

# Our activity work plan for 2023-25 - Integrated Team Care (ITC)

Updated 2024

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# Care coordination and supplementary services

## Aim of activity

The aim of this activity is to:

- contribute to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, and support for self-management
- improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health and specialists) for Aboriginal and Torres Strait Islander people.

This activity includes a focus on the four key Closing the Gap reform areas:

- shared decision making
- building the community-controlled sector
- improving mainstream institutions
- Aboriginal and Torres Strait Islander-led data.

## Description of activity

The activities outlined below are planned to be implemented during 2023-25.

### **Commission care coordination, outreach worker and supplementary services**

- Continued funding of five Aboriginal Community Controlled Organisations (ACCOs) and one mainstream commissioned provider to deliver Integrated Team Care (ITC) care coordination and supplementary services.
- Support changes to services/commissioning arrangements in line with Closing the Gap reform directions.
- Commence re-commissioning or transition activities for this program, dependent upon timing of advice from the Australian Government regarding future funding for the program beyond 2024-25.

### **Maintain regular commissioned provider contact**

- Primary Health Tasmania has and will continue to maintain a continuous quality improvement approach to supporting service delivery through capacity building and contract management approaches.

### **Indigenous Health Project Officer (IHPO) support for commissioned providers**

- Primary Health Tasmania will continue to build relationships with ACCO staff delivering ITC services through regular participation in key forums and networks and joint work based on agreed shared priorities.
- Primary Health Tasmania will support ACCO workforce access to targeted professional development opportunities.
- Primary Health Tasmania will continue to facilitate the development of an ITC community of practice meeting to strengthen collaboration between providers.

### **Improved collaboration with ACCOs**

- Primary Health Tasmania will continue to build relationships with ACCOs through regular participation in key forums and networks and joint work based on agreed shared priorities.
- Primary Health Tasmania will continue to work with ACCOs to support continuous quality improvement and digital health initiatives and readiness to influence and implement Closing the Gap reform initiatives and associated potential transition of funding arrangement for this program beyond 2024/25.
- Primary Health Tasmania will strengthen arrangements to support ACCOs engagement in primary health care reform initiatives for priority population groups who currently access the ITC program, for example - aged care, and chronic conditions, including a specific focus on building improved digital connectivity and team care arrangements between ACCOs and mainstream general practice.

### **Primary care resources**

- Continue to update and maintain HealthPathways for Aboriginal and Torres Strait Islander health.

# Culturally competent mainstream services

## Aim of activity

The aim of this activity is to improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health, and specialists) for Aboriginal and Torres Strait Islander people.

## Description of activity

The activities outlined below are planned to be implemented during 2023-25.

Targeted implementation of strategies in 2022-25 will be informed by review work/evaluation of activity undertaken in previous years and continuing input and feedback from ACCOs and mainstream providers. Broad areas of focus will continue to be:

- facilitation of cultural awareness training for mainstream healthcare professionals
- continued implementation of cultural awareness resources to general practice, commissioned providers, and allied health providers
- specific and ongoing focus on MBS 715 health assessments, including appropriate identification and use of these resources by general practice for improved culturally appropriate and quality care for Aboriginal and Torres Strait Islander peoples
- specific focus on building local general practice/ACCHO arrangements to support improved coordination of care, in areas where this is needed
- continued engagement and collaboration with system partners to improve the coordination of engagement with ACCHOs and collaborative work in agreed initiatives
- engaging with key stakeholders to support the implementation of key reform initiatives under Closing the Gap
- continuing to work with the Tasmanian Department of Health's Tasmanian Cultural Respect Framework 2016 - 2026 through working group membership and collaborative and implementation of strategies
- continuation of Aboriginal workforce support as part of Closing the Gap reforms and pilot outreach service through the current service provider for 2023-24 and 2024-25.
- continue the Deadly Choices Initiative delivered statewide aiming to empower Aboriginal and Torres Strait Islander people to make healthy choices for themselves and their families, focusing on chronic disease and their risk factors such as nutrition, physical activity, smoking and use of harmful substances. Deadly Choices encourages participants to access their local health service and complete an annual 715 health assessment.