

phn
WESTERN NSW

An Australian Government Initiative



sustainable
PRIMARY CARE
BY PRIORITY RED HEALTH FOUNDATION



The Challenges for Primary Healthcare in Western and Far West NSW

- The average life expectancy of people living in the WNSW PHN footprint is 80.4 compared to 86.7 for Northern Sydney (2018- 2020 AIHW data).
- The number of potentially avoidable deaths per 100,000 people is higher, at 157 for WNSW PHN compared to 106 for Australia.
- 11% of our population is Indigenous compared to 3.6% for NSW.
- 20% of population report a long-term health condition and 11% report two or more long term conditions.
- 11 LGAs have 1 or less GP FTE per 1000 residents.

Our Vision for Change

- Provide practice management and administrative support to practices across the region to build sustainability and enhance operations.
- Deliver a structured, place-based planning process across the region in collaboration with our partner organisations to identify place-based and locally relevant models to continue the delivery of primary care in the community.





Our Deliverables

- **Workstream 1**
General Practice Management Services
- **Workstream 2**
Place-Based Co-Designed Planning
- **Workstream 3**
Primary Care Research


Complementing the Work of WNSW PHN

Practice Improvement

Initial Practice Support survey initiated by WNSW PHN now transferring to be solely conducted by Priority Red Health Foundation in two further rounds of surveying.

Intensive Practice Support operating via a **Red, Amber, Green** referral system between organisations.

Red-rated Practices  **PRIORITY RED**
HEALTH FOUNDATION

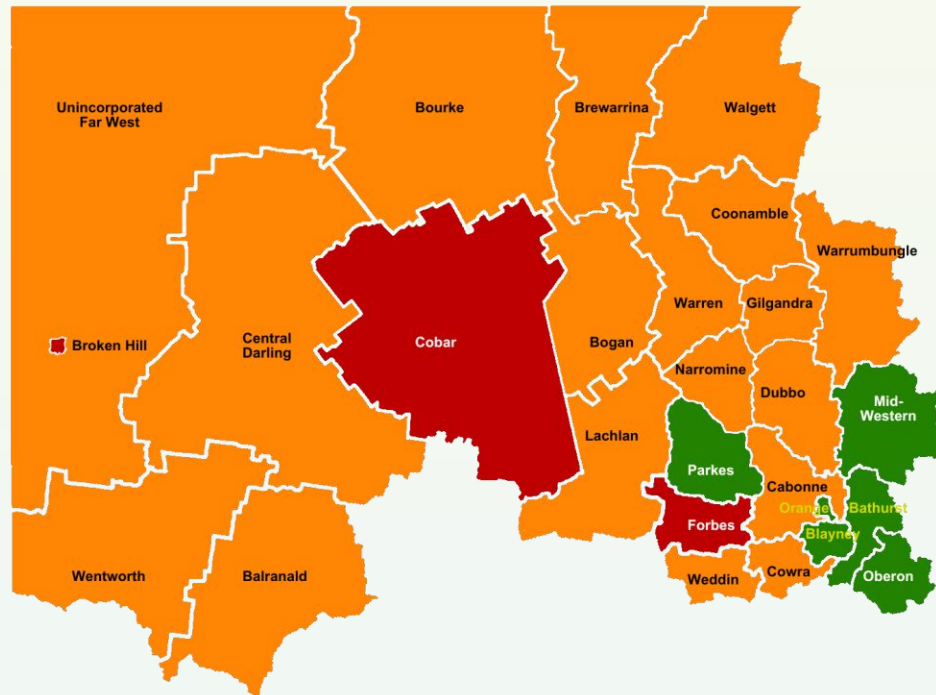
Amber and Green-rated Practices   **phn**
WESTERN NSW
An Australian Government Initiative



Workstream 1: General Practice Management Services

- Cloud based state of the art practice management system with local support.
- Oversight of practice management.
- Practice Management.
- Workforce Management.
- Financial Management.
- Alternative employment models:
 - Directly employ practice staff.
 - Management of contractors.
 - Support single employer model with LHD partners.
- Where market failure exists, provide support to operate practice.
- Test of change opportunities:
 - Consumer registration – My Medicare.
 - Innovative service models – Hub and Spoke.
 - Alternative funding models and arrangement – block funding, blended funding.
 - Value based healthcare.
 - Community owned and operated systems.
 - New workforce models.
 - Multidisciplinary teams.
 - Individuals operating at top of scope.
 - Teams based care.
 - Localised care models.
- Funding opportunities.
- Partnership with private health funds.
- Philanthropy.

Workstream 2: Place-Based Planning



- Staged across 27 individual LGA's + the Unincorporated Far West.
- Place-Based Co-Design planning with community, all Primary Healthcare Providers, stakeholders, partner organisations, lead health organisations, & relevant NSW Local Health District (Western NSW & Far West).

**Map for illustration purposes only*

Workstream 3: Primary Care Research

- Leading co-design of Evaluation Framework.
- Measuring success of Workstreams 1 & 2.
- Evaluate metrics and collection of relevant data, implement Evaluation Plan, disseminate findings and aid seeking additional funding.





The Future

- Sustainability of General Practices and better quality of primary health care.
- Sector and market development
- Innovation
- Stakeholder and change management
- Governance

The Timeline

Stage 1: Establishment

- Establish governance and operations for Business Entity.
- Team Formation.
- Assess and prioritise sustainability of general practices.

Key Activities

Timing

July-Dec 2023

Stage 2: Implementation

General Practice Support Workstream

- Provide practice support for practices at high risk of closure (10 practices in Year 1)
- Scale up practice management support services to over 50 practices.

Co-Design Workstream

- Undertake place-based co-design to identify local solutions for high priority LGAs.
- Continue to co-design with remaining LGAs.

Jan 2024 - June 2025

Stage 3: Expansion

- Monitor and evaluate impact.
- Transition to sustainable model.
- Expand services to other practices and regions.

July-Dec 2025

Survey 1: General Practice Triage Survey



Our first survey round to Practices covered:

- Workforce sustainability, including
 - GP and staff numbers and 5-year forecast
 - Recent workforce changes
 - Current workforce attraction and retention strategies
 - Appointment wait times
- Financial sustainability, including
 - Billing, income streams, PIP payments and maximising MBS
- Accreditation
- And Digital and Physical Infrastructure

Triage Survey Results



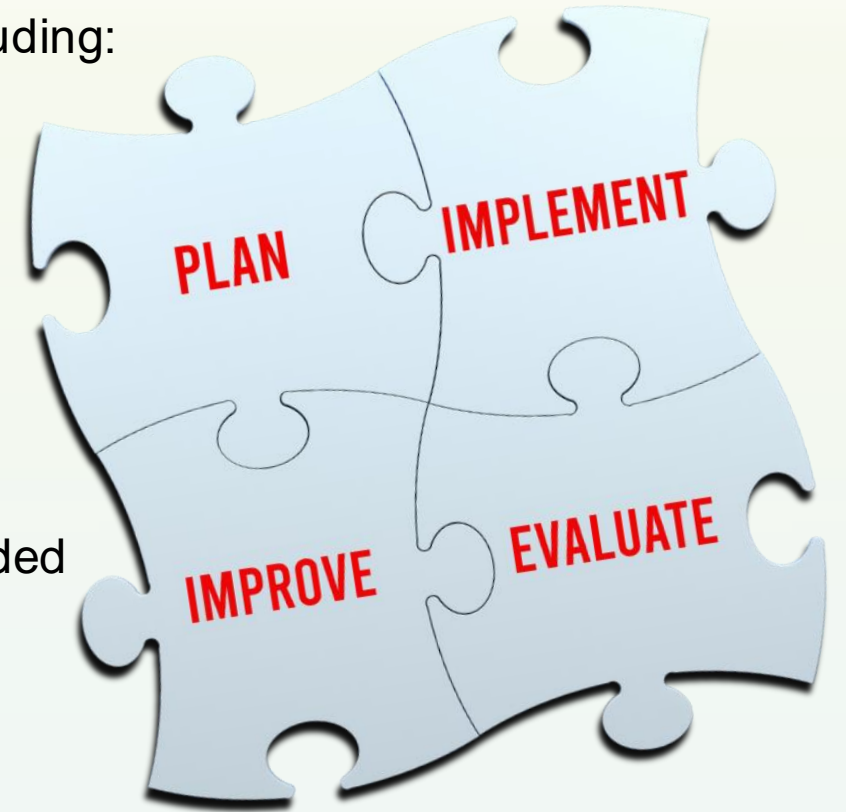
General Practice Sustainability Results



Next Step: Business Sustainability Reviews

In-depth evaluation of **RED** Practice's Business Sustainability, including:

- Identifying current challenges and opportunities
- Governance analysis
- Management analysis
- Financial management analysis, including
 - Current Budget
 - PIP and WIP analysis
- Workforce data, challenges and opportunities
- Human Resource Management analysis
- Service Delivery analysis, including range of services provided
- Quality & Risk Management analysis
- Marketing and promotion analysis
- Information Technology (IT) analysis
- Infrastructure evaluation



Coming in 2024: Digital Maturity & Pulse Check Surveys

PULSE CHECK

Recapping 2023 and forecasting the next five years for Western and Far West NSW General Practices

DIGITAL MATURITY

Surveying Western and Far West NSW General Practices in areas of:

- Access to sufficient and suitable internet and IT technologies
- Proficiency in and use of Business Support and Practice Intelligence tools
- Data and cyber security
- Privacy principles and regulated requirements
- Proficiency in and use of Telehealth and Digital Health technologies and platforms



Priority Red Health Foundation and the Sustainable Primary Care Program

Delivering equitable access to sustainable primary healthcare services and improved health outcomes for rural, regional, and remote Australians.



phn
WESTERN NSW

An Australian Government Initiative



sustainable
PRIMARY CARE
BY PRIORITY RED HEALTH FOUNDATION

