.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Stonnington - East	20804
Stonnington - West	20606
Glen Eira	20802
Kingston	20803
Port Phillip	20605
Cardinia	21201
Frankston	21401
Mornington Peninsula	21402
Bayside	20801
Casey - South	21203
Dandenong	21204
Casey - North	21202



Activity Consultation and Collaboration

Consultation

Continue to collaborate with:

- State and Federal funded agencies to develop a coordinated approach to PPHs
- LHNs to identify, research, and explore models of care through sector engagement
- General Practices
- Community health services
- Corporate providers
- Health Insurers
- Other community services that provide social connection and health enhancing activities

Collaboration

Stakeholders:

- SEMPHN staff: Executive Leadership Team, Systems Outcomes Team, Chronic Disease Team
- Local Hospital Networks (Alfred Health, Monash Health, Peninsula Health)
- General Practices within SEMPHN
- Allied Health professionals
- Community health

- Councils
- ACCHO's
- Relevant peak bodies
- Other clinical or non-clinical stakeholders
- Consumers and their families and/or carers



Activity Milestone Details/Duration

Activity Start Date

30/03/2019

Activity End Date

30/12/2023

Service Delivery Start Date

April 2021

Service Delivery End Date

December 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: 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?

There will be no decommissioning in this Activity Work Plan, but all of our programs are subject to ongoing evaluation and review.

Co-design or co-commissioning comments

Continue to collaborate with:

- State and Federal funded agencies to develop a coordinated approach to PPHs
 - LHNs to identify, research, and explore models of care through sector engagement
 - General Practices
 - Community health services
 - Corporate providers
 - Health Insurers
 - Other community services that provide social connection and health enhancing activities
-



AH - 3 - AH3 - After Hours Care Planning and Care Coordination



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

AH3 - After Hours Care Planning and Care Coordination

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 aim is to:

- support and coordinate the care of vulnerable people living with chronic and complex conditions currently at risk of hospitalisation and/or presenting to Emergency Departments for GP type presentations, particularly in the After Hours period and providing them with links to appropriate clinical and non-clinical services.
- increase general practice management of people with complex and chronic conditions currently at risk of hospitalisation and/or presenting to Emergency Departments (EDs) for GP type presentations particularly in the After Hours period.
- increase consumer awareness, especially of people living with chronic and complex conditions of After Hours Primary Health Care available in their community and improve patient health literacy on the appropriate Health Services to access in the after hours period.

Description of Activity *

This service will be used to complement existing primary health care services to provide patients with patient centred care through comprehensive Care Coordination activities for people at risk of hospital admissions and/or frequently attending ED in the after hours period. The Care Coordination Services are delivered by a community based organisation that is not an emergency or after hours service. The services are currently being delivered to eligible people residing in the SEMPHN Local Government Areas (LGAs) of Frankston and Greater Dandenong, which have been identified with the highest rates of GP type presentations at EDs.

The service is split into two phases:

Phase 1: Referral to service by General Practice or Community Pharmacy commencing February 2023. The service may also refer clients into participating General Practices depending on the source of the referrals.

Services include:

- improving consumer awareness of after hours service access and availability.
- improving planning of after hours care.
- improving linkages to their regular general practice where necessary.
- care coordination activities that address identified gaps in care
- utilising pharmacy presentations to identifying people requiring support.

Phase 2: Referral to service by Hospital (proposed). This phase will be developed using learnings from the outcomes of Phase 1.

It is expected the commissioned care provider will accept referrals from public hospitals into the program. A co-design approach will be adopted with participating public hospitals in the Frankston and Greater Dandenong LGAs taking into consideration existing programs and services already offered by hospitals.

Selecting the LGAs

Populations in the Local Government Areas of Greater Dandenong, Casey, Cardinia, Kingston, Frankston Mornington Peninsula have the highest after hours presentations to EDs for GP type presentations. This is despite a 2017 report into After Hours services in the SEMPHN region identifying all LGAs with the exception of Cardinia providing After Hours primary care services.

Multiple data sources including SEMPHN's recent needs assessment were explored to refine the LGAs to initially deliver the service and to enhance the success of the program. Two LGAs (Frankston and Greater Dandenong) were initially selected for Phase 1 to ensure the LGAs with the largest target populations received access to the Care Coordination Services. This approach also offers the greatest chance of success when moving to the co-design element of Phase 2.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
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Support the local health system with impacts of COVID-19 pandemic (PH)	156
Support the ongoing chronic disease unintended consequences of COVID-19 (long COVID) (PH)	156



Target Population Cohort

Patients within the SEMPHN catchment with poorly managed complex medical needs.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Frankston	21401
Dandenong	21204



Activity Consultation and Collaboration

Consultation

This activity is a result of multiple rounds of commissioning to General Practice over the life of the PHN, comprehensive research conducted by PwC and internal analysis by SEMPHN's Systems Outcomes team of previous commissioning. GPs have been intimately involved at all points of this process and have been the recipients of the majority of commissioned funds.

Collaboration

Continue to collaborate with:

- State and Federal funded agencies to develop a coordinated approach to PPHs
- LHNs to identify, research and explore models of care through sector engagement
- General Practices
- Community health services
- Corporate providers
- Health Insurers
- RACFs
- ACCHOs



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

30/12/2023

Service Delivery Start Date

February 2023

Service Delivery End Date

November 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: 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?

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?

There will be no decommissioning in this Activity Work Plan, but all of our programs are subject to ongoing evaluation and review.

Co-design or co-commissioning comments

This activity is a result of multiple rounds of commissioning to General Practice over the life of the PHN, comprehensive research conducted by PwC and internal analysis by SEMPHN's Systems Outcomes team of previous commissioning. GPs have been intimately involved at all points of this process and have been the recipients of the majority of commissioned funds.



AH - 4 - AH4 - After Hours Needs Assessment



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

4

Activity Title *

AH4 - After Hours Needs Assessment

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

Ensure SEMPHN's After Hours programs are based on the current needs of the SEMPHN region.

Description of Activity *

SEMPHN is undertaking an After Hours specific Needs Assessment for the SEMPHN region.

The results of this assessment will be used by SEMPHN to undertake the activities referred to in the Deed including:

- understanding the priorities and after hours service needs in the SEMPHN region
- determining priorities and identifying the strategies that can be implemented.

The Needs Assessment will also inform the development and implementation of evidence-based Activity Work Plans to address national and specific priorities relating to After Hours Primary Health Care services in the SEMPHN region.

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Develop integrated models of care for consumers experiencing comorbidity across a continuum of care (AOD)	167
Support the local health system with impacts of COVID-19 pandemic (PH)	156
Support the ongoing chronic disease unintended consequences of COVID-19 (long COVID) (PH)	156



Activity Demographics

Target Population Cohort

Priority populations across the catchment, including individuals with complex needs, multiple chronic diseases, First Nations population, CALD communities, and older populations.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultations with key stakeholders including GPs, nurses, allied health professionals, counsellors and pharmacists; and consumers to develop end-to-end consumer journey maps, identifying their experience and touchpoints with SEMPHN-commissioned After Hours and Emergency Services.

Collaboration

N/A



Activity Milestone Details/Duration

Activity Start Date

14/04/2023

Activity End Date

14/11/2023

Service Delivery Start Date

15/05/2023

Service Delivery End Date

15/09/2023

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: 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?

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



AH-Op - 1 - After Hours operational (admin)



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

1

Activity Title *

After Hours operational (admin)

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

