

## Auburn Healthcare Neighbourhood Collaborative

### Information Sheet

#### What is the Auburn Healthcare Neighbourhood?

Healthcare neighbourhoods are a localised approach to integration of care. They focus on building relationships, trust, shared vision and bottom-up change in a defined geographic region.

The Western Sydney Local Health District (WSLHD) and Western Sydney Primary Health Network (WSPHN) are partnering with the Agency for Clinical Innovation (ACI) to build a well-connected neighbourhood network in Auburn focussing on culturally and linguistically diverse (CALD) people.

The Healthcare Neighbourhood includes the wider health and social care system that wraps around and integrates with primary care, consumers, carers and families to deliver a single, cohesive health system.

#### The Healthcare Neighbourhood Collaborative

**Are you interested in improving system connectedness?** The WSPHN, the WSLHD and the ACI invite all [health and social service providers](#) in the Auburn Healthcare Neighbourhood to participate in the Healthcare Neighbourhoods Collaborative.

This is an opportunity for care providers to trial bottom-up improvements for CALD people. The Collaborative will focus on the following topic areas:

- **Overcoming barriers to accessing healthcare**
- **Using interpreters to improve access and equity**
- **Improving patients' knowledge of health services and the system**
- **Enhancing the patient journey by delivering more coordinated services**

*A Collaborative is a way for neighbours to work together to explore solutions to identified issues and barriers, trial solutions via small-scale rapid changes at practice level, measure the success of those trials and reflect on and share what is or isn't working as we go.*

#### Overview

The Collaborative is structured around three workshops where health and social service providers from the local area (neighbours) come together to share ideas, build stronger relationships, discuss opportunities for improvement and learn how to trial changes in their workplaces.

After each workshop improvements are trialled in practice and recorded on an online portal. Participants can keep in touch with their neighbours, ask questions and share ideas via an online portal.

Three sites in NSW (Auburn, Hornsby/Ku-ring-gai and Upper Blue Mountains) are taking part, so as well as strengthening relationships and working on improvements with others in the Auburn Neighbourhood, participants can share ideas, resources and learnings with other local areas in NSW via the portal.

*"If I am sick I don't know what health care services I can access" - Health consumer, Auburn*

## Methodology

A Collaborative promotes rapid change, allowing participating teams to achieve benefits and results in short time frames.

Participants will receive training in Collaborative Methodology and ongoing support to trial changes using Plan Do Study Act (PDSA) cycles.

## How it works

Participants:

1. Nominate to participate via an expression of interest
2. Complete a baseline self-assessment survey
3. Form Improvement Teams based on shared interest in topics
4. Attend three learning workshops
5. In between workshops, trial small scale, self-identified changes and record the results
6. Complete an end of program self-assessment survey.

### Collaborative Change Principles

Develop a culture of improvement and collaboration  
Empower consumers and carers to better manage their health  
Provide person-centred care in your workplace  
Be a Good Neighbour  
Improve the wider system

## Benefits of participating

- Meet other people who provide health and care services in the Auburn area
- Learn about the work of other local services
- Increase your awareness of referral pathways
- Learn how to trial changes in your workplace using a simple structured methodology
- Be supported to implement your ideas for improvement
- Build stronger relationships with your neighbours as you work together on shared goals
- Improve information flow and communication
- Develop peer consultation and support networks with your neighbours
- Professional development opportunity including CPD points.

*“Since our practice joined a collaborative to better connect care in our region, it has become easier for us to provide the joined-up care that our patients need. We work closer with our colleagues in our ‘healthcare neighbourhood’ including the hospital. Our practice team have developed new skills and have more resources to assist our patients, their families and carers to better manage their own health. We all waste far less time, and our work in providing care is much more satisfying.”*

Dr Tony Lembke, GP

## Time and resource commitment

The collaborative will run for nine months starting with an introductory webinar in August 2019 (you can either attend the live webinar online or watch a recording afterwards).

The workshops will be held on Wednesday evenings in the Auburn area for 2 ½ hours each. Attendance at all three workshops is essential.

After each workshop is an activity period and commitment will be between 15 minutes and 2 hours per week. This includes planning, implementing and recording outcomes for improvements you choose to trial, and regular communication with your Improvement Team and project support from the WSPHN, WSLHD or ACI.

Where possible, practices and services are encouraged to nominate two or three people to take part who can provide leadership and influence change at the workplace level (clinicians or non-clinical staff).

Key dates	Activity
11 July 2019	Information workshop (optional)
1 July - 2 August 2019	Submit Expression of Interest form
Week starting 12 August 2019	60 minute introductory webinar
11 September 2019	<b>Learning Workshop 1</b> 6.00-8.30pm
12 September to 19 November 2019	Activity period
20 November 2019	<b>Learning Workshop 2</b> 6.00-8.30pm
21 November 2019 to 18 February 2020	Activity period
19 February 2020	<b>Learning Workshop 3</b> 6.00-8.30pm
19 February to 22 April 2020	Activity period

### Support provided

Participation in the collaborative is **free** and the following support will be provided:

- Three learning workshops including professional facilitators, training in quality improvement methodology, translating and interpreting services (when required) and catering.
- An online orientation webinar and a handbook to guide progress
- Access to a secure online sharing platform to record PDSA cycles, track your progress, share information and resources and link the three NSW sites
- ACI, LHD and PHN project officers will provide implementation and program delivery support via the online platform and regular teleconferences/phone calls.

A light dinner will be provided prior to workshops.

Transport and any parking will be at your own expense.

### Next Steps

Please complete the Expression of Interest form and return to Angela Wicks, Project Officer, Primary Care Institute by COB **Friday, 2 August 2019** via email:

[Angela.Wicks@health.nsw.gov.au](mailto:Angela.Wicks@health.nsw.gov.au).

For further information please contact one of our project officers:

- **Angela Wicks** ACI [Angela.Wicks@health.nsw.gov.au](mailto:Angela.Wicks@health.nsw.gov.au) 0436 658 192
- **Saleha Abbasi** WSPHN [Saleha.Abbasi@wentwest.com.au](mailto:Saleha.Abbasi@wentwest.com.au) 0412 018 037

You can also [register to attend our information session](#).