

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000132

OUTCOME: 2 - Health Access and Support Services

Topic: Primary Health Commissioning in Tasmania

Type of Question: Written Question on Notice

Senator: Duniam, Jonathon

Question:

- a) What consultations were undertaken by Primary Health Tasmania in order to inform the rural health services commissioning process in Tasmania?
- b) Specifically, what measures were used to engage stakeholders in the commissioning process and which service providers, community organisations and local councils have been consulted to date and by what means?
- c) How are existing primary health services assessed and what is the process of determining which health services form part of the commissioning process?
- d) By municipal area, what rural health services were discontinued as a result of the commissioning process and what was/is the cessation date for these services?

Answer:

- a) Tasmania Primary Health Network (PHN), which is operated by Primary Health Tasmania (PHT), has published comprehensive details of the consultation process which underpinned its rural primary health commissioning. This report is available on its website at: <https://www.primaryhealthtas.com.au/commissioning/feedback-rural-primary-health-services-commissioning-consultations>

The report describes that PHT held seven community consultations across Tasmania at Bicheno, Brighton, Burnie, Flinders Island, King Island, Launceston and Queenstown during July and August 2016. More than 230 representatives attended the consultations and 38 people completed the associated online survey.

PHT reports the greatest proportion of attendees represented not-for-profit or community sector organisations, followed by Tasmanian Health Service (a service delivery agency of the Tasmanian State Government) and local government. Managers, clinicians, support staff and coordinators were the highest represented workforces.

- b) PHT engaged stakeholders in the commissioning process through face to face consultations, an on-line survey, a dedicated rural primary health email address and providing an opportunity for people to give feedback on the information in a detailed commissioning intentions document.

PHT sent email invitations to 397 stakeholders, representing 284 organisations, to participate in the rural primary health commissioning consultations. These stakeholders included general practitioners, other health and community service providers, council representatives across each of the 21 Tasmanian Local Government Areas, State Government and Australian Government representatives, and other peak body members.

- c) The unique regional priorities for commissioning and integration activities of each PHN are published on their respective websites. PHNs identified these priorities through a process of rigorous planning, stakeholder consultation and engagement, data analysis and review of existing services and the workforce market. These processes, and the results, differ for each region.

As commissioners, PHNs have autonomy and flexibility to decide which services or healthcare interventions should be provided, who should provide them and how they should be paid for. It is integral to the success of the PHN Program that PHNs make these decisions independently of Government. PHNs are ensuring that services are coordinated around community need, integrated with other elements of the health system, and are not ad-hoc or provider-centric.

- d) The outcome of the rural primary health commissioning process resulted in changes to the models of care and services. Some services providers are being retained but will be changing the way they deliver services, and/or are expanding on existing services. Other service providers were invited to either join consortia for the newly commissioned services or are being engaged as contractors to continue service delivery through the commissioning process.

A number of services which had historically been funded in Tasmania through previous arrangements were not successful in the tender process. In some cases these activities had not been reviewed or tested previously for effectiveness or efficiency.

The following table lists the rural primary health services commissioning outcomes by PHT by Local Government Area. It is not meaningful to list only services that have been “discontinued as a result of the commissioning process”. The PHN has advised that this is because some organisations chose to wind down services by 31 December 2016 or continue operations using alternative funding sources and/or service models, independently of the PHN commissioning process. The latter reflects that many services were only partially supported by funding from the PHT.

Services listed in the table were discontinued on 31 December 2016, with the following exceptions, which received an extension to 31 March 2017 in order to safely discharge or transition clients of the service:

- Flinders (Island) Council (extension covered two 0.25 FTE community health nurses)
- Glamorgan Spring Bay Council (extension covered two 0.6 FTE social workers)
- Break O’Day, Hub 4 Health (extension covered one 0.6 FTE counsellor, one 0.7 FTE mental health worker, one 0.6 FTE youth worker, one 0.4 FTE exercise physiologist, physiotherapist (3 hours a week for 10 weeks), dietician (2 days per month), podiatry (2 days every 5 weeks).
- Huon Valley Council (extension covered foot care 0.3 FTE)
- Kentish, Tandara Lodge (extension covered 0.6 FTE physiotherapy, 0.2 FTE podiatry/foot care, 0.2 FTE osteopathy, and 0.4 FTE lymphatic drainage).
- King Island, Tasmanian Health Service North West (extension covered a social worker and a chronic disease and health promotion nurse).

- Meander Valley, Tasmanian Health Service (extension covered 0.9 FTE social worker, 1.0 FTE mental health worker, and 0.9 FTE youth health worker).

Commissioning outcomes of rural primary health services by Tasmania PHN, changes to services by Local Government Area (LGA)

LGA	Pre-existing service	New Rural Primary Health Services
Circular Head, Waratah-Wynyard, Latrobe, and West Coast	<p>Youth/social worker Community health promotion and education Counselling social worker Community health education Exercise physiology Counselling Social worker Counselling Individual, family and community recreational, informational and educational services and activities Referral Service Youth health education and promotion Information, advocacy and referral Youth groups Reducing the use of alcohol, tobacco and other drugs and rates of addiction</p>	<p>Provider: Rural Health Tasmania Inc</p> <ul style="list-style-type: none"> • Mental Illness (child, adolescent, adult) • Cancer • Circulatory disease, including cardiovascular disease • Respiratory disease, including chronic obstructive pulmonary disease • Musculoskeletal conditions and injury • Work with Diabetes Tasmania in the management of Type 2 diabetes <p>The health priorities will be targeted using a service model which:</p> <ul style="list-style-type: none"> • Implements systems for improved coordination of care • Develops approaches for improved team based care • Supports person centred care <p>Provision of evidence based rural primary health programs and services under the integrated, coordinated, stepped model of care for the specified chronic conditions identified as health priorities. Services to be provided both one to one, and where necessary, safe and effective, by digital health (including apps and videoconferencing).</p> <p>Health promotion and prevention services for –</p> <ul style="list-style-type: none"> • people with chronic conditions who are mainly well • people who are ‘at risk’ due to early symptoms, previous illness or risk factors (includes early intervention’ services) • people with mild symptoms of ill health (includes low intensity services) <p>Face to face primary clinical services for –</p> <ul style="list-style-type: none"> • people with moderate symptoms of ill health, and if necessary, backed up by specialist clinicians • people with severe symptoms of ill health and/or complex conditions; using a collaborative and multi-agency approach that includes clinical input from GPs, psychiatrists, mental health nurses, allied health, and others.
	<p>Diabetes Education & Support Dietetic Education & Support</p>	<p>Provider: Diabetes Tasmania</p> <p>Integrated Care Pathway (primary care model) for People Living with:</p> <ul style="list-style-type: none"> • Type 2 and

LGA	Pre-existing service	New Rural Primary Health Services
		<ul style="list-style-type: none"> • Non-Complex Type 1 Diabetes in Tasmania Diabetes education and support services to people with Type 2 and Non-Complex Type 1 diabetes living in rural communities, and to support the work of rural General Practitioners in their role as primary care providers and other health care providers in delivering diabetes care. Includes diabetes and dietetic education & support * These services are an adjustment and/or extension of pre-existing services.
Georgetown	Aged care (excluding aged care residential) Asthma education and management Audiology Community health development Community health education and promotion Counselling Nutrition Exercise physiology Podiatry/footcare	Provider: Royal Flying Doctor Service (RFDS) Mental Health conditions, with a focus on suicide prevention Cardiovascular Diseases (CVD), with a focus on improving nutrition and reducing physical inactivity Chronic Obstructive Pulmonary Disease (COPD), with a focus on smoking cessation and improving support for asthma sufferers Dementia Service Model <ul style="list-style-type: none"> • Lead and coordinate primary health care in the stated LGAs through locally based rural health workers by providing treatment, care coordination, transfer of care services, liaising with specialist services as required. • A range of interventions using the same staff and similar intervention across more than one chronic condition identified as a priority health target. • Work with Diabetes Tasmania in the management of Type 2 diabetes RFDS will adopt a service model which: <ul style="list-style-type: none"> • Implements systems for improved coordination of care • Develops approaches for improved team based care • Supports person centred care
	Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	Provider: Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.
Dorset	Mental health worker Social worker Primary Health Coordinator Podiatry/Foot care Youth Health & Recreation Officer	Provider: Royal Flying Doctor Service (RFDS) (as above)
	Diabetes Education and Self Management for Ongoing & Newly	Provider: Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.

LGA	Pre-existing service	New Rural Primary Health Services
	Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	
Bruny Island	Physiotherapy Social work Community health development Podiatry	<p>Provider: Huon Eldercare Inc trading as Huon Regional Care (HRC)</p> <ul style="list-style-type: none"> • Chronic obstructive pulmonary disease (COPD) • Congestive Cardiac Failure • Work with Diabetes Tasmania in the management of Type 2 diabetes <p>The health priorities will be targeted using an integrated primary care model which:</p> <ul style="list-style-type: none"> • Implements systems for improved coordination of care • Develops approaches for improved team based care • Supports person centred care <p>Provide a collaborative service between public & private health organisations. A service team including Health Educator, Clinical Care Facilitator, Social Worker, Physiotherapist, Dietitian, Health Ambassador will:</p> <ul style="list-style-type: none"> • provide people with comprehensive care closer to their homes • provide outreach services & virtual consultations via video and teleconferencing • GPs to provide medical services & transitional support to enable early transfer of clients from the Hospital back into community or regional sub-acute care beds. • Nursing services to provide clinical support to GPs <p>Allied Health Staff will provide eligible clients with –</p> <ul style="list-style-type: none"> • home assessments • re-enablement • maintenance of functional mobility • chronic disease management • patient and carer education
	Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	<p>Provider: Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.</p>
Central Highlands	Exercise physiology Chiropractic Nutrition/weight management	<p>Provider: Corumbene Nursing Home for the Aged Inc trading as Corumbene Care</p> <ul style="list-style-type: none"> • Chronic obstructive pulmonary disease (COPD) • Cardiovascular disease (CVD)

LGA	Pre-existing service	New Rural Primary Health Services
	Podiatry Youth health Parenting support Child health Counselling Mental health nursing Community health development Social workers Youth development Activity group Multidisciplinary care Counselling and social work support Education around end of life issues and end of life planning Health promotion Walking group Eating with friends Community health radio program Seasons for growth	<ul style="list-style-type: none"> • Musculoskeletal disorders • Work with Diabetes Tasmania in the management of Type 2 diabetes <p>The health priorities will be targeted using an integrated primary care model which:</p> <ul style="list-style-type: none"> • Implements systems for improved coordination of care • Develops approaches for improved team based care • Supports person centred care <p>Deliver three interconnected services streams –</p> <ul style="list-style-type: none"> • Care coordination • Tele-monitoring • Allied health <p>that respond directly to the care needs of people with high priority chronic conditions living in the specified LGAs.</p> <p>Care Coordination will be provided by a team (comprised of a Clinical Care Coordinator, Social Worker, and Allied Health Worker) from Monday to Friday 9-5pm as and when required by the patient to best meet their needs via telephone based at Corumbene Care in New Norfolk.</p> <p>Tele-monitoring will be provided by a team (comprised of a Clinical Care Coordinator, Social Worker, Program and ICT support and Allied Health Worker) from Monday to Friday 9-5pm as and when required by the patient to best meet their needs via telephone based at Corumbene Care in New Norfolk.</p>
	Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	<p>Provider: Diabetes Tasmania (as above)</p> <p>* These services are an adjustment and/or extension of pre-existing services.</p>
Flinders	Youth health program officer Community health coordinator (for ageing, lack of exercise, engaging with community, health literacy, diet, anxiety, blood pressure, cancer, depression, heart disease, access to services, smoking and alcohol issues, food availability and access, health lifestyles and early intervention, social isolation, fragmented and sustainable	<p>Provider: Royal Flying Doctor Service (RFDS) (as above)</p> <p>Provider: Diabetes Tasmania (as above)</p> <p>* These services are an adjustment and/or extension of pre-existing services.</p>

LGA	Pre-existing service	New Rural Primary Health Services
	services) Community nursing Stanford chronic condition self-management program Dietetic education and support	
Glamorgan Spring Bay	Youth program Primary health coordination program Community social work Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	Provider: Royal Flying Doctor Service (RFDS) (as above) Provider: Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.
Break O'Day	Tune In – Be your Best Self (girls at risk aged 14-17) Community training Car-pooling initiative Friendship Program Social Enterprise development Feed me a story Screening Podiatry Toe nail cutting clinic Physical activity Pap smear clinics Breast screening HH walking groups Get active groups Pilates for mums with bubs Boot camps Health promotion Community kitchens Increase access to mental health outreach and acute services Counselling services Social work and men's health Community critical response team	Provider: Royal Flying Doctor Service (RFDS) (as above) Provider: Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.

LGA	Pre-existing service	New Rural Primary Health Services
	Resources, information and referral Counselling services (family and children focus) Clinical supervision and employee assistance program Network meetings Survey and needs assessment Diabetes Education and Self Management for Ongoing and Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	
Huon Valley	Youth health officer Drug and alcohol counsellor Health education event Community health education (for sexual health, mental health, cardiovascular disease, diabetes, men's health, women's health, cancer, kidney disease, asthma, hypertension) Seniors' health Registered nurse Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	Provider: Huon Eldercare Inc trading as Huon Regional Care (HRC) (as above) Provider: Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.
King Island	Community health education Youth health Community health development Specialist rural worker (social work)	Provider: Rural Health Tasmania Inc (as above) Provider: Diabetes Tasmania (as above)
Kentish	Clinical care coordination Podiatry / Foot care Physiotherapy / Osteopathy / Lymphatic drainage	Provider: Rural Health Tasmania Inc (as above) Provider: Diabetes Tasmania (as above)

LGA	Pre-existing service	New Rural Primary Health Services
	Fitness sessions / Zumba sessions Yoga sessions / Tai- Chi Community health education/promotion Dietician / Nutritionist promotional sessions Drug & Alcohol Mental health nursing / Psychology Women's health Transport Youth Health Psychology Social work Community health development Counselling Other health care services provided by an RN Poster displays Men's health	
Meander Valley	Social work Integrated care meeting Meander Valley Women on the Move Tiers Tryers Social Enterprise project Food connect and community garden programs Exercise program Nordic walking Get the most out of life Youth worker Drumbeat program "Building Together" Outdoor challenge program Art program; Mural project Basketball skills and drills School holiday activities Resource cycles program Ex-L-Erate Meander Valley rural skills program	Provider: Diabetes Tasmania (as above)

LGA	Pre-existing service	New Rural Primary Health Services
Southern Midlands Derwent Valley	Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	<p>Corumbene Nursing Home for the Aged Inc trading as Corumbene Care (as above)</p> <p>Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.</p>
Clarence Central Coast Northern Midlands	Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	<p>Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.</p>
Tasman (Nubeena)	Diabetes Education and Self Management for Ongoing & Newly Diagnosed (DESMOND) Diabetes Education and Support Dietetic Education and Support	<p>Huon Eldercare Inc trading as Huon Regional Care (HRC) (as above)</p> <p>Diabetes Tasmania (as above) * These services are an adjustment and/or extension of pre-existing services.</p>

