2023 PHN Commissioning Showcase

Momentum - Accelerating outcomes and equity through commissioning

Commissioning a Network: Lessons Learned from a CHSP Consortium

Key Objectives

The challenge – why we formed the Consortium and why it's still relevant

The approach – what's unique about this model?

The Impact – key achievements over 10 years

Learnings – our plans for applying what we've learnt

PRIMARY HEALTH NETWORK

phn NSW and ACT PHNs

An Australian Government Initiative

Rebbeck

Brisbane North PHN

The Challenge

Australia's aged care system = Complex System

HHS decision → = Opportunity

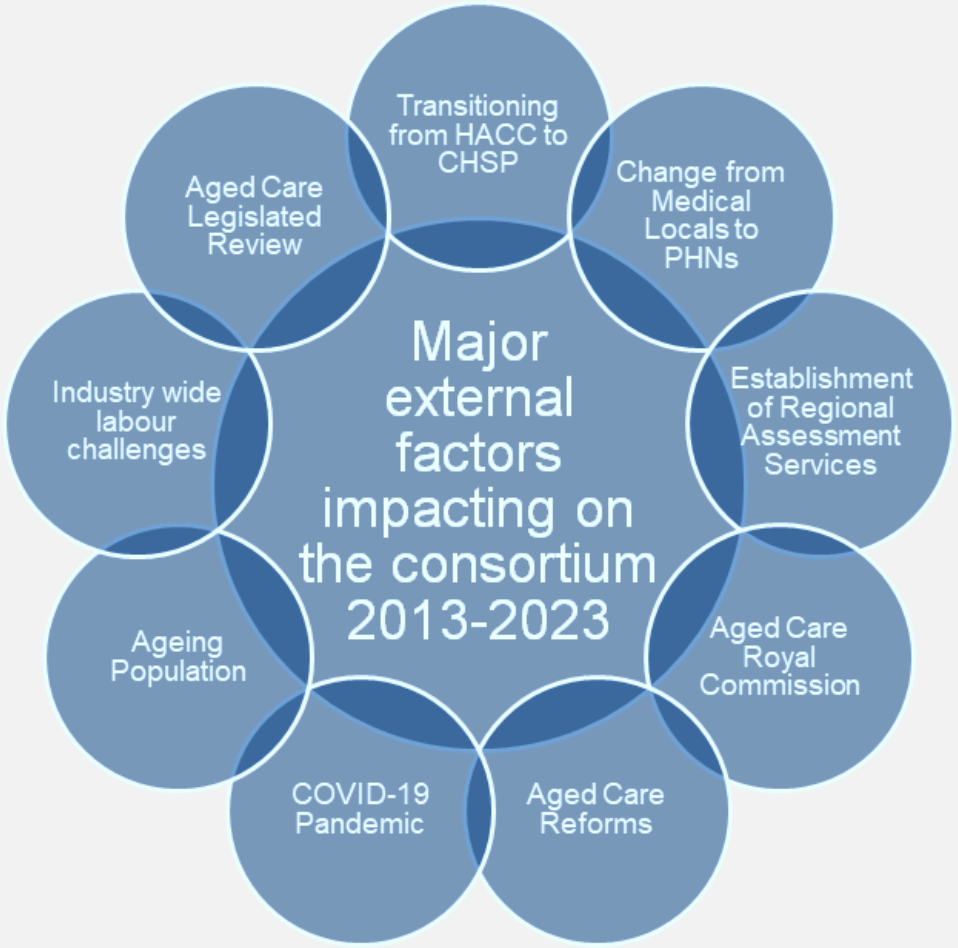
- Ageing well at home
- Commitment to best practice

- Increased financial sustainability
- Improve/innovate
- Collaborate/build capacity
- Influence/stronger voice
- Better access and outcomes for consumers

Collaboration is key

You cannot solve complex problems on your own

The Challenge – still relevant



The Approach

Our service providers

all about living
wesley mission QUEENSLAND
BallyCara
BOLTON CLARKE
co.as.it. community services
GOC Care
footprints community
communify
IUIH institute for urban indigenous health
Burnie Brae

Our other members

ADAAustralia
LASA LEADING AGE SERVICES AUSTRALIA
COTA QUEENSLAND
CarersQLD Australia
inclusee
centacare
Metro North Health
Queensland Government
phn BRISBANE NORTH An Australian Government Initiative
Jubilee COMMUNITY CARE

Figure 2. How the healthy@home Consortium adds value to individual members daily practice.

The Approach

Key factors to success and longevity:

COLLABORATIVE DECISION MAKING

USE OF DATA TO IMPROVE EQUITY OF ACCESS

COLLECTIVE IMPACT

Memorandum of Understanding

Census Population Distribution

- Bribie – Beachmere and Redcliffe have the highest number of people over the age of 65.
- Caboolture Hinterland has the lowest count.

phn BRISBANE NORTH
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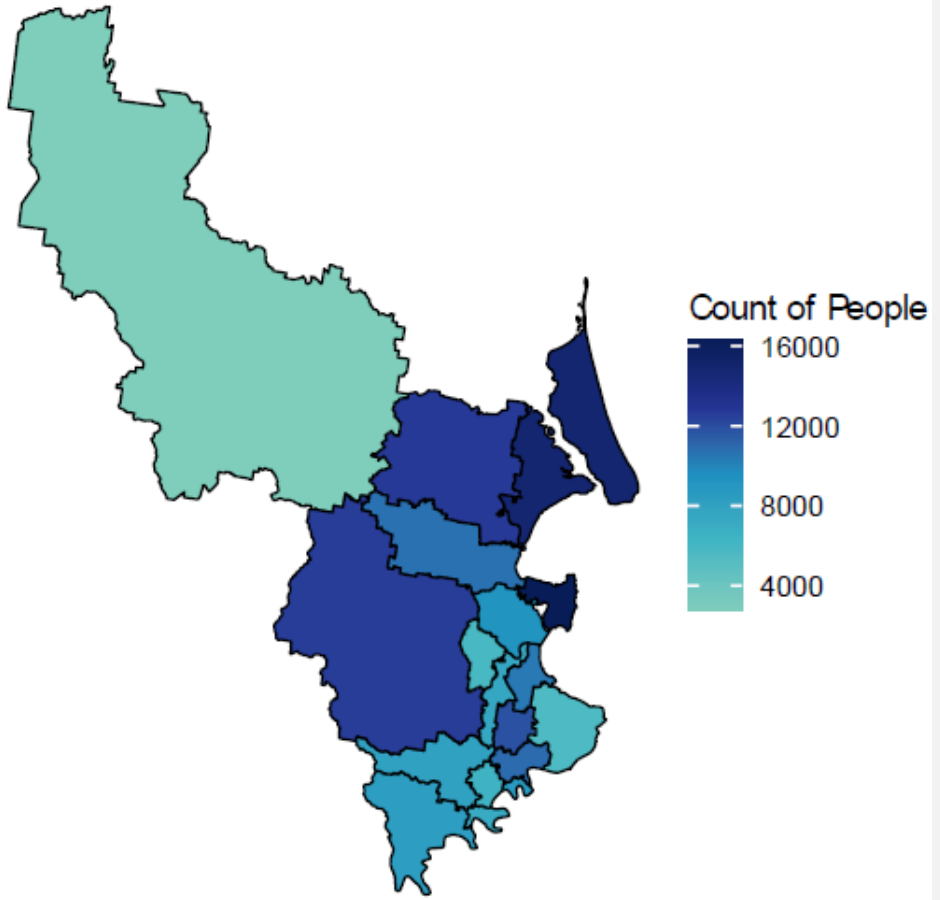
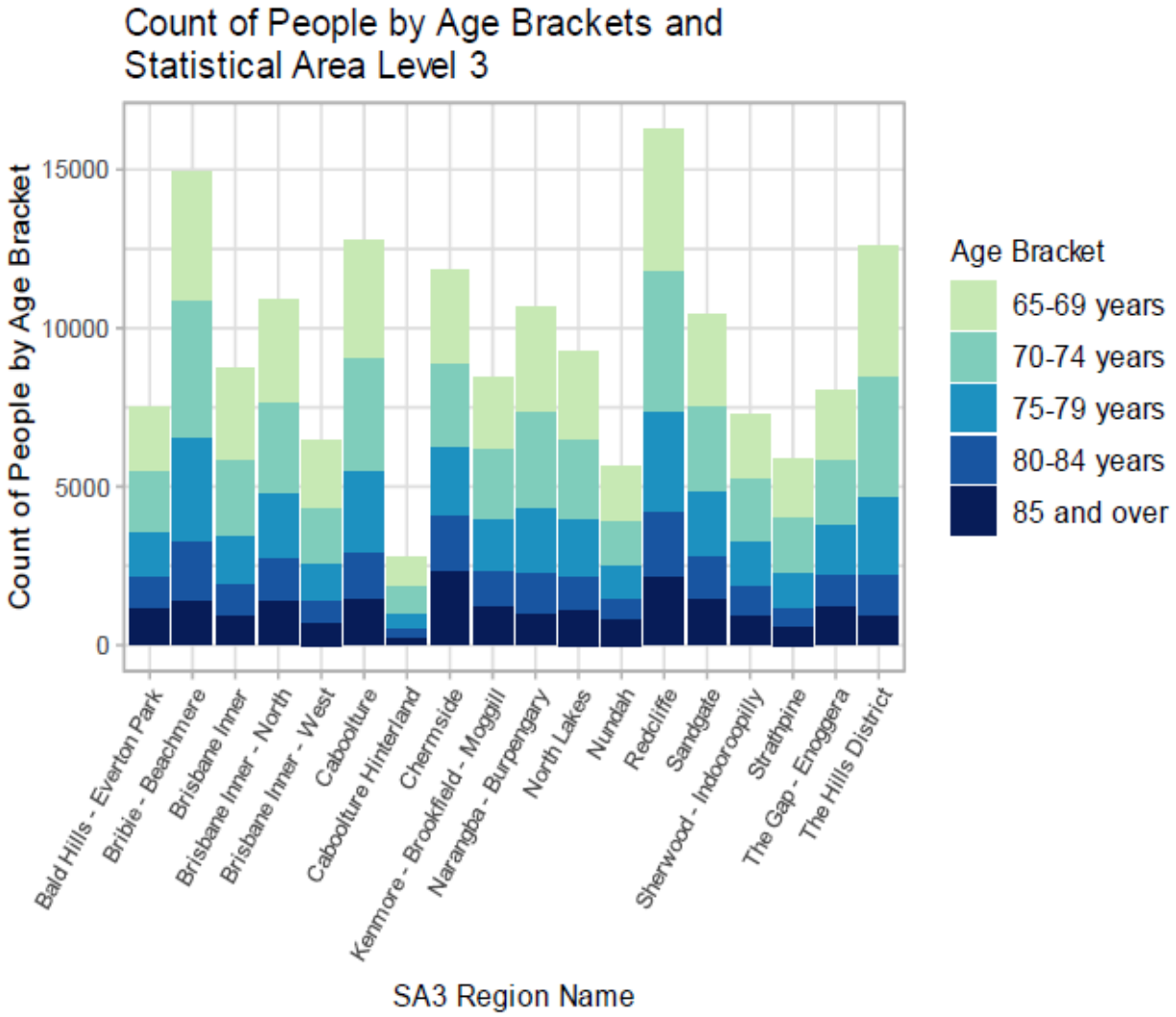
ABS Population Estimates for Ages 65+
by Statistical Area Level 3, 2021 Census



Data: Extract from ABS Data Explorer

Census Population Breakdown

- Redcliffe and Chermside have the highest number of people aged 80 and over.
- Redcliffe, Bribie – Beachmere, The Hills District and Caboolture have near or over half of their population in this sample between 65 and 75 – indicating that in time these areas will require additional support and resources.

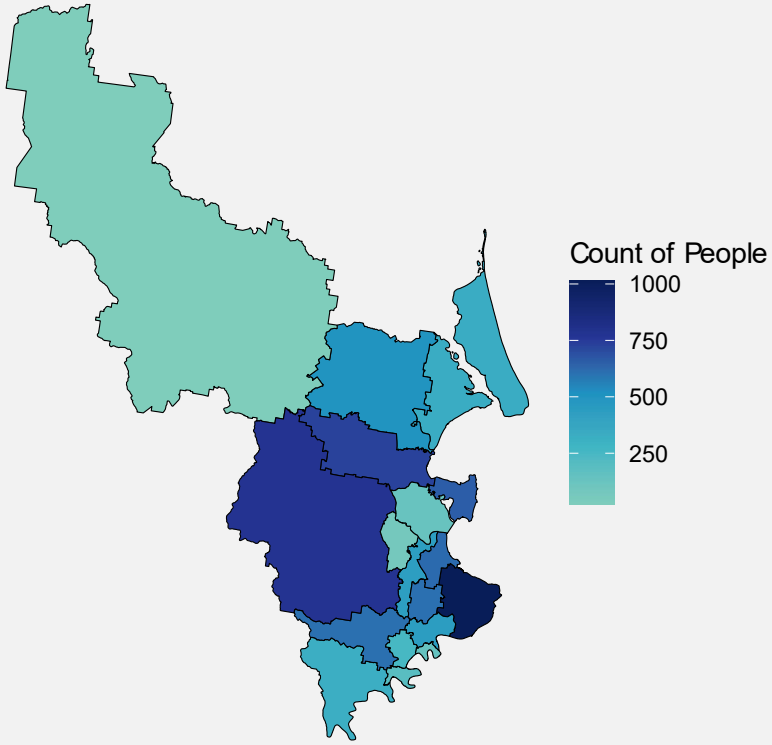


Data: Extract from ABS Data Explorer

Analysis of delivery patterns

CHSP Clients Distribution

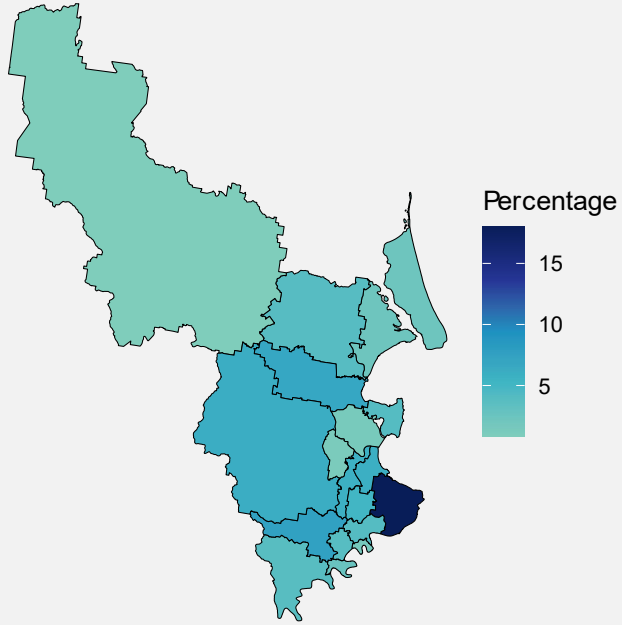
by Statistical Area Level 3, Clients for 2022/23



Data: Extract from BNPHN Datawarehouse/Fixus

Percentage difference between CHSP Client Distribution and Census Ages 65+

by Statistical Area Level 3,
Clients for 2022/23 and ABS Census 2021



Data: Extract from BNPHN Datawarehouse/Fixus and from ABS Data Explorer

The Impact- a snapshot

2013- Established;
7 consortium members & 3,500 consumers

2020;
18 consortium members & over 8,000 consumers

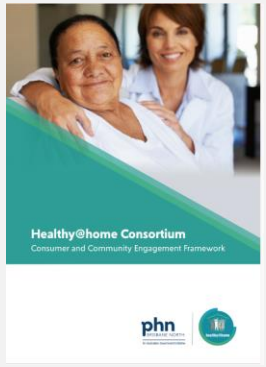
2023 – 10 year anniversary;
18 consortium members & over 9,000 consumers

The Impact

Every WORD
(& gesture) Counts
A guide to taking ageism out of aged care
Language is powerful
Why do we need a guide?
What is ageism?
Why do we need to end ageism?
EveryAGE Counts

Report: healthy@home Consortium Shared Outcome Measure using the Adult Social Care Outcomes Toolkit – Self Complete Tool 4 (ASCOT)
September 2021
For external distribution
phn
BRISBANE NORTH
An Australian Government Initiative

healthy@home
Communicable Disease Outbreak Management Plan


Healthy@home Consortium
Consumer and Community Engagement Framework
phn

The Learnings

Key benefits:

- spreading risk through transparent distribution of funding;
- information and resource sharing is enabled through mutual support and collaboration (rather than competition);
- increased capacity to support people with particular needs;
- and more effective management of change and ability to inform policy makers about impacts.

Application in the Care finder program

Use of data to improve equity of access

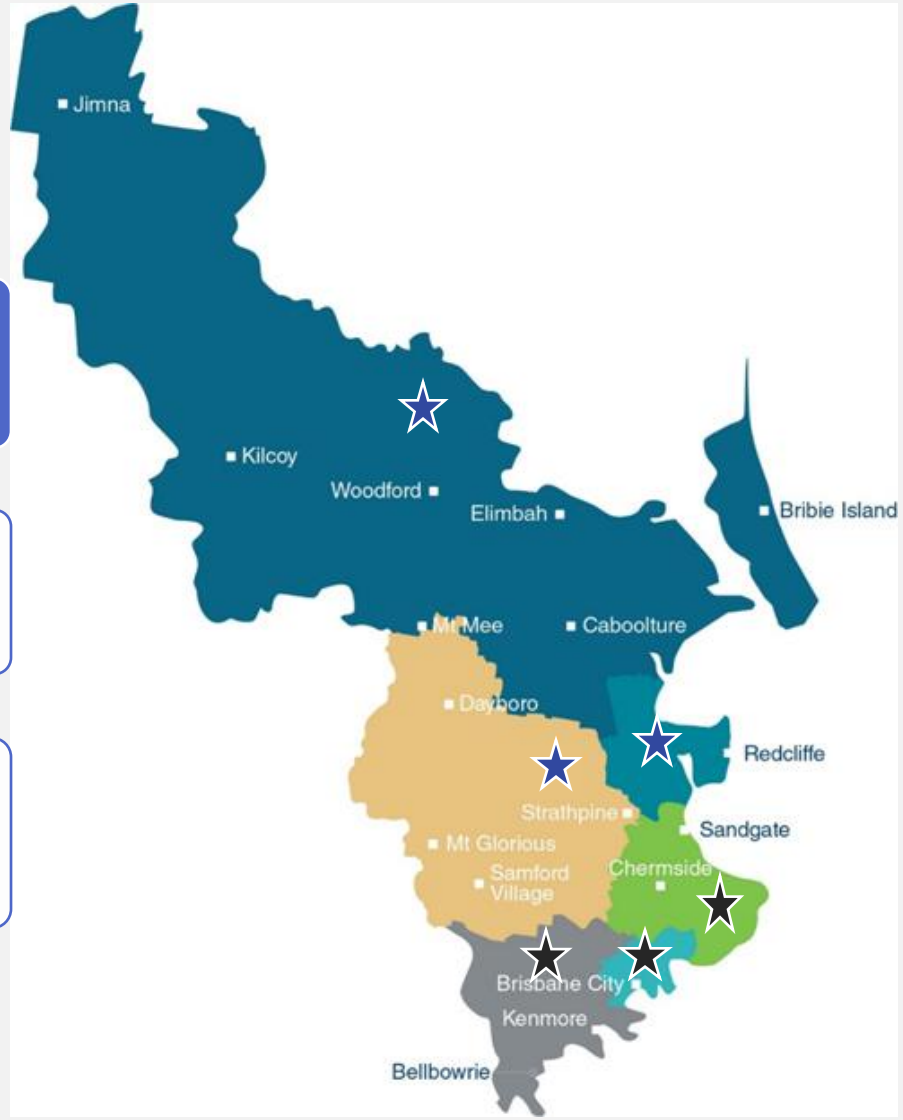
Collaborative decision making

Collective Impact

Care finder

General Care Finder services

- support all people in the care finder target population
- cover either or both of below sub-regions:
  - Brisbane region
  - Moreton Bay region



Specialist care finder services (whole region coverage)

- Forgotten Australians/Care Leavers
- People who identify with Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) communities
- People from culturally and linguistically diverse backgrounds
- People who are homeless or at risk of homelessness
- Elder Support Program -> First Nations

Care finder

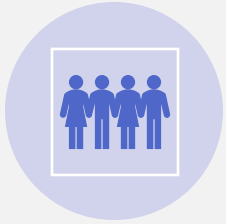
A NETWORK OF 6 SERVICE PROVIDERS – 5 INDIVIDUAL AND 1 CONSORTIUM

NETWORK MEETINGS WITH A FOCUS ON TRANSPARENCY, MUTUAL SUPPORT AND COLLABORATION

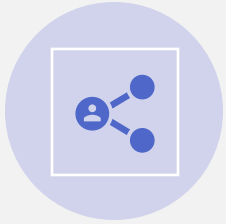
CENTRAL FOCUS ON SUPPORTING HIGHLY VULNERABLE OLDER PERSONS

ACTIVE ROLE BRISBANE NORTH PHN PLAYS TO SUPPORT AND ENHANCE INTEGRATION

MEMBER ORGANISATIONS WILLINGNESS TO SHARE REFERRALS AND SUPPORT CAPACITY



FOCUS ON COLLECTIVE IMPACT



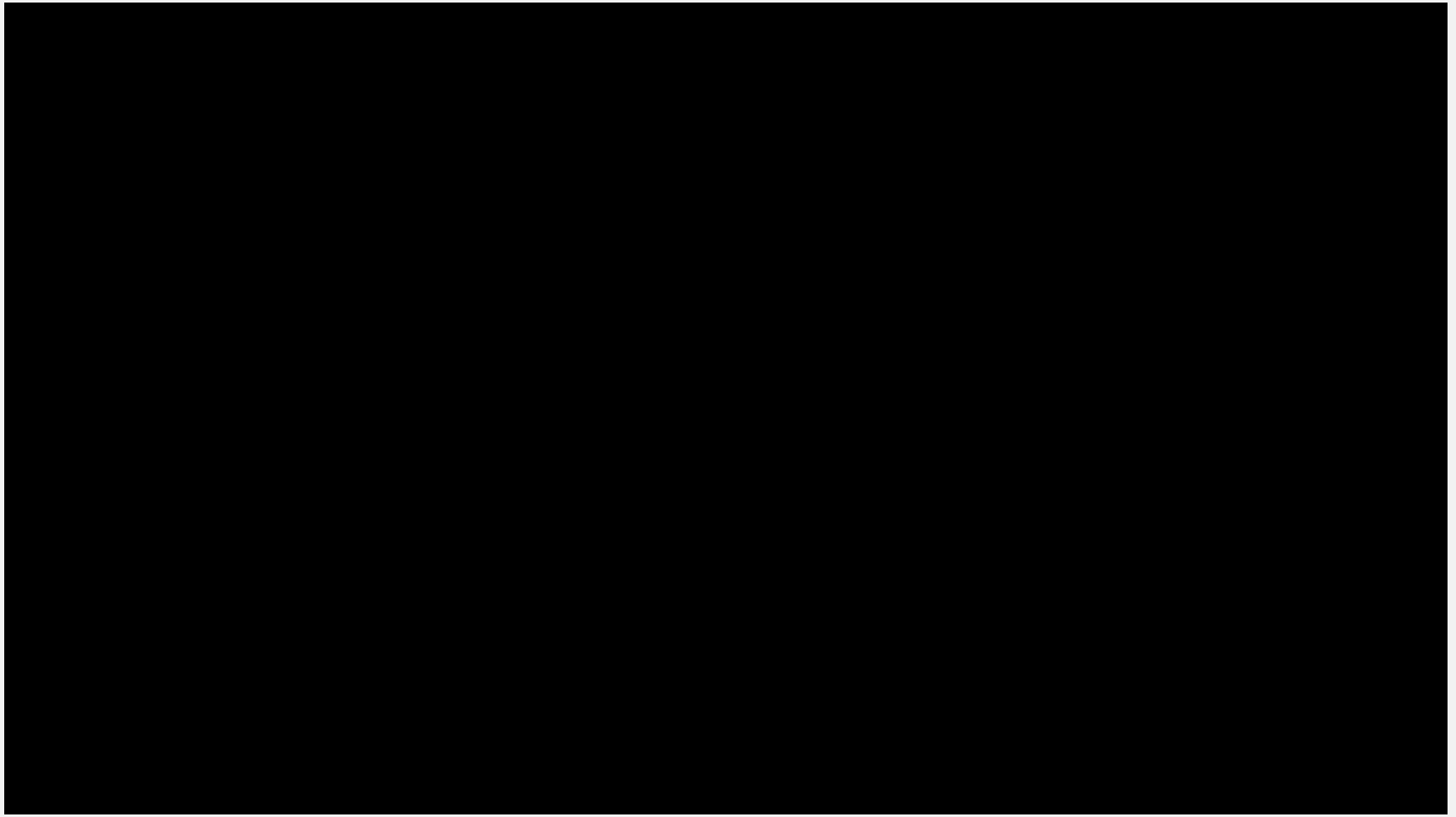
SHARING OF DATA

COMMITMENT TO CONTINUOUS IMPROVEMENT

ALIGNMENT WITH THE BRISBANE NORTH PHN'S VISION, MISSION AND GOALS

- "If you want to go fast, go alone.
If you want to go far,
- go together."

- *–African Proverb*



If you have any questions, please contact

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