

Better Together

Early initiatives on the North Coast

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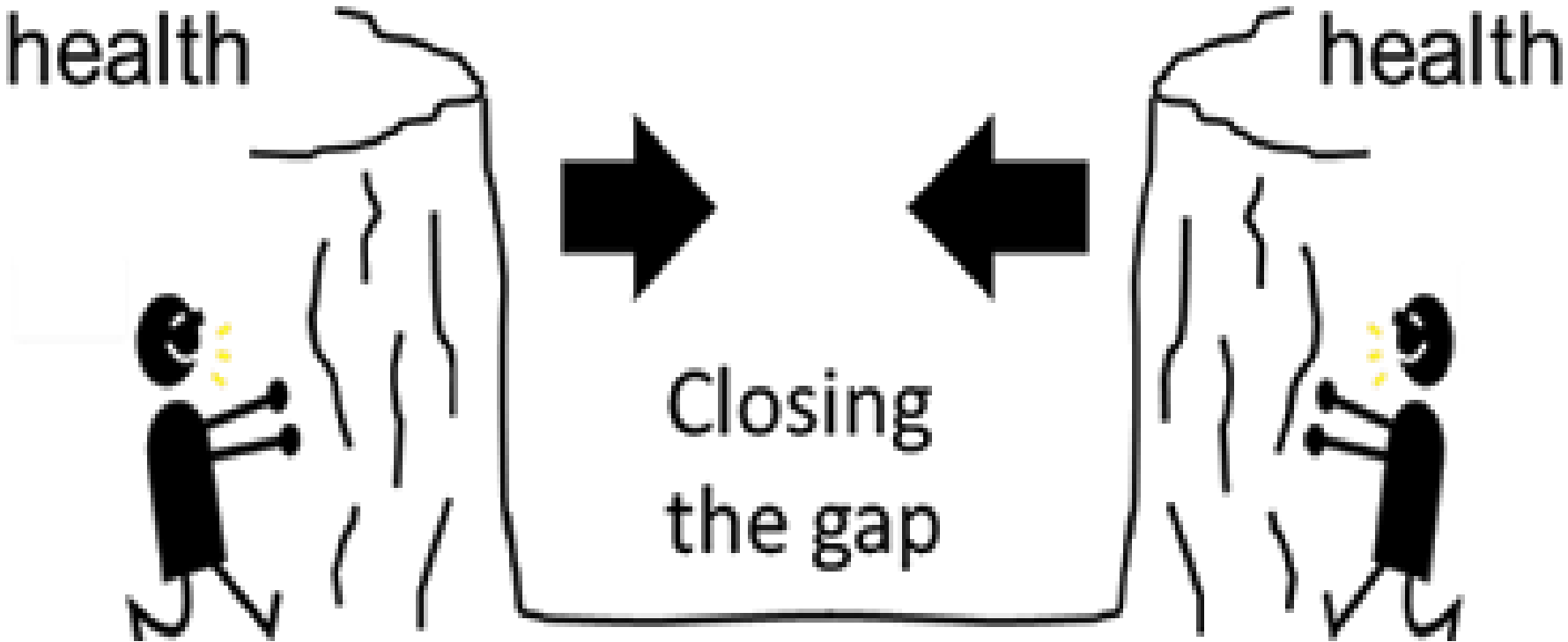
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NNSW INTEGRATED CARE MADE POSSIBLE BY STRONG LOCAL PARTNERSHIPS:



Physical health

Mental health



(1)



Our Region Northern NSW





To begin a movement for change ...

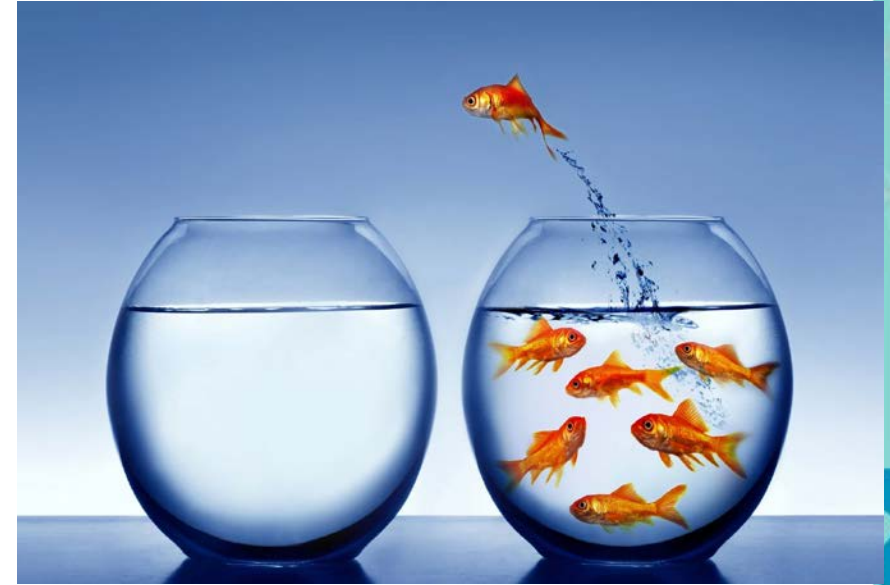
- Change required at all levels- governance, management, clinical
- What does will an integrated health system look like in Northern NSW?
- Local challenges → local solutions
- Patient stories

Just start.....

Integrated Care Collaborative

- What matters most to the patient
- Communication
- Build relationships and trust

Implementing



- Quality Improvement Cycles
Plan Do Study Act (PDSA)
- Permission to trial small changes identified by clinicians

PDSA- 16 completed ✓

- Notification of admission/ receipt of health summary
- Identification of correct GP
- Streamline and publicise referral pathway document
- Shared training- LHD training for private practice
- Tweed- collaborative MDT group
- Case planning meetings involving GP
- Shared care with AMS/ MH / D & A





Challenges

- Recruitment
 - Motivators
- Cultural differences between teams
- Each new problem opened up another can of worms
- Data availability



How do we measure our impact ?

- No long term studies ?
- No KPIs ?
- Patient and carers experience ✓
- Patient outcomes ✓

Susan's Story



Just the start

- Expansion of admission/ discharge notifications
- eMR- safe transfer of Care project
- Continuation of the development of partnerships
- Patient centred medical home
- JMO/ GP partnerships
- Health literacy
- Aboriginal service centralised intake
- Localised Health pathways
- Orion share care planning- underway





What we learned

- Building trust and ongoing relationships is important
it takes time
- Communication
- What matters most to the patient ?

Thank You

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References

1. <http://lazoi.blogspot.com.au/2016/08/how-mental-health-affects-physical.html?m=0>