

Our activity work plan for 2023-25 - after hours

Updated 2024

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After hours telephone service (GP Assist)

Aim of activity

The aim of this activity is to increase access to telephone based general practitioner services in the after-hours period.

Description of activity

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

- Continued commissioning of services to improve access to telephone based general practitioner services in the after-hours period.
- Review the service, informed by the collaborative approach to the development of an after-hours and urgent care services framework with the Tasmanian Department of Health.
- Continue to maintain regular provider contact through:
 - scheduled service agreement compliance meetings
 - provision of ongoing support to providers in the collection and reporting of data
 - engagement with key stakeholders regarding links between Healthdirect Australia and this service.

Consumer awareness campaign

Aim of activity

The aim of this activity is to increase consumer awareness of after-hours services.

Description of activity

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

- Continued delivery and targeting of consumer awareness campaign to build consumer health literacy on access to after-hours services, increase consumer awareness, and shift consumer behaviours about after-hours services availability and use of after-hours services for non-urgent health matters.
- The campaign is primarily delivered through social media channels and supported by consumer resources to assist people making informed choices in seeking appropriate medical assistance, located on our Primary Health Tasmania website – After Hours Care, including promoting the National Health Services Directory and Healthdirect Australia.

Tasmanian after hours and urgent care services framework

Aim of activity

The aim of this activity is to increase efficiency and accessibility of the Tasmanian after hours system through a co-design after hours and urgent care services framework.

Description of activity

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

- Collaborative finalisation and implementation of information gathering work and formulation of agreed priorities under the after-hours/ urgent care services framework with the Tasmanian Department of Health and Local Hospital Networks to improve targeting, sustainability and integration of services in the after-hours period.
- This initiative is an agreed shared priority for the Tasmanian Department of Health and Primary Health Tasmania and is listed in the Long-Term Plan for Healthcare in Tasmania. The framework is essential work as it will provide the basis for reviewing current service delivery investment to improve the efficiency, sustainability and targeting of primary care after hours and urgent care services in Tasmania.

Commissioning primary care services for homeless priority population

Aim of the activity

The aim of this activity is to commission primary care services for individuals who are homeless or at risk of homelessness in Tasmania.

Description of activity

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

- Transition this service from After Hours Funding to Homelessness Access Program.
- Continue commissioning primary care service provision for the delivery of mobile primary care services accessible for individuals who are homeless or at risk of homelessness.
- Components of the program include:
 - continuation of current services in the south of Tasmania - mobile service delivered in greater Hobart area
 - plan and progress expansion activity for regional hubs in the north and northwest of Tasmania - mobile service delivered in greater Launceston/Burnie/Devonport areas
 - apply additional support for funding for the south of Tasmania due to increased service demand
 - continuation of current expansion activity for regional hubs in the north and northwest of Tasmania - mobile service delivered in greater Launceston/Burnie/Devonport areas
 - further explore local needs to inform future service planning (subject to funding).

Multicultural needs assessment

Aim of the activity

The aim of this activity is to understand multicultural health needs, strengths and assets, and the unique challenges across different migration pathways that influence the health outcomes of multicultural communities in Tasmania.

Description of activity

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

- Undertake a Multicultural Health Needs Assessment for Tasmania to inform future prioritisation and application for funding to the Australian Government Multicultural Access Program.
- The intended outcomes from the needs assessment are for Primary Health Tasmania to have a greater baseline understanding of local multicultural health needs, what improved quality of care would look like, how to improve access to primary care, and how integration of health services will address the health needs of Tasmanians from multicultural backgrounds.
- Finalise and publish needs assessment findings.

Tasmanian multicultural primary care access program

Aim of activity

The aim of this activity is to improve the coordination of access to primary care services for multicultural groups in Tasmania through a collaboratively designed and documented Tasmanian based multicultural primary care access program.

Description of activity

The activities outlined below are planned to be implemented during 2024-25.

- Primary Health Tasmania will collaboratively design a Tasmanian multicultural primary care access program that is tailored to the local Tasmanian context. This is needed to address the lack of clear arrangements for accessing primary care in Tasmania for multicultural groups identified through early findings of current needs assessment activity.
- This work will draw on the national PHN Multicultural Health Framework, Primary Health Tasmania's 'Working with Stakeholders' toolkit, as well as final findings from needs assessment activity.
- Primary Health Tasmania will engage multicultural stakeholders to design an agreed approach to primary care access. A documented and agreed program will be the output of this work. The program will be used to prioritise future collaborative actions to improve the integration of and access to primary care services.

Improving quality and efficiency of primary care for multicultural populations

Aim of activity

The aim of this activity is to improve the quality and efficiency of multicultural primary health services delivery system in Tasmania.

Description of activity

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

As part of the implementation of the Tasmania multicultural primary care access program, develop and delivery key service integration and quality improvement activities, including but not limited to the following:

- Enhancing primary care capability through targeted best practice health professional education and learning resources including but not limited to Embrace Framework initiatives, initiatives addressing stigma, discrimination and racism, and activities that build cultural safety, as well as strengthening awareness and use of key resources, such as interpreter services and tools to support transfers of care.
- Building health literacy through partnering with key stakeholders to address consumer barriers to accessing health information including addressing language barriers that multicultural sub-groups experience and improve the health literacy of organisations providing care.
- Improving multicultural (population) health data through working with stakeholders such as general practices, hospital networks, and multicultural health experts to better understand limitations in multicultural health data collection in the general practice and local hospital settings and building mechanism to address barriers to collecting meaningful data on service outcomes and satisfaction from multicultural people.
- Supporting improved coordination and integration through collaboration with health services, community organisations, social services and communities to support integration and coordination of care and improved use of key existing resources, such as Tasmanian HealthPathways and Find Help Tas to improve the coordination and navigation of care to make it easier to navigate the complex care system for patients and clinicians alike.
- Design and distribution of 'multicultural toolkit' resources for primary care services.
- Establishing community of practice opportunities for primary care providers in collaboration with key multicultural sector partners.
- Improving visibility of primary care models through developing local case studies.
- Expanding targeted training for mainstream providers on cultural competence.
- Increasing access to online multi-cultural resources to improve health literacy.