

Hornsby / Ku-Ring-Gai Healthcare Neighbourhood

INTRODUCTION

Northern Sydney Local Health District, Sydney North Primary Health Network, and NSW Agency for Clinical Innovation have held two events for providers, managers and consumers from health and social care services across the Hornsby/Ku-Ring-Gai region. The events aimed to improve awareness, relationships and connectivity between local services. Attendees were able to work together in identifying a shared vision for what an integrated Healthcare Neighbourhood in this region could look like. The events also provided an opportunity to network with providers and consumers from the Hornsby/Ku-ring-gai area, to share resources relating to local services, and to hear about ways that the Primary Health Network, Local Health District and eHealth NSW are enabling better communication and collaboration between providers.

EVENT 1 – 26th APRIL 2018

Learning Objectives

- Identify relevant local service providers in the Hornsby/ Ku-Ring-Gai region
- Discuss two-way communication between practices and external providers to improve patient safety and handovers
- Predetermine possible barriers for patients in their navigation across multiple health providers
- Identify opportunities for creating local partnerships to improve connectivity between their general practice and external providers

Program

- Speed Networking
- Introduction to Healthcare Neighbourhoods
- Who are your neighbours?
- Local consumer story
- Mapping the patient journey
- Review: Who are your neighbours?
- Developing a shared vision

PARTICIPATION

Attendees included staff from:

- Hospitals (Hornsby Ku-Ring-Gai, Sydney Adventist, Royal North Shore, Mt Wilga Private)
 - General Practice
 - Residential Aged Care Facilities
 - Private allied health
 - Public allied health
 - Community health
 - Northern Sydney Local Health District
 - Sydney North Primary Health Network
- and consumers

EVENT 2 – 5th JUNE 2018

Learning Objectives

- Identify relevant local service providers in the Hornsby/ Ku-Ring-Gai region
- Describe existing enablers that can be used to improve communication and coordination between providers
- Understand the role of My Health Record and Health Pathways in connecting providers, improving patient experience and contributing to patient safety
- Identify opportunities for creating local partnerships to improve connectivity between providers

Program

- Speed networking
- Recap of previous event
- Current tools & programs available to improve coordination, efficiency and patient care in the Hornsby & Ku-Ring-Gai LCNs
- Services expo
- eHealth enablers
- Exploring opportunities for improvement

Participants



Hornsby / Ku-Ring-Gai Healthcare Neighbourhood

VISION STATEMENT

All people in the Hornsby / Ku-ring-gai region have access to coordinated care that is centred around their needs and preferences. Local care providers work in partnership to deliver optimal care.

EVALUATION

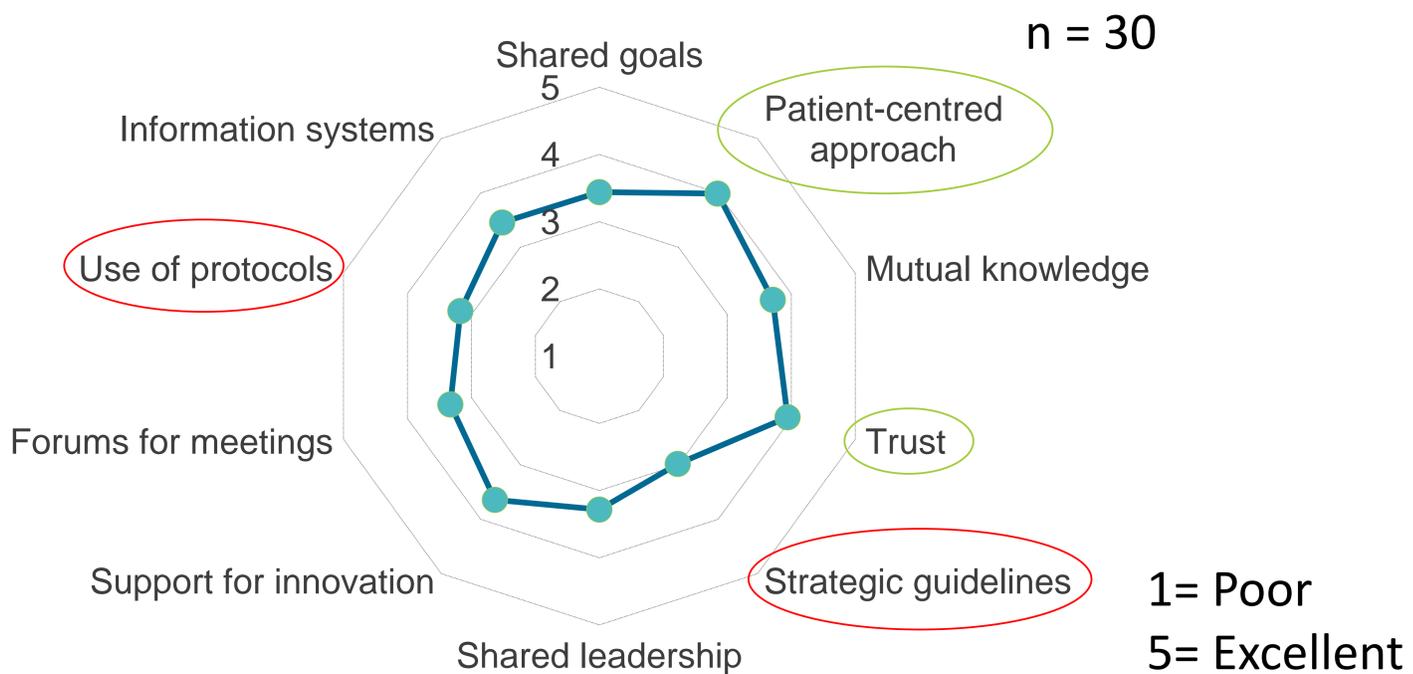
Averaged over the two events, participants who agree or strongly agree that:

- They are supportive of the LCN/Neighbourhood concept - **97%**
- They believe that LCN / Neighbourhoods will be a valuable addition to the Hornsby/Ku-Ring-Gai area - **95%**
- They are likely to continue my involvement with LCN / Neighbourhood events in the Hornsby / Ku-Ring-Gai area - **95%**

KEY CONNECTION / COORDINATION PROBLEMS IDENTIFIED

- Poor communication between providers and between patients and providers
- Long wait times
- Patient doesn't have a regular GP
- Financial confusion or availability of cost-effective options
- Patient needs support for coordination
- Social determinants of health not addressed
- Care not holistic
- Discharge
 - Missing summaries
 - Delays
 - Lack of planning

Hornsby / Ku-Ring-Gai Healthcare Neighbourhood - Baseline Self-Assessment Data



My most significant insight from the evening was keeping communication open between all service providers

Technology can be used to its full potential to help navigate the health system

Thank you for providing this joint networking event

"My most significant insight from the evening was the many services available in our area"

The chance to connect with primary health services and have shared conversations identifying shared issues / concerns

A great night connecting with interesting people and learning lots about services available to the community

I had a very enjoyable time and learnt a lot about health and services in my community

Great forum to share information and other healthcare networking