

# Our activity work plan for 2023-25 - aged care

Updated 2024

# Contents

<b>Virtual access in residential aged care homes (RACHs)</b> .....	<b>1</b>
Aim of activity.....	1
Description of activity .....	1
<b>After-hours access in RACHs</b> .....	<b>2</b>
Aim of activity.....	2
Description of activity .....	2
<b>Early intervention</b> .....	<b>2</b>
Aim of activity.....	2
Description of activity .....	2
<b>Care finder program</b> .....	<b>3</b>
Aim of the activity .....	3
Description of activity .....	3



# Virtual access in residential aged care homes (RACHs)

## Aim of activity

The aim of this activity is to:

- increase understanding of residential aged care home (RACH) capability to engage with digital health
- increase timely access to, and use of telehealth to allow virtual consultations for residents with GPs, specialists and allied health
- increase capability of RACH staff to assist RACH residents in accessing virtual consultation services
- increase use of My Health Record and digital health literacy in RACHs.

## Description of activity

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

- Build on the work undertaken in the previous years specifically related to increasing the meaningful use of telehealth to deliver care in RACHs.
- Continue to work with stakeholders and service providers to review and modify models of care and pathways as required to improve the delivery of care to residents in RACHs, including incorporating use of telehealth in these models, with a particular focus on improving access to primary care services and hospital avoidance support.
- Collaborate with and support Australian Digital Health Agency (ADHA) in the ongoing delivery of an agency led integration and education program on the adoption and use of My Health Record in RACHs.
- Ensure that training around the use of telehealth is embedded into core induction and education of RACH staff. Further activities will be informed by the learnings from the development and implementation of this initiative.
- Continue to formally engage with key Tasmanian aged care partners to ensure this activity is aligned with related local health and aged care system reform and integration priorities and actions.

## After-hours access in RACHs

### Aim of activity

The aim of this activity is to improve access to and provision of after-hours medical care to RACH residents.

### Description of activity

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

- Continue to promote the uptake of after-hours support plans in RACHs.
- Continue to share and promote resources that support effective after hours care for people in RACHs.
- Based on findings from after-hours support plans implementation evaluation, implement revised activities to support RACH after hours planning and readiness.
- Investigate use of improved RACH telehealth capability and models can be applied as part of after-hours planning and response models, with a particular focus on improving access to primary care services and hospital avoidance support.
- Continue to formally engage with key Tasmanian aged care partners to ensure this activity is aligned with related local health and aged care system reform and integration priorities and actions.

## Early intervention

### Aim of activity

The aim of this activity is to:

- improve management of chronic health conditions in the community
- reduce frailty of older Australians in the community
- improve mobility and strength of residents of older Australians in the community
- decrease falls of older Australians in the community.

### Description of activity

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

- Ongoing delivery of the healthy ageing Exercise Treatment Program initiative.
- Ongoing delivery and monitoring of the Exercise Treatment Program through regular contract review meetings and participant feedback to identify opportunities to improve the service model.
- Continued engagement and education with primary care workforce to increase the understanding and awareness of the needs of the ageing Tasmanian population and available services.
- Continue to formally engage with key Tasmanian aged care partners to ensure this activity is aligned with related local health and aged care system reform and integration priorities and actions.

# Care finder program

## Aim of the activity

The objectives of this activity are to:

- establish and maintain a national care finder network that provides specialist and intensive assistance to help people in the target population to understand and access aged care and connect with other relevant supports in the community
- support people who are eligible for aged care services and have one or more reasons for requiring intensive support to interact with My Aged Care and access aged care services and/or access other relevant support in the community
- support and promote continuous quality improvement of the care finder program
- support improved integration between the health, aged care and other systems at the local level.

The outcomes of this activity are:

- improved outcomes for people in the care finder population including:
  - improved coordination of support
  - improved understanding of aged care services and how to access them
  - improved confidence to engage with the aged care system
  - increased care finder workforce capability to meet client needs
  - increased rates of access to aged services and wider connections
  - increased rates of staying connected to aged care services
- improved integration between health, aged care and other systems at the local level.

## Description of activity

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

- Continue to work with commissioned providers to refine and embed care finder services across Tasmania
- Continue to identify and address opportunities to enhance integration between the health, aged care and other systems at the local level by:
  - facilitation of consultation with key stakeholders
  - seeking advice and direction if and when required from PHT's clinical and community advisory groups
  - via commissioned provider Community of Practice
- On-going delivery of the care finder community of practice focusing on:
  - central referral and intake pathways
  - rural and remote community access
  - linkages between care finders and other providers
  - promotion of services
  - continuous quality improvement

- data collection, quality and use to inform service improvement and planning
- Monitor and manage care finder program performance
- Continue to support the integration of the care finder network into the local aged care system by promotional activities, raising awareness, establishing and maintaining relevant partnerships, assisting in developing and embedding referral pathways
- Support continuous quality improvement (CQI) activities of the care finder program via the Community of Practice identification
- Data collection and reporting
- Participate as required in the AHA final evaluation, commissioned by the Australian Government
- Continue to formally engage with key Tasmanian aged care partners to ensure this activity is aligned with related local health and aged care system reform and integration priorities and actions.