

Commissioning Innovation

A Digital Solution to Social Prescribing

Emily Maroun

phn
WESTERN SYDNEY
An Australian Government Initiative

WentWest
Progressing Health Now



ACKNOWLEDGMENT OF COUNTRY

I acknowledge the traditional custodians of the lands on which we are all meeting today.

I pay my respects to elders past and present.

I acknowledge their custodianship of this beautiful country.

I am inspired by the value they have placed on identity, country, culture and community.

I would also like to acknowledge and value the life journeys, struggles and successes of all those who invite us into their lives and we acknowledge all those who live without support in the community.

OVERVIEW

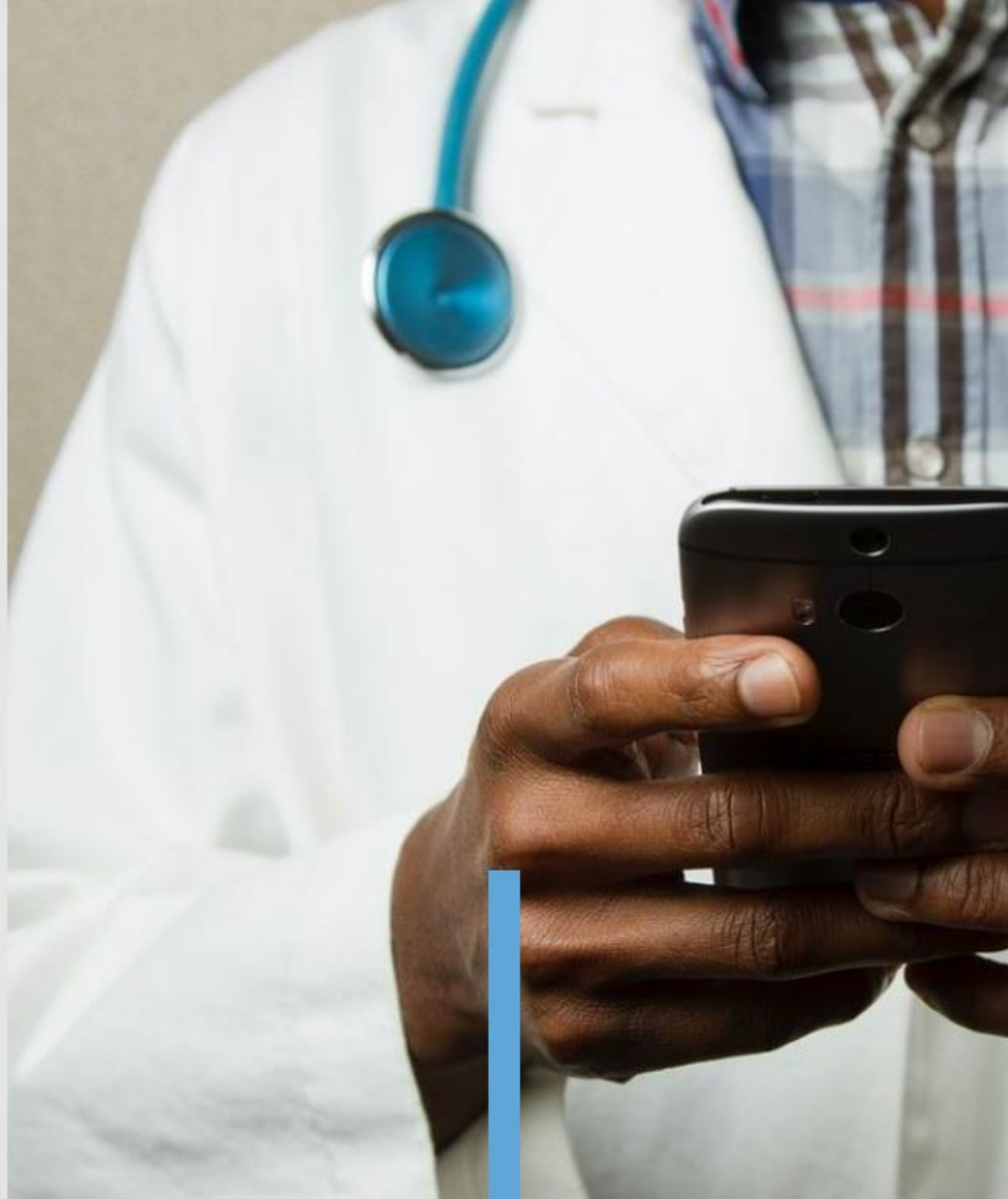
Challenge

Approach

Learnings

Impact

To find an **effective** navigation tool that addresses the needs of a consumer experiencing mild to moderate mental illness.



THE CHALLENGE

”

“Currently, too many people who go to their GP for help with their mental health are being prescribed medication, or referred to a psychological therapist, without being given the opportunity to consider the full range of treatment and support options for their condition.”

Productivity Commission 2020, Mental Health, Report no. 95, Canberra.



THE CHALLENGE



Service Directories

- Up to date information
- Separate for consumers and service providers
- Accessibility

Health Pathways

- Clinically focused
- Difficult to navigate
- Not routinely accessed by senior GPs

”

...I don't have time to log in to another web page and search for the right service...

THE CHALLENGE



Conversation



Collaboration

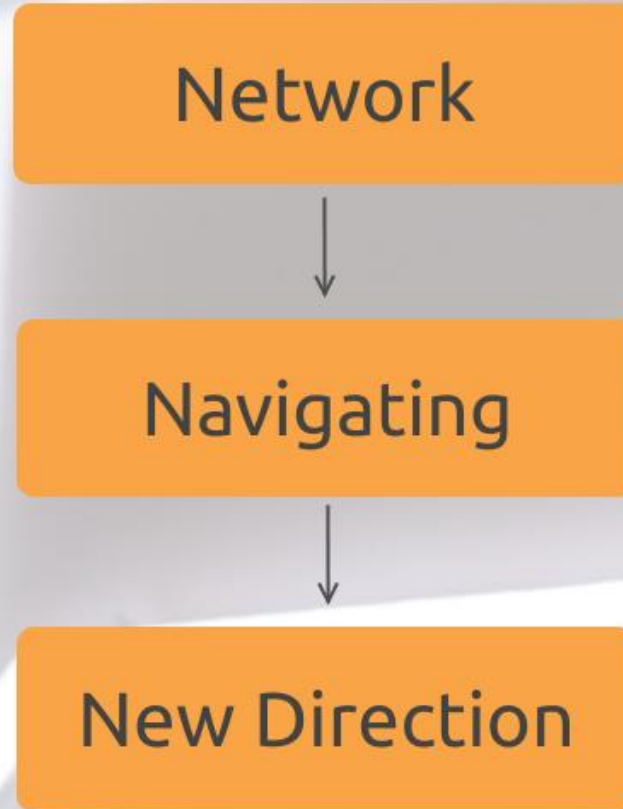


Commission



THE APPROACH

Conversation & Collaboration



THE APPROACH



Agora Connect is a social venture that supports personalised care by making it easy for patients and their health providers to discuss a wide range of needs and goals, and then seamlessly connects them to services that support their recovery.

www.agoraconnect.com

THE APPROACH



1. People enter information at home or in a waiting room that lets us know who they are and what's important to them

2. People enter the psychosocial issues most important to them and complete selected validated questionnaires

3. All that information is put through an intelligent matching algorithm that matches them to the most personally relevant community groups, mental health and social support programs

4. They receive a shortlist of recommended programs tailored to their needs

5. This can be shared with their health provider. In a collaborative consultation, they choose the most appropriate combination of services

6. Send off referrals with a single click

7. When they make it to their program, their health care team will be able to see where they are on their recovery journey

www.agoraconnect.com

THE APPROACH

Commission

Identify funding partners

Assess the ask and the risk

Commission a phased development strategy

THE APPROACH

Potential Impact of Agora Connect

- Reduction in cost burden to healthcare and communities
- Increased social connectedness and reduction in loneliness
- Enabling HCPs to address social determinants of health
- Reduction in the burden of disease from mental health
- Enhance mental health service navigation
- Reduction in admissions and length of stay triggered by social issues
- Better utilization of healthcare provider time freeing up capacity in the system



IMPACT

There is value in commissioning innovation and engaging in social enterprise

If PHNs can have an ACTIVE role, in the design of programs and platforms it allows for effective integration into existing systems, moves away from siloed functionality and positions PHNs as trailblazers for early innovation.

LEARNINGS

A hand holding a smartphone, with the screen reflecting colorful bokeh lights. The background is dark with vibrant, out-of-focus light circles in shades of pink, orange, green, and blue. The phone is a silver-colored model with a home button.

Emily Maroun

emily.maroun@wentwest.com.au

0459 293188