

# **1. (a) Strategic Vision for After Hours Funding**

**Vision: Quality and Accessible After Hours Healthcare for Western Victoria.**

Western Victoria Primary Health Network considers access to primary health care, including after hours, an important element of high quality health care with General Practitioners playing a central role in its delivery. The PHN will work collaboratively with other stakeholders to encourage innovative solutions to support appropriate, timely, available and affordable care arrangements in the after hours period.

# 3(b) Planned activities funded by the Primary Health Network

## Schedule for After Hours Funding

Proposed Activities	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP Services (including after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.0 COORDINATION</b> ( <i>Carryover of 16/17 Activity - reference AH 1.3</i> )
Description of After Hours Activity	<p>Due to the significant activities being delivered through the after hours funding, Western Victoria PHN will continue to fund a dedicated after hours resource (co-ordinator and project officer) to identify barriers to the provision of and access to after hours medical services. The position will work in collaboration with key stakeholders to develop and implement solutions. Key activities include:</p> <ul style="list-style-type: none"> <li>• Leading the development and implementation of after hour’s strategies, policies and projects.</li> <li>• Developing and implementing after hours communication plans to support specific strategies</li> <li>• Develop tools to assess services at risk of reducing or not providing extended or after hours care</li> <li>• Facilitate co-design and model development workshops</li> <li>• Develop documentation for RFP commissioning process</li> <li>• Delivery of existing activities</li> </ul> <p>These activities will focus on sustaining community access to primary care medical services in the after hour’s period by creating innovative solutions and models that consider the needs and preferences of the community, general practices, hospitals and ambulance services.</p>
Collaboration	<ul style="list-style-type: none"> <li>• Local Health Networks</li> <li>• General Practitioners</li> </ul>

	<ul style="list-style-type: none"> <li>• Clinical and community councils</li> <li>• National Home Doctor Service</li> <li>• Urgent care centres and health services</li> <li>• Nurse on Call</li> <li>• After Hours GP Helpline (AHGPH)</li> <li>• Health Direct</li> <li>• Residential Aged Care Facilities (RACF)</li> <li>• Ambulance Victoria</li> <li>• Medical imaging services</li> <li>• Pharmacies</li> </ul>
Duration	1 July 2017 – 30 June 2019
Coverage	Entire Western Victoria PHN Region
Commissioning approach	Western Victoria PHN will directly deliver this activity.
Performance Indicator	<p><b>Process indicator</b></p> <ul style="list-style-type: none"> <li>• Delivery of key activities</li> <li>• Stakeholder communication and engagement strategy completed</li> <li>• Stakeholder consultation to inform needs assessment completed</li> <li>• Monitoring and performance management of after hour’s contracts completed.</li> </ul> <p><b>Output indicator</b></p> <ul style="list-style-type: none"> <li>• Monthly collated after hours activity data</li> <li>• Quarterly analysis of after hours activity data</li> <li>• Translation of after hours data to inform PHN decision making</li> </ul> <p><b>Outcome indicator</b></p> <ul style="list-style-type: none"> <li>• Commissioning RFP implemented for model service delivery</li> <li>• Well informed and coordinated after hours response for the region</li> <li>• More effective delivery mechanisms to support the delivery of after hours care in the region</li> </ul>

Local Performance Indicator target	To be developed
Data source	N/A
<b>Proposed Activities</b>	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP Services (including after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.1 IMPLEMENTATION OF NEEDS ASSESSMENT - CO-DESIGN AND MODEL DEVELOPMENT</b> <i>(Extension of 16/17 Activity - reference AH 1.2)</i>
Description of After Hours Activity	<p>The 2016-2017 After Hours Needs Assessment prepared by the Western Victoria PHN identified four key priority areas for after hours service provision in primary care, including:</p> <ol style="list-style-type: none"> <li>1. Increasing access to primary care services</li> <li>2. Workforce</li> <li>3. Consumer Health Literacy</li> <li>4. Information sharing and data collection</li> </ol> <p>Western Victoria PHN will collaborate with Health Professionals to explore possible service delivery models to address the service gaps and barriers to the provision of after hours care identified in the recent After Hours Needs Assessment.</p> <p>Co-design model workshops will be facilitated in each of our four regional offices (Ballarat, Geelong, Horsham and Warrnambool), providing the opportunity for GP engagement across the entire Western Victoria region. Models will be developed in line with PHN objectives and within the financial constraints of the activity. A robust commissioning process will then be implemented to procure providers to deliver the models.</p>
Collaboration	<ul style="list-style-type: none"> <li>• Local Health Networks</li> <li>• General Practitioners</li> <li>• Clinical and community councils</li> <li>• National Home Doctor Service</li> </ul>

	<ul style="list-style-type: none"> <li>• Urgent care centres and health services</li> <li>• Nurse on Call</li> <li>• After Hours GP Helpline (AHGPH)</li> <li>• Health Direct</li> <li>• Residential Aged Care Facilities (RACF)</li> <li>• Ambulance Victoria</li> <li>• Medical imaging services</li> <li>• Pharmacies</li> <li>• Victorian Department of Health and Human Services</li> </ul>
Duration	1 July 2017 – 30 June 2018
Coverage	Entire Western Victoria PHN Region
Commissioning approach	Western Victoria PHN will directly deliver the co-design model development component of this activity. A formal commissioning process will then be implemented to procure providers to deliver services in line with models.
Performance Indicator	<p><b>Process Indicator:</b></p> <ul style="list-style-type: none"> <li>• Stakeholder consultation through co-design model development completed</li> </ul> <p><b>Output indicator:</b></p> <ul style="list-style-type: none"> <li>• number of possible service delivery models shortlisted</li> <li>• RFP commissioning process completed</li> </ul> <p><b>Outcome indicator:</b></p> <ul style="list-style-type: none"> <li>• Sustainable models for after hours services identified</li> </ul>
Local Performance Indicator target	Commissioning RFP implemented for model service delivery

Data source	MBS, Ambulance Victoria, hospitals, residential aged care facilities, Safety Link, Nurse on Call, Health Direct, PEN CAT Plus, and general practices, Doc Geelong utilisation statistics, and medical imaging services.
<b>Proposed Activities</b>	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP services (including the after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.2 AFTER HOURS CO-DESIGNED MODELS OF CARE</b>
Description of After Hours Activity	This activity will provide funding for co-designed models, developed and commissioned in accordance with AH 1.1 implementation of needs assessment (co-design and model development) above.
Collaboration	<ul style="list-style-type: none"> <li>• Local Hospital Networks</li> <li>• General Practice</li> <li>• Allied Health</li> <li>• Victorian State Government</li> <li>• Local Government</li> <li>• Community Health Services</li> <li>• Bush Nursing Centres</li> </ul>
Duration	1 July 2018 – 30 June 2019
Coverage	Entire Western Victoria PHN Region
Commissioning approach	Commissioning process to be determined upon completion of co-design process.
Performance Indicator	<p><b>Process Indicator:</b></p> <ul style="list-style-type: none"> <li>• Contracts awarded by 30 march 2018</li> <li>• Providers to commence implementation of commissioned models by 1 July 2018</li> </ul> <p><b>Output indicator:</b></p> <ul style="list-style-type: none"> <li>• commissioning process completed</li> </ul>

	<p><b>Outcome indicator:</b></p> <ul style="list-style-type: none"> <li>• Sustainable models for after hours services identified</li> </ul>
Local Performance Indicator target	Commissioning process implemented for model service delivery
Data source	MBS, Ambulance Victoria, hospitals, residential aged care facilities, Safety Link, Nurse on Call, Health Direct, PEN CAT Plus, and general practices, Doc Geelong utilisation statistics, and medical imaging services.
<b>Proposed Activities</b>	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP services (including the after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.3 HEALTH LITERACY</b> ( <i>Extension of 16/17 Activity - reference AH 1.4</i> )
Description of After Hours Activity	<p>Evidence suggests that patient care can be improved, particularly in the management of chronic disease when self-management strategies are promoted and implemented. One way to deliver self-management support is through the use of technology. As such PHN has commissioned Healthily Ltd Pty to work in conjunction with our Primary Care Consultants to deliver the GoShare Online Self-management Platform to 800 General Practice and Pharmacies across the entire Western Victoria Region.</p> <p>The roll out, implementation and ongoing provider support of Go Share will be embedded into the work plan for each Primary Care Consultant across our four regions.</p> <p>Objectives</p> <ul style="list-style-type: none"> <li>• Enable the efficient and measurable sharing of health resources, tailored to the needs of individual patients and carers</li> <li>• Support health professionals to provide their patients with timely health education resources that will help support them in the after hours period</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide access to information on what services are available in their local region after hours</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• General Practitioners</li> <li>• Primary Health Care Nurses</li> <li>• Pharmacies</li> </ul>
Duration	July 2017 – June 2018
Coverage	Entire Western Victoria PHN Region
Commissioning approach	This activity has been commissioned in 2016-17 with the continuation of the roll out to occur in 2017-18.
Performance Indicator	<p><b>Process Indicator:</b></p> <ul style="list-style-type: none"> <li>• Engagement with general practice and pharmacies</li> </ul> <p><b>Output indicator:</b></p> <ul style="list-style-type: none"> <li>• Number of licenses provided to General Practice and Pharmacy</li> </ul> <p><b>Outcome indicator:</b></p> <ul style="list-style-type: none"> <li>• Utilisation analytics</li> </ul>
Local Performance Indicator target	<ul style="list-style-type: none"> <li>• To register 800 licenses to GPs and Pharmacists across the Western Victoria PHN region.</li> </ul>
Data source	<ul style="list-style-type: none"> <li>• GoShare software</li> </ul>
<b>Proposed Activities</b>	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP services (including the after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.4 CRITICAL AREA SUPPORT GRANTS</b> ( <i>Extension of 16/17 Activity - reference AH 1.6</i> )



Description of After Hours Activity	<p>This funding specifically acknowledges the diverse and complex after hours needs in the region. The funding and support is tailored to address specific community and general practice needs. If these systemically important practices reduced or terminated existing after hours services the after hours health inequities faced by these communities would be critical. There would be a likely impact on the survival of some patients and the health outcomes of the community. Practices were funded in areas of need such as remote locations, growth areas, tourist areas, or areas of social disadvantage.</p> <ol style="list-style-type: none"> <li>1. <u>Apollo Bay</u></li> <li>2. <u>Corio Medical Centre</u></li> <li>3. <u>Epic Health Medical</u></li> <li>4. <u>Lorne General Practice</u></li> <li>5. <u>Myers Street Family Practice</u></li> <li>6. <u>Port Fairy Medical Clinic</u></li> </ol>
Collaboration	<ul style="list-style-type: none"> <li>• Local Health Networks</li> <li>• General Practice</li> <li>• Primary healthcare service providers</li> </ul>
Duration	1 July 2017 – 30 June 2018
Coverage	Entire Western Victoria PHN Region
Commissioning approach	Recontracting of services commissioned via open RFP in 2016-17
Performance Indicator	<p><b>Process Indicator:</b></p> <ul style="list-style-type: none"> <li>• Contracts executed</li> </ul> <p><b>Output indicator:</b></p> <ul style="list-style-type: none"> <li>• number of monthly reports received</li> </ul> <p><b>Outcome indicator:</b></p> <ul style="list-style-type: none"> <li>• percentage of projects that achieved project objectives</li> </ul>

	<ul style="list-style-type: none"> <li>percentage of projects that achieved project outcomes</li> <li>percentage of projects that stayed within their allocated budget</li> </ul>
Local Performance Indicator target	<p><b>Targets</b></p> <ul style="list-style-type: none"> <li>70% of projects achieved project objectives</li> <li>70% of projects achieved project outcomes</li> <li>100% of projects stayed within allocated budget</li> </ul> <p><b>Baseline</b></p> <ul style="list-style-type: none"> <li>No baseline data available as new activities under PHN.</li> </ul>
Data source	<ul style="list-style-type: none"> <li>PEN CAT Plus Project plans</li> <li>Progress reports</li> <li>Final evaluation reports</li> <li>Monthly surveys</li> <li>Activities will be measured, analysed and reported on to support continual improvement.</li> </ul>
<b>Proposed Activities</b>	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP services (including the after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.5 PATIENT STREAMING SERVICE (PSS) (Extension of 16/17 Activity - reference AH 1.8)</b>
Description of After Hours Activity	<p>The Western Victoria PHN baseline needs assessment identified that there is limited access to GP services. GPs report telephone calls as a significant burden after hours, no remuneration for phone calls and report lack of coordination of care and communication as a major frustration when on-call after hours</p> <p>After hour's primary health care is a central tenet of a high quality health care system. A key focus of the PHN is to improve the efficacy and efficiency of after hour's primary health care coverage in the region. The PSS is a fully integrated after hours service working collaboratively with the After Hours GP Helpline (AHGPH), Nurse on Call, Ambulance Victoria, local hospitals and GPs providing after hours</p>

	<p>services. The aim is to provide local care coordination after professional triage to identify the most appropriate port of call for patients with after hours urgent care needs. The service is active in the Wimmera Mallee and Ballarat Goldfields region and there may be opportunity to expand the service across other areas of the Western Victoria region as appropriate.</p> <p>This service supports the PHN objectives by ensuring that people are not attending emergency departments or being admitted to hospital for conditions that can be effectively managed outside of hospitals. In order to assess the extent to which the PSS is adequately meeting its goals and objectives the program will be independently evaluated. It is hoped this evaluation will demonstrate the appropriateness and effectiveness of the programs and explore future direction.</p> <p>Objectives:</p> <ul style="list-style-type: none"> <li>• To provide a care coordination service</li> <li>• To provide a single entry point for callers and clinical information where those callers have been managed by national or state based telephone advice lines (Nurse On Call, AHGPH)</li> <li>• To provide a care coordination point for other regional initiatives, such as the Assisted Transport Assistance Scheme (booking service)</li> <li>• To reduce after hours demand for GPs through appropriate use of telephone triage services</li> <li>• To ensure continuity of care through the provision of clinical information to all relevant healthcare providers</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• GPs and practice managers</li> <li>• After Hours GP Helpline</li> <li>• Local Health Networks</li> <li>• Ambulance Victoria</li> <li>• Health service urgent care centres</li> <li>• Safety Link</li> <li>• Consumers</li> </ul>
Duration	July 1 2017 – 30 June 2018

Coverage	Wimmera Mallee and Ballarat Goldfields region
Commissioning approach	Safety Link will continue to be the PSS site for service continuity. Contracting will continue based on a review of the value and effectiveness of the existing contract developed and Safety Link's ability to perform the services required. Safety Link Personal Response Service is a division of Ballarat Health Service
Performance Indicator	<p><b>Process Indicator:</b></p> <ul style="list-style-type: none"> <li>Continued integration with AGPH and PSS</li> <li>Contracts in place with SafetyLink by August 2017</li> </ul> <p><b>Output indicator:</b></p> <ul style="list-style-type: none"> <li>Utilisation of service</li> </ul> <p><b>Outcome indicator:</b></p> <ul style="list-style-type: none"> <li>Number of GPs providing after hours services should remain stable or potentially increase</li> <li>Reduced impact of after hours demand on GPs</li> <li>Reduction in low acuity ambulance call outs should reduce, with a corresponding improvement in response times for Category 1 (emergency) call outs</li> </ul>
Local Performance Indicator target	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>Number of calls managed by the PSS</li> <li>Number of practices using the PSS</li> </ul> <p><b>Targets</b></p> <ul style="list-style-type: none"> <li>Increase in calls from Ambulance Victoria to PSS by 5%</li> <li>Two new practices utilising PSS per year</li> <li>Increase number of calls by the PSS by 5%</li> </ul>

	<p><b>Baseline</b></p> <ul style="list-style-type: none"> <li>• Number of calls from Ambulance Victoria to PSS per month: 5 (Baseline April 2017)</li> <li>• Number of practices using PSS: 81 (Baseline April 2017)</li> <li>• Number of calls managed by PSS: 171 per month (Baseline April 2017)</li> <li>• Number of AGPH calls per month : 2 (Baseline April 2017)</li> </ul>
Data source	<ul style="list-style-type: none"> <li>• Patient Streaming Service Reporting (May 2017)</li> <li>• Western Victoria PHN Services and Provider data (Local) (baseline 2017)</li> </ul>

Proposed Activities	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP Services (including after hours period); Transportation
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.6 AFTER HOURS ASSISTED TRANSPORT SCHEME (ATAS)</b> ( <i>Extension of 16/17 Activity - reference AH 1.9</i> )
Description of After Hours Activity	<p>Issues with transportation were highlighted as a prominent concern in the needs assessment. The after hours Transport Assistance Scheme (ATAS) is an innovative response to address this issue. ATAS provides taxi transportation for people to or from urgent after hours care in the Wimmera Mallee and Ballarat Goldfields regions. The rationale for this service is that the lack of public transport in the after hours period in much of the region contributes to unnecessary hospital presentations. The ATAS allows patients to access appropriate primary care services at the right time. Established partnerships are in place with primary care providers, the Patient Streaming Service, Ambulance Victoria and local health services to facilitate referral of patients to this scheme.</p> <p>Aims/objectives</p> <ul style="list-style-type: none"> <li>• To provide taxi transport to those in the community genuinely in need of urgent after hours care</li> <li>• To reduce demand on ambulance services for non-emergency transport</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Safety Link</li> <li>• Local Health Networks</li> <li>• Taxi Services</li> <li>• Ambulance Victoria</li> </ul>
Duration	July 1 2017 – 30 June 2018
Coverage	Wimmera Mallee and Ballarat Goldfields region
Commissioning approach	Service level agreement with regional taxi companies.
Performance Indicator	<p><b>Output indicator:</b></p> <ul style="list-style-type: none"> <li>• number of trips booked – inbound vs outbound</li> <li>• number of trips booked by healthcare providers</li> </ul>

	<ul style="list-style-type: none"> <li>• Destination data – inbound and outbound</li> <li>• Service data – time of transfers</li> <li>• User data – analyse user request to identify vulnerable populations</li> </ul> <p><b>Outcome indicator:</b></p> <ul style="list-style-type: none"> <li>• Uptake of service</li> <li>• Destination data will evidence improved access to after hours service and where demand lies</li> </ul>
Local Performance Indicator target	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Pre- and post- ambulance data – number low acuity call-outs, response times for Category 1 call-outs</li> <li>• Pre- and post- number low acuity ambulance trips</li> <li>• Stakeholder satisfaction – post implementation survey of patients and providers (referrers and after hours service providers).</li> <li>• User request data</li> </ul> <p><b>Targets</b></p> <ul style="list-style-type: none"> <li>• 115 Transports booked per month</li> <li>• Average cost per trip \$45.00</li> </ul> <p><b>Baseline</b></p> <ul style="list-style-type: none"> <li>• 160 Transports booked per month (April 2017)</li> <li>• Average cost per trip \$36.72 (April 2017)</li> <li>• Median age of transport 44yrs. (April 2017)</li> <li>• 57% of transports in unsociable hours ( April 2017)</li> <li>• 43% of transports in sociable hours (April 2017)</li> </ul>
Data source	<ul style="list-style-type: none"> <li>• Ambulance Victoria reports</li> <li>• Safety Link reports</li> <li>• Taxi reports</li> <li>• Evaluation data collection</li> </ul>

Proposed Activities	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP services (including the after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.7 BELLARINE AFTER HOURS SUPPORT</b> <i>(Extension of 16/17 Activity - reference AH 1.10)</i>
Description of After Hours Activity	Western Victoria PHN funds a medical deputising service to cover an area of the Barwon region in the after hour's period. Prior to this service being implemented practices had no option but to provide their own after hours care as the deputising service was not available in these areas. This was unsustainable. The funding enables care to be provided to patients who would otherwise attended the local emergency department. The Bellarine region is at significant risk of losing the deputising service due to the smaller number of calls and longer distances. To ensure continuity of service Western Victoria PHN will contract again with the National Home Doctor Service (NHDS) to ensure ongoing provision of access to GP care in the after hours period on the Bellarine Peninsula.
Collaboration	<ul style="list-style-type: none"> <li>• National Home Doctor Service</li> <li>• General Practice</li> </ul>
Duration	July 1 2017 – 30 June 2018
Coverage	The communities covered by this service include Clifton Springs, Drysdale, Ocean Grove, Point Lonsdale, Queenscliff, Portarlington and St. Leonards. The total population for these communities is approximately 35,000.
Commissioning approach	Recontract with National Home Doctor Service to ensure service continuity.
Performance Indicator	<p><b>Process Indicator:</b></p> <ul style="list-style-type: none"> <li>• Contract in place with the National Home Doctor Service by July 2017</li> </ul>



	<p><b>Output indicator:</b></p> <ul style="list-style-type: none"> <li>• The percentage of patients who report they were able to access general practice after hours through the National Home Doctor Service</li> <li>• The number of calls received by National Home Doctor Service who received a consultation</li> </ul> <p><b>Outcome indicator:</b></p> <ul style="list-style-type: none"> <li>• Service Uptake.</li> </ul>
Local Performance Indicator target	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Number of after hours consultations per month</li> </ul> <p><b>Targets</b></p> <ul style="list-style-type: none"> <li>• 2% increase in consultations per month</li> </ul> <p><b>Baseline</b></p> <ul style="list-style-type: none"> <li>• Average number of consultations 68 per month (baseline April 2017)</li> </ul>
Data source	National Home Doctor Service Reporting
<b>Proposed Activities</b>	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP services (including the after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.8 AFTER HOURS COMMUNITY AWARENESS AND EDUCATION</b> ( <i>Extension of 16/17 Activity - reference AH 1.12</i> )
Description of After Hours Activity	Community awareness of services available during the after hours period is sub-optimal, with evidence to indicate that many residents and visitors would normally attend the hospital emergency department after hours and do not understand what service may be appropriate to meet their needs at the time. Aim: Increase community awareness and health literacy in the region for appropriate ED and after hour's usage, with specific focus on CALD and indigenous communities.

	<p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• To improve community awareness of after hour's options, including the available range of after hour's services, options such as Nurse-on Call, targeted helplines for specified issues etc.</li> <li>• Expand local resources developed in 2016/2017 to include specifically designed resources for CALD and Indigenous consumers</li> <li>• Engage consumer networks across the region to disseminate resources and provide peer education</li> </ul> <p>Western Victoria PHN will distribute resources through established local networks and specific cultural groups. Educational resources and marketing campaigns will be designed to improve self-efficacy and health literacy and will include regular communication and engagement mechanisms that include the website, newsletter and face-to-face activities and dedicated marketing and engagement activities such as TV and radio to raise community awareness of how to access after hour's services.</p>
Collaboration	Western Victoria PHN will work with its communication team, Aboriginal health team, mental health team, community councils, GPs, Local Health Networks, community service providers, consumers, government departments and community networks.
Duration	July 1 2017 – 30 June 2018
Coverage	Western Victoria
Commissioning approach	Request for quote process commenced in 2016-17.
Performance Indicator	Google Analytics data on access statistics and usage
Local Performance Indicator target	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Health literacy rates</li> <li>• Number of resources designed</li> <li>• Reach of campaign (population)</li> </ul> <p><b>Targets</b></p> <p>Yet to be determined.</p>

	<p><b>Baseline</b></p> <ul style="list-style-type: none"> <li>• No baselines available</li> </ul>
Data source	
<b>Proposed Activities</b>	
After Hours Priority Area (e.g. 1, 2, 3)	Access to GP services (including the after hours period)
After Hours Activity Title / Reference (e.g. AH 1.1)	<b>AH 1.9 RIPERN SCHOLARSHIPS</b> ( <i>Extension of 16/17 Activity - reference AH 1.13</i> )
Description of After Hours Activity	<p>Western Victoria PHN is currently reviewing the after hours care arrangements in the region. Preliminary results have identified nine Urgent Care Centre's (UCC's) across our region where Rural and isolated practice endorsed registered nurses (RIPERNS) are an essential workforce contributor to the health services after hours model.</p> <p>RIPERNS provide a limited range of approved medicines where there is no or limited access to GPs, nurse practitioners, paramedics or pharmacists. Evidence suggests that the use of RIPERNS provide better work life balance for participating general practitioners and improved collegial relationships between general practitioners and nurses working in urgent care centres.</p> <p>A number of UCC's have expressed interest to implement the RIPERN model; however, limited currently available RIPERN workforce in the region has been identified as a restriction to implementing this model. This activity will involve an evaluation to identify the barriers and enablers encountered in of RIPERN scholarships provided in 17/18 to identify barrier and enables encountered. Ten RIPERN scholarships will be awarded across the Western Victoria region.</p>
Collaboration	<p>Health Services</p> <p>University of Southern QLD</p> <p>Pharmacy Guild</p>

Duration	July 1 2017 – 30 June 2018
Coverage	Western Victoria
Commissioning approach	The scholarships will be advertised across the Western Victoria Region.
Performance Indicator	Scholarships awarded by September 2017
Local Performance Indicator target	<p><b>Measures</b></p> <p># of completed scholarships</p> <p><b>Targets</b></p> <p>10 scholarships awarded</p> <p><b>Baseline</b></p> <ul style="list-style-type: none"> <li>• No baselines available</li> </ul>
Data source	