



### PRIMARY CARE ACCESS

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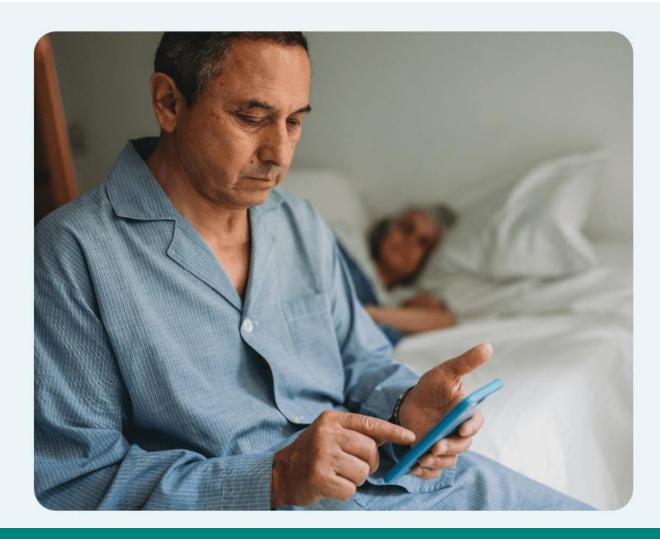


# Connecting you to the right care

We are here to assist any time of the day or night. Confidential and free 24/7 health advice from our qualified nurses, connecting you to local health and virtual care services.











# THE CHALLENGE



People in our region find it hard to get unplanned episodic care



ED is seen as more available



High ED use for low urgency conditions





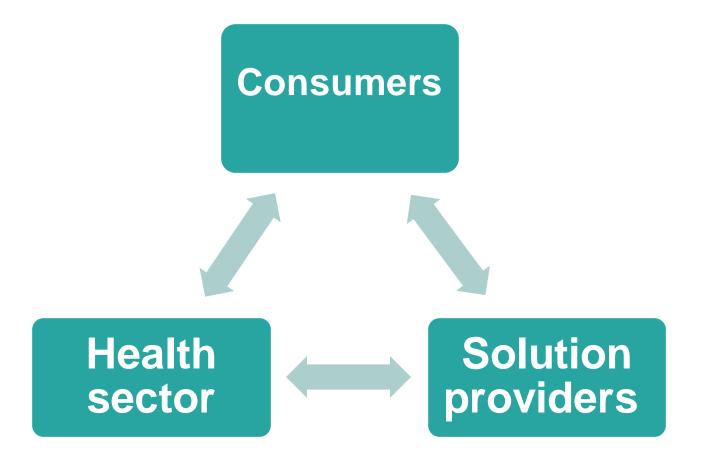
# Consumer research

It seems like you need to know that you're going to be sick well, in advance. Because sometimes, you can't get in the same day or even the same week. And then it's a case of, time availability, trying to work around work hours is tricky. You kind of need those early morning appointments, or late afternoon appointments, which are usually taken up... I think only the physio is open on weekends, otherwise, nothing else is open. - Female, 25 years, Port Macquarie





# THE APPROACH



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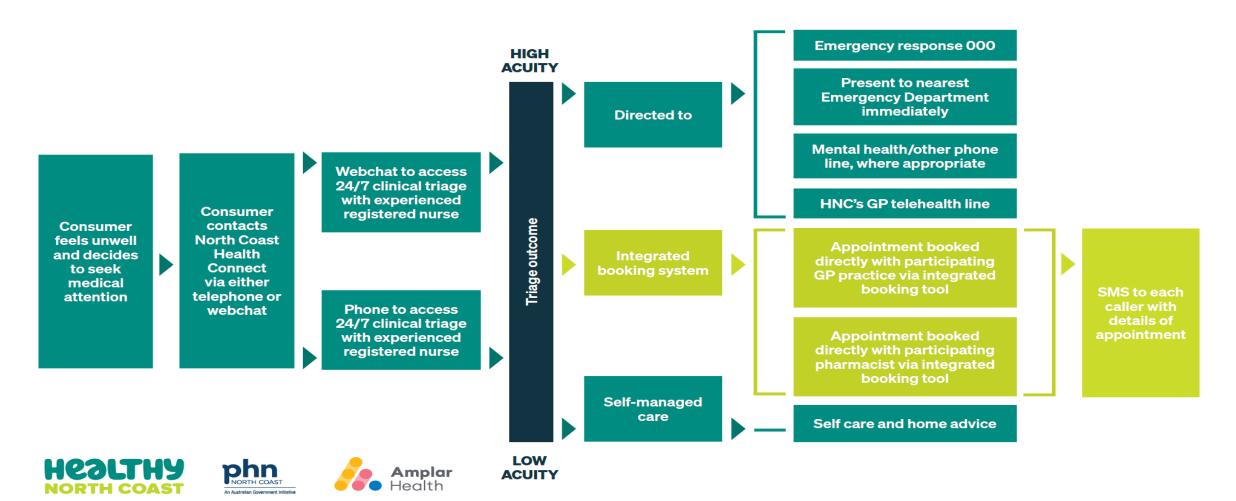






#### Consumer journey

#### NORTH COAST Health Connect



North Coast Health Connect is funded by Healthy North Coast through the PHN program. The service has been co-designed with the North Coast community and is delivered by Amplar Health. The PHN program is an Austeralian Government initiative.

# THE IMPACT (EVALUATION)

Planning and design

**Pilot** 

**Scaled implementation** 

Ongoing service delivery

1

**Development and codesign**  2

Formative evaluation - Implementation and learning

3

**Summative evaluation** 

#### Year 1

- Stakeholder consultation
- Aboriginal community consultation\*
- Develop a theory of change
- Define outcome measures
- Baseline analyses of target population

#### **Years 2 - 4**

- 12 monthly evaluation cycles and feedback
- Assess cultural safety, acceptability and responsiveness of new services\*
- (Service data, interviews/yarning\*, patient/ provider experience surveys)

#### Years 5-6

- Linked routinely collected health care data
- Impact evaluation for target population, including equity analysis
- Separate impact evaluation for Aboriginal and Torres Strait Islander people





## **LESSONS**



Establishing baseline and understanding the problem



Local design and alignment with emerging and national policies



Establishing data conventions early - sharing agreement, dictionary and analysis plan



Innovative approaches require agility in implementation





