



Australian Government

Department of Health



An Australian Government Initiative

Northern Sydney Primary Health Network

Aged Care

Activity Workplan 2021-2025

Northern Sydney – Aged Care 2021/22 – 2024/25 Activity Summary View



AC – VARACF-1 – Telehealth in Aged Care



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

1

Activity Title *

Telehealth in Aged Care

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

This activity aims to support Residential Aged Care Facilities in facilitating provision of telehealth services between their residents and consulting health providers.

Description of Activity *

NSPHN has approximately 120 residential aged care facilities (RACFs) within the region, with digital health capabilities varying across these facilities. NSPHN will undertake a gap analysis of current needs across the RACFs in consultation and collaboration with relevant stakeholders including RACF staff and health providers who attend and care for residents in these facilities. NSPHN recently led and completed a three-year project with a limited number of RACFs across the region - 'Closing Aged Care Integration Gaps Digital Health Testbed'. This project was aimed to accelerate use of My Health Record and Secure Messaging to connect RACF with general practice, pharmacy, and other health providers. We were also able to rapidly connect 80 facilities to the NSW Health system to support access to NSLHD Rapid Response Teams during COVID outbreaks. Some understanding of digital

capability of RACF has been gained during this project work. Further mapping needs to be undertaken to understand telehealth capacity, capability, use and sustainability.

NSPHN will:

- Undertake a gap analysis of current systems in aged care
- Utilise results of the gap analysis to undertake further consultation and co-design with the sector
- Include residents and carers in the co-design process

Post consultation with all relevant stakeholders, NSPHN will:

- Assist participating RACFs to have appropriate telehealth facilities and equipment to enable their residents to virtually consult with their primary health care professionals. These facilities will be compatible with the existing virtual consult technology used by providers within the NSPHN region and will be guided by recognised eHealth Standards.
- Explore and scope systems for use to build telehealth capabilities between RACFs and healthcare providers
- Identify and purchase suitable equipment to address identified needs
- Provide training and support tailored to provider needs to ensure all stakeholders increase their capacity and capability to assist residents in accessing virtual care and consultation services as necessary to maintain health and wellbeing.
- Promote enablers of digital health, such as My Health Record and assist with registration to the system and facilitate meaningful use.
- Provide support and guidance to RACF to connect to My Health Record (MHR) and support clinical staff to upload and view MHR documentation.

NSPHN will consult with local services and providers to avoid duplication of services including:

- NSLHD Rapid Response teams across the region
- GP's attending RACF's who may already be utilising telehealth services
- eHealth NSW to determine current use of technologies used by Northern Sydney Local Health District (NSLHD)

Activities to be undertaken will ensure a robust telehealth system or systems are put in place to ensure continuity and timely access to care for residents in aged care.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Health of older people-access to and navigation of aged care system	86
Health of older people – palliative care	87
Health of older people - multiple comorbidities	87



Activity Demographics

Target Population Cohort

People residing in RACFs

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN will undertake extensive stakeholder consultation to support this activity. Consultation will ensure gaps are identified and the needs are met according to the findings. Co-design sessions with a range of stakeholders is expected to be conducted after a gap analysis has been performed with sector. Consultation will be conducted with the following networks:

- ADHA
- NSLHD
- eHealth NSW
- Digital Health Service Providers
- SNHN Community Council
- SNHN Clinical Council
- Leaders in Digital Health Technologies
- Residential Aged Care Facilities
- General Practitioners
- Practice Nurses
- Pharmacies
- Allied Health Professionals
- Specialist Health Providers

Collaboration

NSPHN will work closely with general practitioners, pharmacies, specialist practitioners, residential aged care facilities, ADHA, NSLHD and ehealth NSW to co-design approaches to address identified needs.



Activity Milestone Details/Duration

Activity Start Date

17/03/2022

Activity End Date

30/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension:

Direct Engagement:

Open Tender:

Expression Of Interest (EOI):

Other Approach (please provide details):

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments



AC – VARACF - 2– Telehealth in Aged Care Operations



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC – VARACF

Activity Number *

2

Activity Title *

Telehealth in Aged Care Operations

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

The activity is aimed to support the administration of the expanding use of telehealth for aged care residents.

Description of Activity *

Staffing to support the administration of the Telehealth in Residential Aged Care Facilities program. PHN staff will undertake a gap analysis, consultation and co-design and work with RACFs, Health Care Providers and other industry leaders in digital technologies to disseminate resources and provide links to education and training.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Health of older people-access to and navigation of aged care system	86
Health of older people – palliative care	87
Health of older people - multiple comorbidities	87



Activity Milestone Details/Duration

Activity Start Date

17/03/2022

Activity End Date

30/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



AC – AHARACF-1 – Enhanced out of hours support for residential aged care



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-AHARACF

Activity Number *

1

Activity Title *

Enhanced out of hours support for residential aged care.

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

The intended outcome of this activity is to help reduce unnecessary hospital presentations among residents in aged care facilities during the out of hours period.

Description of Activity *

The Out of Hours program will work with stakeholders to develop resources, plans and education for RACFs on processes for meeting the medical needs of residents after business hours. Out of hours planning will support facilities to avoid unnecessary hospital admissions and raise awareness of local services and telephone services available after hours.

Activities will include:

- Providing guidance to assist participating RACFs within the Northern Sydney PHN region to develop and implement out-of-hours action plans which will support residents to access the most appropriate medical services out-of-hours.
- Raise awareness of RACFs' staff and provide education on current out-of-hours healthcare options and processes for best supporting residents.
- Encourage RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where out-of-hours care was required.
- Support engagement between RACFs, their residents' GPs and other relevant health professionals as part of the out-of-hours action plan development.
- Support and encourage uptake of the DETECT training tool by RACF staff, to facilitate appropriate identification and triaging of residents who need medical care.

Other activities that will be undertaken to support and inform the above activities include:

- Undertake scoping exercise to understand number of RACFs which currently have After Hours Action Plans
- Undertake exercise to understand available health care support in the out of hours period
- Access and review available data to better understand reasons for ambulance call outs and hospital attendance from RACF residents in the after- hours period as well as identifying RACFs with higher utilisation. This will help to inform training needs and support implementation of a targeted approach
- Consultation with RACFs to understand challenges in the after-hours period and highlight issues to address

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Health of older people-access to and navigation of aged care system	86



Activity Demographics

Target Population Cohort

Residential aged care staff and primary health providers, older people living in residential aged care facilities.

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN will undertake extensive sector consultation in the design of the above activities. NSPHN will consult with local Residential Aged Care Facilities, General Practitioners, Pharmacies, NSLHD aged care rapid response teams, NSW Ambulance and locally available out of hours medical service providers.

Collaboration

Northern Sydney PHN will work with stakeholders across the residential aged care, primary healthcare and emergency sectors, to implement processes or education, to drive service improvements and achieve system change beyond their direct circle of control. NSPHN will work in partnership with the Northern Sydney Local Health District, NSW Ambulance, General Practice, Pharmacy, Aged Care Facilities and consumers on joint activities to support quality out of hours care and reduce unnecessary hospital admissions. NSPHN will also facilitate the strengthening of relationships between RACFs and GPs in the region.



Activity Milestone Details/Duration

Activity Start Date

17/03/2022

Activity End Date

30/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known:

Continuing Service Provider / Contract Extension:

Direct Engagement:

Open Tender:

Expression Of Interest (EOI):

Other Approach (please provide details): Activity directly delivered by the NSPHN

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

NSPHN will co-design resources and processes with RACFs within our region, Northern Sydney Local Health District, General Practice, Pharmacy and out-of-hours medical care providers to reduce unnecessary hospital admissions of aged care residents in the out-of-hours period.



AC – AHARACF - 2 – Enhanced out of hours support for residential aged care Operations



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC – AHARACF

Activity Number *

2

Activity Title *

After Hours Support for RACF Operations

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

The activity is aimed to support the administration of the After Hours Support for RACFs program.

Description of Activity *

Staffing to support the administration of the After Hours Support for RACFs program. PHN staff will undertake a needs assessment, consultation and co-design and work with RACFs to develop and disseminate resources and provide links to education. As per contract, up to the full amount of this activity's funding maybe used as operational.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Health of older people-access to and navigation of aged care system	86



Activity Milestone Details/Duration

Activity Start Date

17/03/2022

Activity End Date

30/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



AC – EI - 1 – Commissioning early intervention initiatives to support healthy ageing



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC - EI

Activity Number *

1

Activity Title *

Commissioning early intervention initiatives to support healthy ageing

Existing, Modified or New Activity *

New



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

To support senior Australians to live at home for as long as possible through early intervention healthy ageing initiatives.

Description of Activity *

This activity supports senior Australians through commissioning early intervention activities and models of care for chronic disease management that support healthy ageing and reduce pressure on local health services. This activity will also provide GPs and other primary healthcare providers with resources and education to improve the overall health of older people.

This activity will:

- Support older people to live for longer at home through the commissioning of early intervention initiatives that promote healthy ageing and the ongoing management of chronic conditions and includes older people who are not receiving aged care services.
- Support frailty screening and screening of other risk factors to assist with risk stratification and identification of those in need of early intervention and the type of intervention needed.
- Align with service gaps and priorities identified through a local needs assessment.
- Increase awareness of the needs of our local senior population amongst the local primary health care workforce.
- Collaborate with local services and the community to identify any gaps in service provision, or barriers to service interaction, or existing programs or initiatives that can be enhanced.
- Undertake consultation and co-design to identify key service features to inform a service specification and procurement processes
- Undertake commissioning procurement process to commission early intervention service(s) which support healthy ageing

- Work with commissioned service provider(s) to support the ongoing delivery of services through proactive contract management
- Implement the NSPHN Commissioning Evaluation Framework to effectively monitor services and impact on service users, including utilisation of International Consortium of Health Outcome Measurement (ICHOM)

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Health of older people-multiple comorbidities	86



Activity Demographics

Target Population Cohort

Senior Australians

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN will consult with our local ageing communities, Local Health District, General Practice, Pharmacy, Allied Health and others in the design of the above activities. NSPHN will utilise the NSPHN Commissioning Evaluation Framework (CEF), based on the Quadruple Aim, to continually monitor and evaluate activity and support ongoing quality improvement through regular provider support meetings and development and implementation of data collection aligned to program needs (including patient/consumer and provider experience measures). Annual evaluation of the activity will be undertaken, aligned to the CEF, with key findings reported to NSPHN Board and Clinical Governance Committee to inform future service redesign and development of quality improvement metrics.

Collaboration

NSPHN will work with stakeholders across the health and social care sectors to identify unmet need and partner with ageing communities. This will include Northern Sydney Local Health District, General Practice, Allied health, Community Services and consumers on joint activities to support healthy ageing at home and the management of chronic diseases through co-design and co-delivery of initiatives.



Activity Milestone Details/Duration

Activity Start Date

17/03/2022

Activity End Date

30/06/2024

Service Delivery Start Date

30/09/2022

Service Delivery End Date

30/06/2024

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension:

Direct Engagement:

Open Tender:

Expression Of Interest (EOI):

Other Approach (please provide details):

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

NSPHN will explore opportunities to collaborate or co-commission with existing services that work in our region.

NSPHN will work with older people (and their carers) who are living at home within the Northern Sydney region, and health and community service providers who have capacity and knowledge to deliver healthy ageing programs, including chronic disease management, that meet the needs of the local community.



AC – EI - 2 – Early intervention – Healthy Ageing - Operations



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC – EI

Activity Number *

2

Activity Title *

Early Intervention – Health Ageing - Operations

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

The activity is aimed to support the administration of the Early Intervention to Support Healthy Ageing program.

Description of Activity *

Staffing to support program establishment, commissioning and ongoing management of contracted service providers.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Health of older people-multiple comorbidities	86



Activity Milestone Details/Duration

Activity Start Date

17/03/2022

Activity End Date

30/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



AC – CF - 1 – Care Finder Program



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC - CF

Activity Number *

1

Activity Title *

Care Finder Program

Existing, Modified or New Activity *

New



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

To assist people within the care finder target population to understand and access aged care services and connect with relevant supports.

Description of Activity *

NSPHN will commission suitably qualified and experienced organisations to deliver Care Finder services across the Northern Sydney region. The number of services to be commissioned will be determined following the procurement process. This activity will form part of a national Care Finder network, delivered across PHNs. The objectives of this activity are to:

- Provide specialist and intensive assistance to locate and engage with people in the care finder target population and support them to access aged care and connect with other relevant supports in the community.
- Perform assertive outreach to locate and connect with vulnerable older people and support them to connect with My Aged Care and aged care services.
- Provide support, where required with My Aged Care registration and the assessment process.
- Periodically perform high level check ins to ensure service uptake, determine whether services are still meeting the client's needs and ascertain whether the client has any further need for support from the care finder.
- Address the specific needs of local older Australians, including those with complex support needs and those who experience difficulty engaging with services.
- Support improved integration between the health, aged care and other systems at a local level.
- Build referral pathways and an interconnected web of support across the region.
- Support the integration of the care finder network into our local aged care system.

- Facilitate a community of practice and ongoing professional development of the Northern Sydney Care Finder network.
- Collect relevant data and information to support and inform evaluation of the program and monthly reporting and provide case studies.

In support of this activity, NSPHN will also commission a provider to deliver intake, referral and triage services for older people seeking to access support.

The intended outcomes of these activities are to:

- improve outcomes for people in the care finder target population, including:
 - o improved coordination of support when seeking to access aged care
 - o improved understanding of aged care services and how to access them
 - o improved openness to engage with the aged care system
 - o increased care finder workforce capability to meet client needs
 - o increased rates of access to aged care services and connections with other relevant supports
 - o increased rates of staying connected to the services they need post service commencement
- improve integration between the health, aged care and other systems at the local level within the context of the care finder program.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Health of older people-access to and navigation of aged care system	86



Activity Demographics

Target Population Cohort

People who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services and/or
- access other relevant supports in the community.

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN will continue to undertake extensive community and sector consultation in the design of the above activities, building on the evaluation work delivered by COTA Australia, the Department of Health on the Aged Care Navigator Trials. NSPHN has established a Healthy Ageing Advisory Group to advise on local priorities and guide the development and implementation of commissioned Aged Care services.

NSPHN will utilise the NSPHN Commissioning Evaluation Framework (CEF), based on the Quadruple Aim, to continually monitor and evaluate activity and support ongoing quality improvement through regular provider support meetings and development and implementation of data collection aligned to program needs (including patient/consumer and provider experience measures). Annual evaluation of the activity will be undertaken, aligned to the CEF, with key findings reported to NSPHN Board and Clinical Governance Committee to inform future service redesign and development of quality improvement metrics.

Collaboration

Northern Sydney PHN will work with stakeholders across the aged, health and social care service sectors to set the strategic direction, to drive service improvements, embed referral pathways and support system integration. This will include incorporating PHN Communities of Practice and designing care finder around the needs of our local older population.



Activity Milestone Details/Duration

Activity Start Date

08/04/2022

Activity End Date

30/06/2025

Service Delivery Start Date

1 January 2023

Service Delivery End Date

30 June 2025

Other Relevant Milestones

RFP released through TenderLink - early September 2022

RFP closed - early October 2022

Tender evaluation and contract negotiations - October - November 2022

Service commencement - January 2023



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details):

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments



AC – CF - 2 – Care Finder Program - Operations



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC – CF

Activity Number *

2

Activity Title *

Care Finder - Operations

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Aim of Activity *

Operational maintenance and managerial oversight of the delivery of a care finder network

Description of Activity *

In support of the care finder program, NSPHN will:

- develop, implement and maintain processes to meet data collection and reporting requirements
- support the integration of the care finder network into the local aged care system
- support continuous improvement of the care finder program
- identify and address opportunities to enhance integration between the health, aged care and other systems at the local level
- manage the contract/s with commission provider/s
- support professional development of care finder staff
- facilitate communities of practice
- promote the care finder network
- deliver network meetings and sector workshops or forums
- undertake reviews and conduct further consultation to ensure care finder services are meeting the needs of target populations.

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Health of older people-access to and navigation of aged care system	86



Activity Milestone Details/Duration

Activity Start Date

08/04/2022

Activity End Date

30/09/2025

Service Delivery Start Date

08 April 2022

Service Delivery End Date

30 September 2025

Other Relevant Milestones