



**IN ACTION CONFERENCE**

## Implementation of a collaborative after hours service project

A joint IUIH, Brisbane North PHN and Brisbane South PHN project

# Key Priority Areas

## SEQ First Nations Health Equity Strategy Key Priority Areas

- **KPA1 Cultural Safety:** Actively eliminating racial discrimination and institutional racism within services.
- **KPA2 Access:** Increasing access to healthcare services.
- **KPA3 Determinants:** Influencing the social, cultural, and economic determinants of health.
- **KPA4 Delivering Quality Healthcare:** Delivering sustainable, culturally safe, and responsive healthcare services.
- **KPA5 Service Delivery Partnerships:** Working with First Nations people, communities, and organisations to design, deliver, monitor, and review health services.
- **KPA6 A Strong and Capable Workforce:** Strengthening the First Nations health workforce.



**Acknowledgement of Country**

**Background**

Louise Luparia, Lead Integrated Care Initiatives Brisbane North PHN

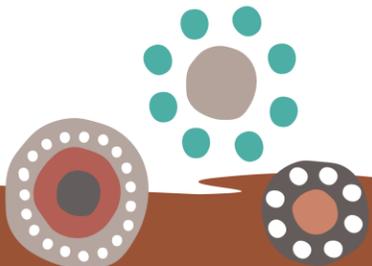
**Project deliverables, measurements & outcomes to date**

Charlene Van Heerden, Senior Program Development Coordinator - Primary Health Engagement Brisbane South PHN

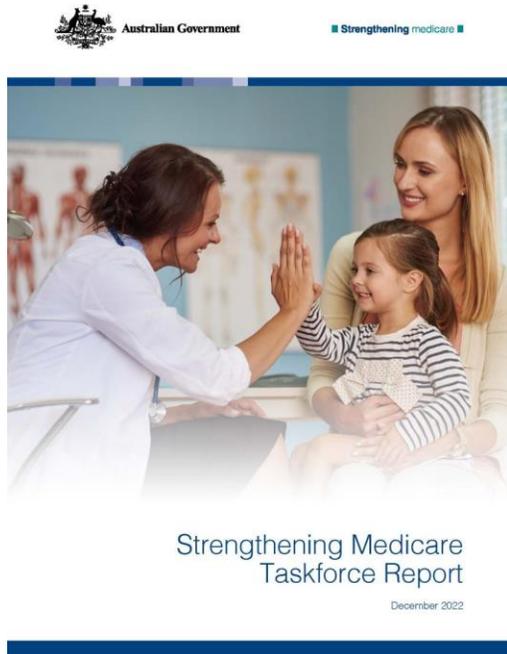
**Learnings / Recommendations / Next steps**

Sam Pope, Project Manager Service Development IUIH

**Questions**

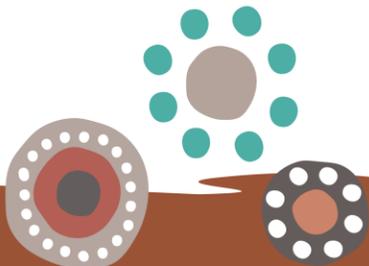


# Medicare Taskforce Recommendations

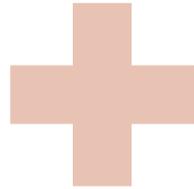


Grow and invest in Aboriginal Community Controlled Health Organisations to commission primary care services for their communities.

Improve access to primary care in the after hours period and reduce pressure on emergency departments by increasing the availability of primary care services for urgent care needs.

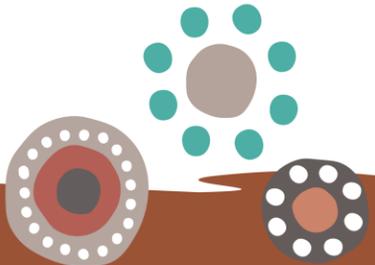


IUIH Network Proposal  
“Expanding access to  
Indigenous After hours  
Primary Health Care  
Services Dec 2022”,  
SEQ First Nations  
Health Equity Strategy  
2021-2031)



Department of Health  
and Aged Care “After  
Hours” funding →  
Brisbane North and  
Brisbane South PHN’s  
→ IUIH

**To increase access to after  
hours primary care for  
Aboriginal and Torres Strait  
Islander Peoples in the Brisbane  
North and Brisbane South PHN  
regions by expanding services  
into extended and after hours  
(In-clinic and virtual via Mob  
Link) in 4 IUIH clinics in  
Brisbane North and 7 IUIH  
clinics in Brisbane South**



# The need for more Indigenous After Hours Services in SEQ

IUIH After-hours primary health care service proposal

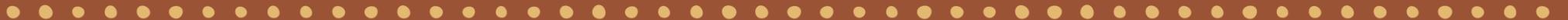
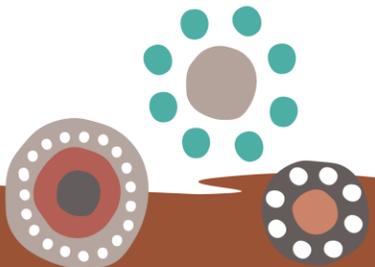
Growing demand

Urban health gap

Barriers to access

Impact on Emergency  
Departments

Limited specific investment in  
after hours primary care for  
urban Indigenous populations



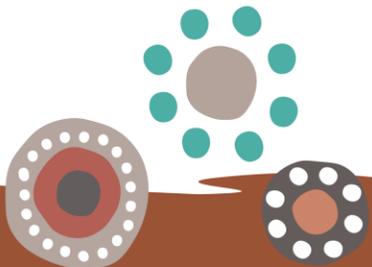
# The benefit of investment in expanded access to Community-Controlled after hours health care

Culturally responsive and connected with community

Improved coordination of care

Strong organisational capability – commitment to quality and safety and experienced in innovation

Positive impact on emergency department presentations

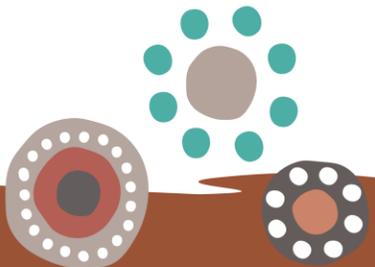


# Our goals and outcomes for the project

*Our project goal is to increase access to culturally appropriate, community-based services for First Nations people within the Brisbane North and South PHN regions*

## **Joint outcomes:**

- Service remains culturally responsive and continues to meet the ongoing needs of First Nations people
- High user satisfaction with the service
- High utilisation of increased after hours appointments
- Strengthened organisational capability (e.g., quality and safety practices, and service innovation)
- Effective, efficient and adaptive business activities
- Satisfied and engaged health workforce
- Strong, continuing relationships between clients and their primary health care providers



# Measuring our success using joint key performance indicators

*To track the success of the desired outcomes, Brisbane North PHN and Brisbane South PHN, in collaboration with IUIH, held several joint meetings to establish a set of key performance indicators (KPIs) for the IUIH walk-in clinics and Moblink service. These KPIs will be reported on a quarterly basis.*

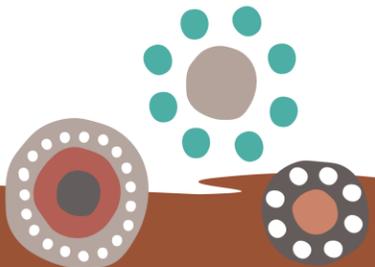
## Examples of KPI data being collected:

- Workforce satisfaction and experience surveys
- Consumer satisfaction surveys conducted over the phone
- Positive stories and case studies about patient journeys from referral
- Client demographic data (e.g., postcode, age, visit times, new or returning patients)
- Cost per occasion of service provided
- Total number of appointments offered and utilised
- Business activity data (e.g., billing rates, financial reports, completion rate of GP handovers)
- Communication and promotional activities
- Number of patients referred to Queensland Ambulance Service, Emergency Departments, Medicare Urgent Care Clinics, and Satellite Hospitals after IUIH assessment



# Milestones reached currently

- Contracts have been signed and executed with both Primary Health Networks (PHNs).
- Initial funding has been released to support setup and recruitment costs.
- Walk-in clinic hours and after hours appointments are being gradually rolled out across locations to accommodate recruitment and staffing needs.
- Recruitment for additional staff is ongoing, including the appointment of an IUIH program manager.
- Regular joint meetings between both PHNs, IUIH, and Moblink continue to take place.
- The first quarterly report is expected to be delivered by the end of October 2024. Some initial test Q1 data has shown that:
  - Over **1,900 Moblink patients** utilised extended and after hours care in the region
  - Over **8,000 IUIH clinic patients** utilised extended and after hours care in the region



# Learnings

300+ new patients accessed Primary Health Care Services after hours

1,200+ after-hours calls received and actioned by Moblink staff

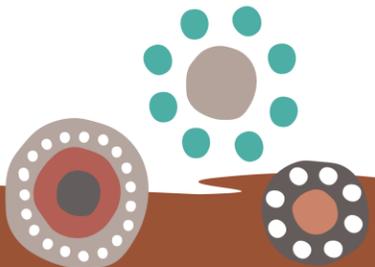
8,000+ appointments utilized by new and existing clients across Brisbane North and South PHN regions

25-30% of appointments addressed acute care needs

Growing positive staff and patient reception towards service expansion

Innovated recruitment strategies through flexible, customized, and diversified approaches

Addressed data capture gaps and created a uniform feedback integration process



# Next Steps & Recommendations

Continue recruitment to support further extension of service hours

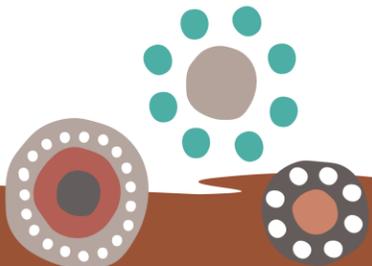
Establish regional community feedback mechanisms

Advance software development for enhanced data capture

Ongoing assessment and improvement of after hours services

Secure funding to transition project into BAU across SEQ ACCHO clinics

Explore joint funding opportunities with PHNs and IUIH collaboration





Questions?

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