

Equity

Collaboration

Integration

CHIC THEMES

- **chronic and complex care**
- **integrated health promotion and illness prevention**
- **early childhood health**
- **community mental health**
- **drug and alcohol services**

Community Update

Welcome to the first edition of the Wide Bay Fraser Coast Partnership Council Community Update

I guess you probably have a lot of questions... such as: What is this CHIC Primary Health Care Partnership council? What does it mean? How does it work? Who's represented? What's involved? What do they do? Is there funding? And How is it funded? Well this newsletter seeks to answer some of these questions.

The big question is: **What is CHIC?** Well, the Connecting Healthcare In Communities (CHIC) Project is an initiative of Queensland Health that aims to establish Partnership Councils in the primary health care sector within each Health Service District Area. Subsequently, a local Partnership Council has been developed for the Wide Bay and Fraser Coast Health Service Districts. It is named the **Wide Bay Fraser Coast Partnership Council** or - for want of a shorter term **WBFC PC**. It is aimed that Partnership Councils will act in the spirit of Equity, Collaboration and Integration.

Wide Bay and Fraser Coast Partnership Council is a collaborative, communicative and responsive group for primary health care initiatives in that area. Members work together to drive, inform and oversee the collaborative development, implementation and review of commonly agreed primary health care service integration objectives and activities.

What is it about? CHIC is about encouraging key primary health stakeholders to meet to identify and address local issues. These issues need to fit within the 5 CHIC themes listed in the column to the left which are identified Federal and State Government Health Priorities. These themes are quite broad so it isn't anticipated that any major troubles would be had in aligning with them.

Who's involved? At a Statewide level, CHIC has representatives from Queensland Health, General Practice Queensland, Queensland Aboriginal and Islander Health Council and the Combined Health Agencies Group (mostly made up of Domiciliary Nursing Services).

At the local level within WBFC PC base membership is drawn from executive level positions within four leading agencies:

- Wide Bay Sunshine Coast Health Service District (Wide Bay and Fraser Coast region),
- Division of General Practice (GP Links Wide Bay)
- Bundaberg & Burnett Region Community Development Aboriginal Corporation
- Combined Health Agency Groups (CHAG)

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Contact Details for the WBFC Partnership Council

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CHAG is a multi-agency group representing Blue Care, Spiritus, RSL Care and OzCare. CHAG is represented locally by Kerrie Storey, Director of Nursing for Maryborough Domiciliary — Blue Care. There are representatives from OzCare, Spiritus, RSL and Wesley Mission that attend the WBFC PC too.

There is also representation by other interested local health providers and other people may be invited to provide expert advice to the Partnership Council, as required.

A full list of local members network is located on GP Links Wide Bay website www.gplinks.org.au A list of the Executive Members is provided on p. 4 of this newsletter. It is intended, that membership is broad enough that everybody feels they are represented. It is also hoped that if you have something to raise with WBFC PC that you may contact an Executive member agency as the first port of call. Obviously, you can also contact the WBFC PC Coordinator— Cyleece Feher, Chairperson—Kylie Slack or the Statewide CHIC Coordinator Sean Lowry at any time.

Funding... Did you say

Queensland Health provides 2 pots for each Partnership Council. One called **Partnering Funds**.

These funds are to be used for establishment, coordination and support of each Partnership Council. Some of this funding can also be redirected to projects if the Partnership Council approve.

The second pot of money is called **Service Delivery and Innovation Funding**.

This funding needs to be applied for and is for projects that fit within the 5 CHIC themes listed on page 1.

Both of these funds are recurrent for 3 years commencing the 2007/2008 Financial year!

Funding of Service Delivery and Innovation projects funded will be provided 18 months of "seed" funding enabling first 6 months for establishment with a further 12 months for

operations. Regular progress reviews will be reported to the WBFC PC Executive with an evaluation conducted at 18 months for consideration to release further funding pending the Key Performance Indicators and/or Objectives have been met.

But what does CHIC do and what has it done so far?

The main aim of the first year of CHIC was to develop the local partnership. So, an inaugural meeting was held in November 2007 to engage agencies in the development of the Wide Bay Fraser Coast Partnership Council. GP Links Wide Bay was appointed the auspicing body and secretariat role. Kylie Slack, Director of Community Health of Wide Bay Health Service District was nominated as the Chairperson. Governance arrangements and feedback mechanisms were also developed and implemented.

The WBFC PC meetings were originally held quarterly, however it was agreed in order to progress activities and approaches meetings are now held bi-monthly. In 2008 four meetings and two special meetings were held.

- A CHIC Statewide Evaluation was conducted by Australian Institute for Primary Care (AIPC) held 3rd October 2008. Geraldine Marsh, Senior Evaluator from La Trobe University facilitated this process.
- A review of the WBFC PC membership was undertaken at the November 2008 meeting to identify who needs to be involved and what level. Membership is based on what influence and contribution members can bring to the WBFC PC.

Additionally, as there was funding for the 2007/2008 Financial Year it was imperative that the WBFC PC quickly identify a number of priorities in order to secure this funding. 4 projects were identified with 3 submitted for Service Delivery and Innovation Funding.

A brief outline of other activities being undertaken by WBFC PC and the Projects submitted for Service Delivery and Innovation Funding is on page 3 of this newsletter!!



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The Wide Bay Fraser Coast Partnership Council held a workshop on 15th August 2008 to evaluate eight project proposals to make recommendation of which project proposal(s) would be submitted to Queensland Health Central Health for endorsement.

The Workshop was facilitated by an external independent facilitator, Kaye Kurth with 13 members attending the workshop including Nikki Laver, the former CHIC Central Area Coordinator.

The following projects were recommended and supported by the WBFC PC.

COPD/Cardiac Patient Centred Care Coordinator

An integrated and collaborative project involving the public hospital, GPs and community agencies to address patients with cardiac and COPD issues that have a high volume of unplanned and frequent representations to hospital. This model will also provide a central point of contact in the hospital for patients, GPs and community service providers.

This model will be managed by a Patient-centred Care Coordinator that will act as "case manager" to directly provide, plan and organise their care.

Case Management is like a jigsaw, ensuring that all services slot in for the betterment of the patient – for timely effective management.

Bridges Outreach Service

An integrated and collaborative project addressed at minimising the harm (including mental illness, intentional self harm, suicide and chronic disease) caused and/or affected by drug and alcohol misuse in Bundaberg.

The scope of the Bridges Outreach Service is to improve responses at the service level, community level and family level so that we can better minimise the harm caused by the estimated 8,000 illicit drug users, 6,000 high-risk drinkers and 3,000 people with a dual diagnosis in Bundaberg.

We will build the capacity of the community to engage more effectively with people who misuse substances and motivate them to minimise harmful behaviour and/or seek treatment.

Our AOD Practitioners will provide evidence-based interventions in a variety of community-based settings so that people who misuse substances or have a dual diagnosis and their families can easily access the information, support, treatment and referrals they need.

An effective treatment system is one that provides a range of options, at least some of which can be accessed quickly.

Telehealth

The provision of Telehealth machines to facilitate access to the health services to the rural communities using a different medium other than face to face visitation

This project supports the District Health Service and the Division of General Practice as well as other organisations such as Blue Care, and Retro-net (Lifeline) to undertake telehealth consultations that would replace the need to undertake often long and exhausting trips to some communities. This would be for a range of services. This includes the delivery of group health promotion, 1:1 consultations and other types of consultation that lend themselves to this medium. It also assists the clients of health services in reducing the amount of travel that they have to do to attend clinical services.

Improve workforce capacity and patient access by increasing the number of Diabetes Educators -

A model that will support nurses to be upskilled in diabetes education.

Diabetes is one of the biggest challenges to health services both in the government and private sectors . Currently services are very limited in the Fraser Coast area with one diabetes educator position in the district health service and a visiting service, provided by GP Links Wide Bay, to Maryborough 2 days a month.

FCHSD provides services to acute inpatients, paediatrics, gestational diabetes and newly diagnosed clients with type 2 diabetes. The visiting service provides services to clients referred by the local GPs. These services do not even begin to provide services to meet community need .

Fraser Coast has a growing population and the incidence of diabetes will continue to expand as the



area grows.

Additionally, the following activities being undertaken by the Wide Bay Fraser Coast Partnership council include:

- A Local Initiatives Mapping exercise to identify areas of interest for collaboration that reflect existing health service provider and community health issues.
- A quality Health Needs Assessment will be undertaken to develop a resource that all agencies can access that provides evidence about the health status of our region.

The resource will be beneficial in supporting funding proposals, targeted service planning and resource allocation. This will also provide an opportunity for cross-sectoral partnership. The WBFC PC will be involving Universities, OESR to source data and develop the resource.

Wide Bay and Fraser Coast Partnership Council Executive Members

Agency	Name	Position	Ph Number	Email address
Combined Health Agency (CHAG)				
Blue Care	Kerrie Storey	DON - Maryborough Domiciliary	4123 1599	kn.storey@bluecare.org.au
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OzCare - Bundaberg and Wide Bay	Steven Krahe	Mental Health Policy	4131 4250	stevenkr@ozcare.org.au
	Proxy (TBA)			
Community Controlled Aboriginal and Torres Strait Islander Health Services				
Bundaberg and Burnett Region Community Development Aboriginal Corporation	Ara Harathunian	Chief Executive Officer	4151 5402	arah@bbrcdac.org.au
Indigenous Wellness Centre	Wayne Mulvany (Proxy)	Manager	4151 5402	waynem@bbrcdac.org.au
Fraser Coast ATSI Health Service (TBA)	TBA			
Fraser Coast ATSI Health Service (TBA)	Proxy (TBA)			
Division of General Practice				
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GP Links Wide Bay	Mitchell Grambauer (Proxy)	Business Development Manager	4151 0814	mgrambauer@gplinks.org.au
Queensland Health Primary Health Care and Community Health				
Sunshine Coast Wide Bay Health Service District	Beth Norton	A/g Northern Cluster Manager	4122 8425	beth_norton@health.qld.gov.au
Sunshine Coast Wide Bay Health Service District	Kylie Slack (Chairperson)	Director of Community Health - Wide Bay	4161 3571	kylie_slack@health.qld.gov.au
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