

**PRIMARY
HEALTH
NETWORK**

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative

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WESTERN NSW
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COORDINARE


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Rebbeck

Co-commissioning a primary care telehealth alcohol withdrawal & recovery service, proof of concept

Central & Eastern Sydney PHN

Wed 16th March 2022

The challenge

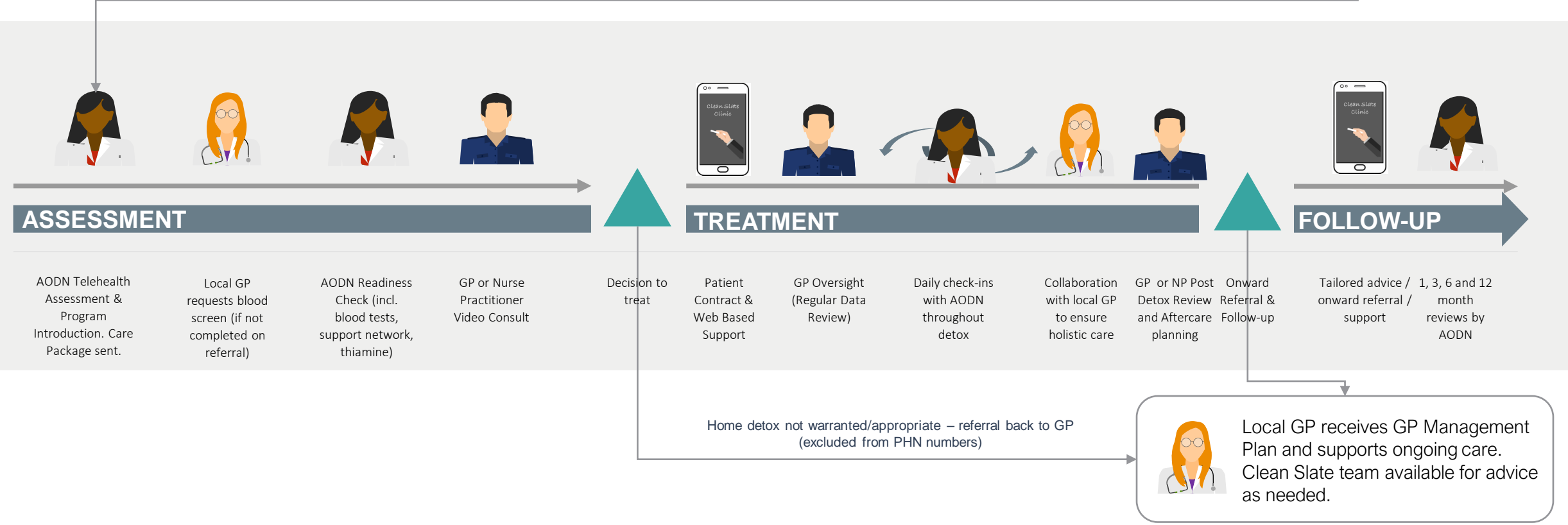
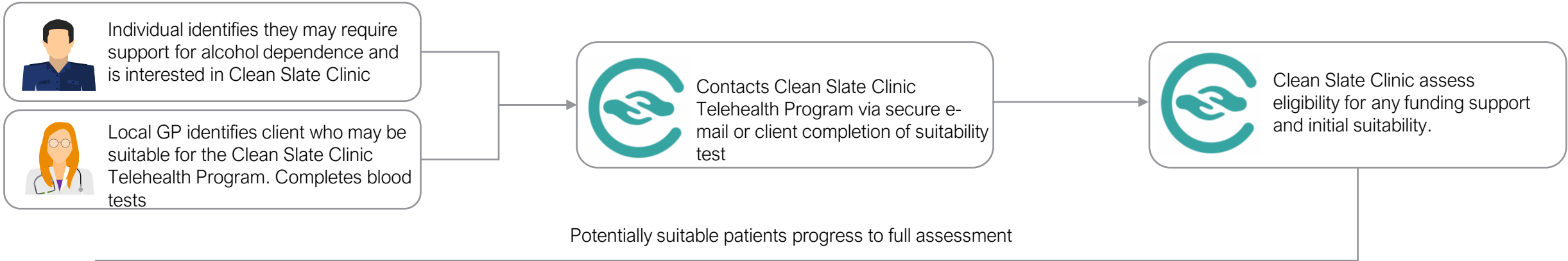
- Alcohol misuse is a substantial and growing problem, costing the Australian Economy ~\$15bn each year, and is a major cause of preventable disease
- ~20% of people report an increase in drinking during COVID-19
- Alcohol related deaths increased by 8.3% over the last year and individuals with dependent drinking are between 60 and 120 times more likely to die by suicide
- There are approximately 430,000 individuals in Australia with alcohol dependence who need specialist help – currently less than 20% of these have access to the support they need
- There are limited treatment options available for individuals needing help, and there is stigma attached to seeking help for alcohol dependence issues
- GPs are reluctant to provide primary care withdrawal services, due to lack of appropriate training and expertise and limited financial incentive



The approach

- We collaborated as 3 PHNs to co-commission a proof of concept and evaluation of Clean Slate Clinic
- We tested an innovative new model for delivering primary care led alcohol withdrawal and recovery services fully via telehealth
- **The co-commissioning approach**
 - A funding pool agreement between 3 PHNs with CESP HN as Lead
 - A single contract between Lead and Provider
 - Steering committee of PHNs
- **The Proof Of Concept approach**
 - Funding for an initial cohort of 35 patients (since increased to 50)
 - Assessment, Treatment and Follow-up (see pathway)
 - Working closely with local GPs
 - GP Education and Resources
 - Support for Provider to establish their supporting technology
 - The costs of an evaluation to provide good data on project outcomes





Phase 1: Assessment

Goals:

- Risks are identified and appropriately managed
- Clients are physically and mentally prepared for detox

Duration: 2-3 weeks



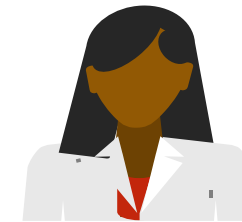
- Referral via GP or self-referral (webform)
- Suitability Test
- Contact by Clean Slate Clinic Admin
- Assessment Form



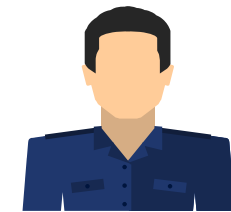
- AODN Telehealth Assessment & Program Introduction
- Care Package sent
- Local GP contacted for information
- Support person identified.



- Web Based Support
- Daily Drinks Diaries



- AODN Readiness Check (incl. blood tests, support network)



- Dr Pre-Detox Video Consult
- Prescribing

Phase 2: Detox

Goals:

- Clients are safely detoxed from alcohol
- Withdrawal symptoms are minimised

Duration: 1 week



- Client daily check-ins with AODN via telehealth

- Dr oversight throughout

- Daily dispensing of medications via local pharmacy

- Web Based Support
- Daily Detox Diaries

- GP Post-Detox Review
- Aftercare planning, including draft GPMP

- Collaboration with local GP
- Ongoing communication
- GPMP handover

Phase 3: Follow-Up

Goals:

- Clients successfully meet their alcohol goals into the long term
- Clients feels supported ongoing

Duration: 1 year



- Follow-up with AODN via telehealth
- Weekly then monthly then quarterly
- Ongoing communication with local GP
- Ongoing access to resources
- Outcomes capture via webforms
- Discharge from Clean Slate Clinic

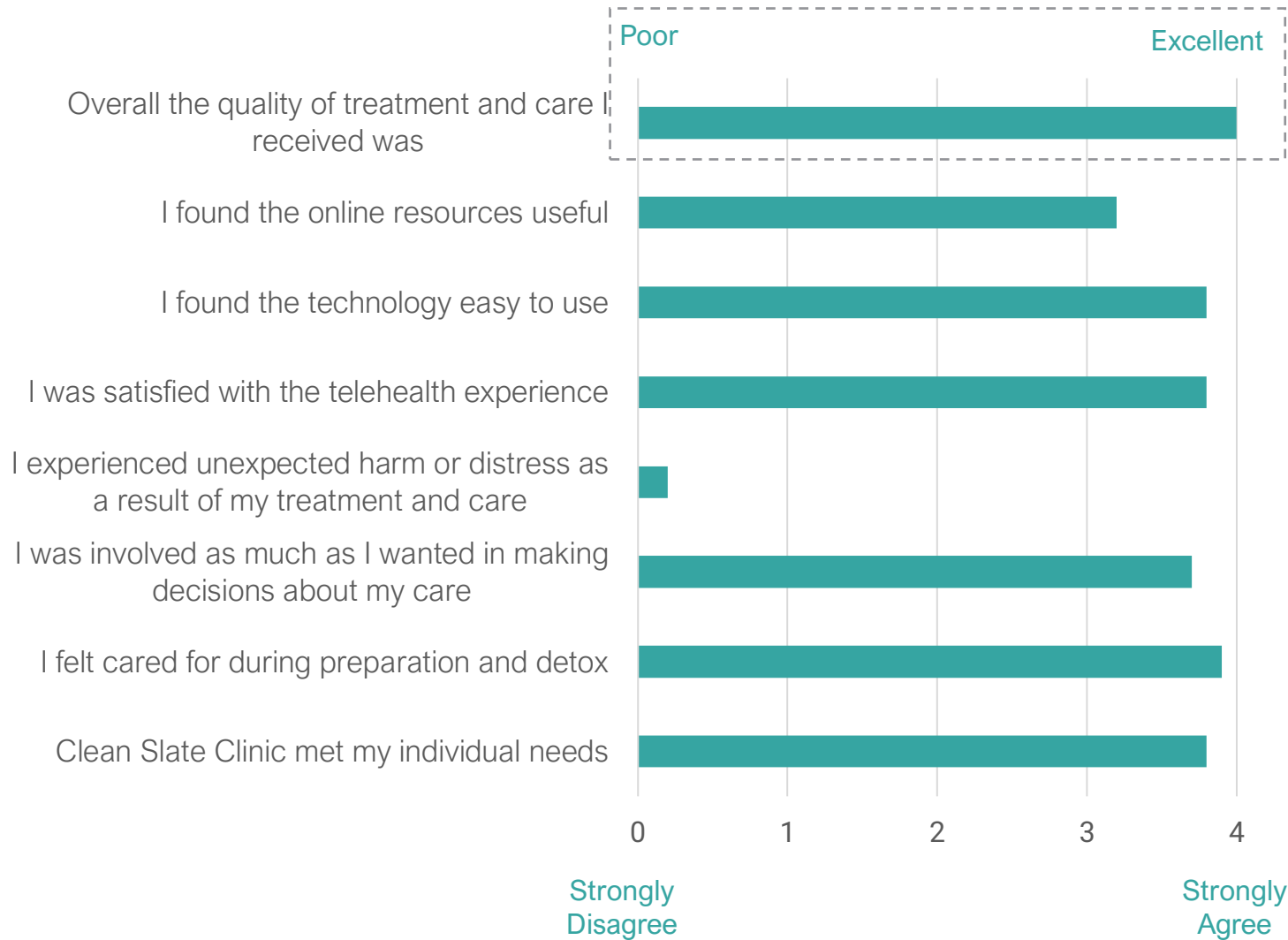
- Relapse Pathways in place
- Clinical outcomes captured at Month 1, Month 3, Month 6, Month 12
 - AUDIT
 - K10
- Patient Experience Outcomes Captured post detox

The impact

- **36 Clients** have completed detox and are now in follow-up, with a further **10 in assessment / detox**
- 4 Clients did not progress beyond assessment as they were not clinically suitable for the service
- **At Month 1**
 - 75% fully meeting their alcohol goals
 - 17% with reduced alcohol dependence
 - 5% relapsed
 - 3% lost to follow-up
- **At Month 3**
 - 44% fully meeting their alcohol goals
 - 35% with reduced alcohol dependence
 - 12% relapsed
 - 9% lost to follow-up
- AUDIT Score Change: - 21 points
- K10 Score Change: - 4 points
- Clients deeply value the service (see overleaf)
- GP resources freely available and good attendance/positive feedback from webinars



Client Experience



“The daily appointments with my Nurse Jenny helped me commit to my detox period”

“It is very hands on. There are many tools available, the incredible support of the staff and genuine concern to help reduce and quit alcohol”

“I really valued and appreciated the compassion and understanding of Luci (my nurse) and her professional and personalised approach to my needs, life situation and questions asked. All this encouraged me to stay focused at critical times where alone I would have faltered”

“I am positively overwhelmed and eternally grateful for the care and support provided by the Clean Slate Clinic team leading up to and during my detox. Dr Chris Davis and clinician Jenny Ryan went above and beyond in their commitment to person centred and compassionate care throughout the whole process”

“The Clean Slate Clinic is one of the most important and rewarding things I have done in my life. The genuine care from all staff was something of a novelty in this day and age and I cannot recommend Clean Slate high enough.”

The learnings



- Role of project steering committee critical in establishment phase
- Early tracking of client experience enabled responsive steps to address improvement areas and value adds
- Clinical outcomes demonstrate effectiveness of new telehealth model
- Funding a proof of concept has enabled testing of model and preparation for scale up
- Ongoing promotion of progress has garnered wider interest and support

For more info:

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2022 PHN Commissioning Showcase

16-17 March 2022

Mereweather Surfhouse

Newcastle