

# South West Primary Care Partnership Strategic Plan 2013-17



## Background

The Primary Care Partnership (PCP) strategy is a Victorian Government initiative which provides funding to strengthen collaboration and integration across sectors in order to:

- Maximise health and wellbeing outcomes
- Promote health equity
- Avoid unnecessary hospital presentations and admissions

The program focuses on supporting PCP member agencies in the areas of:

- Client and community empowerment
- Prevention
- Early intervention and integrated care

A number of guiding principles inform PCP action. These include:

- Tackling health inequities
- Person and family centred
- Evidence-based and evidence informed decision making and action
- Cross-sector partnerships
- Accountable governance
- Wellness focus
- Sustainability

This plan outlines the Strategic Directions of the South West Primary Care Partnership and how and where it will focus its funded resources. It has been designed in alignment with the above guiding principles.

## Who are we?

The South West Primary Care Partnership (SWPCP) is a voluntary alliance of over thirty health and community service agencies in south west Victoria, incorporating the three local government areas of Corangamite, Moyne and Warrnambool.



## Our Vision

A strong sustainable partnership that utilises best practice and integrated approaches to improve the identified priority health and wellbeing issues of our communities.

## Our Mission

To strengthen and support member agencies to achieve our vision by:

- Building capacity of member agencies and their workforce
- Providing evidence and research to inform practice
- Providing backbone support for priority projects
- Advocating for the work of the partnership
- Assisting with identifying resources to support the priority projects of the partnership

## Our Values

- *Equity & Inclusion* – all member agencies will be offered an equal opportunity to lead and participate in PCP activities
- *Respect* – the contributions of all members, valuing diversity which leads to strength
- *Trust* – members act with integrity, building trust through commitment to joint goals and objectives
- *Honesty* – all members agree to act and speak in an open, honest way toward each other and their communities

- *Openness* – members are forthcoming with ideas, solutions, and resources, committed to positive relationships based on inclusiveness

## Our Approach

### Capacity building

- Providing networking and workforce development opportunities for priority areas to enable shared learnings, evidence based practice, new approaches and models
- facilitating access to quality improvement initiatives that focus on integrated approaches to care coordination, sharing client information, improved client journey and the delivery of self-management support to consumers.

### Evidence and research

- Building a local intelligence platform to inform, influence and benchmark action
- Supporting local level evaluation in priority areas

### Backbone support

- Provision of secretariat and technical support to PCP working groups and the Executive Committee

### Advocacy and Promotion

- Representing the work of the PCP at external networks and to funding bodies
- Promoting and coordinating the activities and initiatives of member agencies

### Resourcing

- Assisting with the identification of potential funding for priority areas and for grant submissions
- Assisting with reorientation of existing agency resources toward priority projects

### Partnership

- Facilitating and supporting existing and new partnerships around the strategic priorities
- Ensuring that work aligns with the identified values of the partnership
- Promoting and supporting high levels of communication and collaboration between member agencies

## Our Governance

SWPCP is governed by an elected Executive Committee composed of member agency representatives. The Executive Committee meets regularly and is responsible for setting the strategic directions, monitoring progress and managing risks of the PCP. A formal partnership agreement governs the activities of the PCP. The functioning of the partnership is reviewed on a regular basis.

## Planning Process

Over the last 12 months, SWPCP staff and member agencies have been involved in and/or contributed to a range of research and consultation processes as part of the Great South Coast Municipal Public Health and Wellbeing Support Strategy. The support strategy focused on working in partnership to identify health and wellbeing goals for the catchment. The methodology included;

- A review of relevant state and national policy likely to influence actions to strengthen health and wellbeing in the GSC region.
- Research and analysis of health and wellbeing data and indicators across the GSC region.
- Engagement of the community and key stakeholders to identify key priorities for action for each LGA
- A decision making framework used to prioritise the identified preventative health issues.

In addition, national health system data sourced by the GSC Medicare Local has assisted in identifying prevalent chronic diseases and opportunities for improvement in service response and system re-design.

SWPCP also used annual member agency reporting on service coordination, e-referral and care coordination processes to inform planning.

## Preventative Health

SWPCP key catchment preventative health issues include:

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• <b>Low levels of healthy eating and physical activity</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>low educational attainment</b></li> </ul>        |
| <ul style="list-style-type: none"> <li>• <b>violence against women</b></li> </ul>                             | <ul style="list-style-type: none"> <li>• <b>harm from alcohol and other drugs</b></li> </ul> |

These priority health issues have multiple causative factors at the societal, organisational and individual level, with complex inter-relationships, requiring whole of community and integrated agency responses to have any real impact.

## Chronic Disease

In the SWPCP catchment, the population has higher rates of the following chronic conditions than Victoria:

|  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>• <b>mental illness (anxiety &amp; depression)</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>diabetes</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>respiratory disease</b></li> </ul> |
|--|---|--|

## Other

Members also identified the following challenges

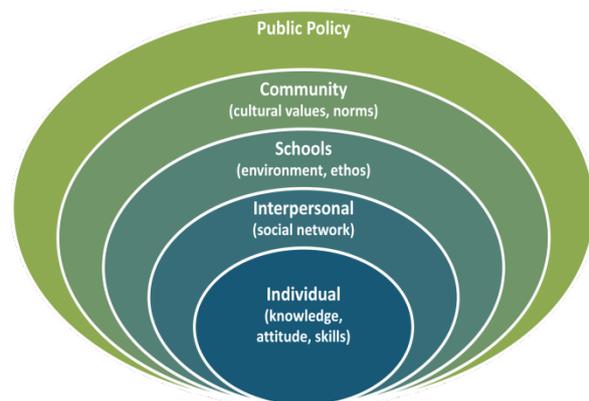
- low levels of inter-agency care coordination and low levels of e-referral between health and community service providers
- a need to enhance consumers engagement and literacy in relation to the awareness of services and pathways of care between service providers.
- low levels of awareness of program availability between agencies to support multi-disciplinary care
- inequitable access to health services for vulnerable groups

## Partner Networks

Across the Great South Coast Region there are multiple networks brokering partnerships between member agencies. These networks support many of the same member agencies, but address different health issues and target groups. Network auspice agencies covering the **same geographical area** have agreed to take a key support role for each health issue. Where networks cover the **same health issue but are in different geographic areas**; they have agreed to share: learning's, resourcing towards workforce training and development, synchronise data and intelligence gathering, and use common branding and evaluation processes.

| Issue  | Auspice Agency / Network          |
|--|-----------------------------------|
| Educational Attainment                       | Great South Coast Beyond the Bell |
| Prevention of Violence against Women         | Women's Health & Wellbeing BSW    |
| Minimising risk from alcohol and other drugs | Great South Coast Medicare Local  |
| Mental Illness (Anxiety & Depression)        | Great South Coast Medicare Local  |

Ecological Model of Health



## South West Primary Care Partnership Strategic Priorities

|  |   |
|--|---|
| Prevention                             | <p>Healthy Eating</p> <p>Physical Activity</p>  |
| Early intervention and integrated care | <p>Chronic disease impacted by poor diet &amp; physical inactivity</p> <p>e.g. Diabetes, Heart Disease</p> <p>Depression &amp; Anxiety</p> <p>Arthritis</p> |
| Client and community empowerment       | <p>Health Literacy</p> <p>Self Management</p> <p>Service Coordination</p> <p><i>* with a focus on chronic conditions and mental health</i></p>              |

## Prevention

| <b>Goal</b><br><i>What long term outcomes are we trying to achieve?</i>   | <b>Objectives</b><br><i>What changes are we trying to achieve over the next four years?</i>  | <b>Key settings &amp; target groups</b><br><i>Who will we be working with?</i>   | <b>Linked initiatives</b>  | <b>Lead agency</b><br><i>Who will lead the change?</i> | <b>Key documents</b><br><i>For more info go to:</i>   | <b>Indicators</b><br><i>How will we know if we have been successful?</i>   |
|---|--|--|--|--|---|--|
| Increase the capacity of SWPCP member agencies to deliver evidence based primary prevention policy and practice in the prevention priority areas. | <ul style="list-style-type: none"> <li>Establish an intelligence gathering and evaluation framework for strategic priorities</li> <li>Facilitate the delivery of a training and development program based on the findings of the GSC MPHWP Support Strategy Preventive Health &amp; Wellbeing Capacity, Workforce Training Needs Analysis</li> <li>Facilitate sharing of evidence based initiatives.</li> <li>Work with member agencies to reorient individual and group activities towards SWPCP prevention priorities</li> <li>Advocate for additional resources to support a sub-catchment approach to prevention priorities.</li> <li>Provide backbone support to SWPCP working groups.</li> </ul> | Member agency staff.<br><br>Deakin & Flinders University under and post graduate students, lecturers and senior researchers. | GSC Evaluation Framework and Intelligence Hub.<br><br>Heart of Corangamite (HOC).<br><br>South West Healthy Kids (SWHK).<br><br>Lunch Box Blitz.<br><br>WCC Early Years Health Achievement Program | Led by GSCML and supported by SWPCP & SGGPCP.          | GSC MPHWP Support Strategy Preventive Health & Wellbeing Capacity, Workforce Training Needs Analysis & Draft Professional Development Plan.<br><br>SWHK Needs Analysis.<br><br>HOC Angelo Report. | Development of a partnership model for intelligence gathering, evaluation and experiential learning in primary prevention.<br><br>Number of GSC network forums on priority GSC priority issues.<br><br>Indicators for success to address priority issues established and available to all member agencies.<br><br>The number of organisations, services and institutions in key settings achieving benchmark HTV standards in PA and HE and engaged in the GSC Strategy to support improved PA and HE.<br><br>Increase in the resources and settings supporting work focused on PA & HE. |

## Early Intervention and Integrated Care

| <b>Goal</b><br><i>What long term outcomes are we trying to achieve?</i>   | <b>Objective</b><br><i>What changes are we trying to achieve over the next four years?</i>   | <b>Key settings &amp; target groups</b><br><i>Who will we be working with?</i>                          | <b>Linked initiatives</b>                        | <b>Lead agency</b><br><i>Who will lead the change?</i>  | <b>Key documents</b><br><i>For more info go to:</i>   | <b>Indicator</b><br><i>How will we know if we have been successful?</i>  |
|---|--|---|--|---|---|--|
| Provide backbone support to the GSC Suicide Prevention Strategy until June 30, 2015.                            | <ul style="list-style-type: none"> <li>• Provide secretariat support to the working group</li> <li>• Coordination communications regarding the strategy with identified stakeholders</li> <li>• Provide research and development support</li> <li>• Support strategy consultation initiatives</li> <li>• Support partnership approaches and stakeholder engagement with the strategy</li> </ul>  | Health and Community Service agencies across the GSC region.  | <a href="#">Living is for Everyone Framework</a> | Led by – SW Lifeline and supported by <ul style="list-style-type: none"> <li>• SWPCP</li> <li>• SWH</li> <li>• Bethany</li> <li>• St JOGH</li> <li>• MIF</li> <li>• MIND</li> <li>• GSCML</li> <li>• WDEA</li> <li>• LGA Youth Workers</li> </ul> | <a href="#">LIFE framework</a>  | 75% of health & community agencies involved in the development, implementation and evaluation of the GSCSPS. Increased capacity of member agencies and development of a sustainable model.             |
| Increase SWPCP member agencies capacity to deliver an agreed standard of care coordination practice excellence. | <ul style="list-style-type: none"> <li>• Define inter agency values and behaviours to guide excellence in care coordination practice.</li> <li>• Develop inter agency benchmarks for care coordination excellence i.e. multidisciplinary team approach</li> <li>• Define local pathways of care, where care coordination is essential for good health outcomes.</li> <li>• Share and benchmark agency care coordination practice to promote leadership and accountability</li> <li>• Facilitate the development and implementation of an agreed model for chronic care for agencies across the catchment.</li> </ul> | PCP & GSCML member agencies   | Enhancing Care Coordination Project              | Led by – <ul style="list-style-type: none"> <li>• SGGPCP and supported by</li> <li>• SWPCP</li> <li>• GSCML</li> <li>• DH</li> <li>• G21</li> <li>• WDHS</li> </ul>   | Refer to Enhancing Care Coordination Overview   | Number of shared care plans between agencies. The change in the number of shared care plans between member agencies and GP's. Change in shared care protocols and arrangement between member agencies. |
| Strengthen e-health practice and support the implementation of solutions across the GSC region.                 | <ul style="list-style-type: none"> <li>• Support the implementation of Patchwork across the catchment</li> <li>• Develop protocols of service coordination practice between agencies.</li> <li>• Support the implementation of quality systems to implement and improve secure messaging usage across the catchment.</li> <li>• Advocate for member agencies with SWARH and DHS around use of e-health practice.</li> </ul>  | Hospitals, GP's and other high referrers of primary and community care services. LGAs and H&CS agencies | GSC Secure Messaging Patchwork                   | Led by SWARH and WCC supported by: SWPCP GSCML SGGPCP   | Briefing to be developed in association with SWARH & GSCML GSC PCPs. Patchwork to be implemented by WCC & GCC | Increase in e-referrals to 10,000 sent messages per year.  |

## Client and community empowerment

| <b>Goal</b><br><i>What long term outcomes are we trying to achieve?</i>   | <b>Objective</b><br><i>What changes are we trying to achieve over the next four years?</i>  | <b>Key settings &amp; target groups</b><br><i>Who will we be working with?</i>         | <b>Linked initiatives</b>  | <b>Lead agency</b><br><i>Who will lead the change?</i>   | <b>Key documents</b><br><i>For more info go to:</i> | <b>Indicator</b><br><i>How will we know if we have been successful?</i>  |
|---|---|--|----------------------------|--|---|--|
| <p>Increase member agency awareness of pathways of care for health conditions with a high service demand and/or rates of preventable admission.</p> <p>Strengthen member agency capacity for client and community engagement.</p> | <ul style="list-style-type: none"> <li>Extend the PHN Health Pathways Navigation Tool to SWPCP member agencies and encourage uptake.</li> <li>Support member agencies to engage with clients in the development of a new Chronic Care Model amongst practitioners and consumers.</li> <li>Facilitate opportunities for member agency staff to improve their capacity in engaging clients and the community to inform their work.</li> <li>Work with member agencies to improve their approach to goal centred care planning by facilitating opportunities for learning and sharing practice.</li> </ul> | <p>Member agencies<br/>Consumer advocacy agencies<br/>Community engagement experts</p> | <p>GSC Navigation Tool</p> | <p>Led by SWPCP and supported by:</p> <ul style="list-style-type: none"> <li>GSCML</li> <li>SGGPCP</li> <li>Local Govt.</li> </ul> | <p>Navigation Tool Project Brief</p>                | <p>Navigation Tool developed</p> <p>Greater consumer and practitioner awareness of pathways of care for health conditions with a high service demand and or rates of preventable admissions.</p> |