

After Hours Research and Development Models

Tender Briefing Webinar Transcript

Slide 1

Hello, and thank you for tuning into this recorded tender briefing. The purpose of this presentation is to provide an overview of the key themes and findings from after hours co-design work that has recently been undertaken by the Western Victoria Primary Health Network (WVPHN), to inform eligible organisations and individuals about current opportunities to apply for After Hours Program funding, to support projects based on the co-design key themes and findings.

Opportunities for funding will become available in stages commencing from late September 2020 with the After Hours Research and Development Models, which this presentation focuses on. Separate tender briefings will become available as other project opportunities open.

It is recommended that anyone who is new to WVPHN's tender process, also watch the recorded procurement overview presentation which is available on our website and aims to build viewer's capacity to undertake the required tender process to access funding.

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This presentation has been structured into three key areas including:

- information about the WVPHN After Hours Primary Health Care Program; followed by,
- an overview of the after hours co-design work that has recently been undertaken; and then,
- an overview of the current tender opportunity.

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For context, the Commonwealth Government defines after hours primary health care as accessible and effective primary health care for people whose health condition cannot wait for treatment until regular primary health care services are next available. It should not be a substitute for primary health care that could otherwise occur 'in hours'.

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The after hours period is defined as:

- outside 8am to 6pm weekdays;
- outside 8am to 12noon on Saturdays; and,
- all day on Sundays and public holidays.

The after hours period can be further broken into the:

- Sociable after hours period, which is from 6pm through to 11pm weeknights; and,
- Unsociable after hours period, which is 11pm through to 8am weekdays, hours outside of 8am and 12noon Saturdays, and all day Sundays and public holidays.

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All PHNs are funded to address gaps in after hours service arrangements and improve service integration through the After Hours Primary Health Care Program. The objectives of the Program, set by the Commonwealth Government are:

- increasing the efficiency and effectiveness of after hours primary health care for patients, particularly those with limited access to Health Services;
- improving access to After Hours Primary Health Care through effective planning, coordination and support for population based After Hours Primary Health Care Services; and,
- improving the availability of after hours GP services through working collaboratively with GPs.

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In July 2015, new Commonwealth funding arrangements for after hours service provision were implemented, this included:

- an After Hours Practice Incentive Payment (PIP) for GPs through the Commonwealth Government; and,
- funding to PHNs to support locally tailored after hours services.

The announcement of extended after hours program funding for PHNs until 2021 provides an opportunity for WVPHN to co-design longer term collaborative models for after hours primary health care to support innovative initiatives that integrate and streamline after hours service provision.

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Through the After Hours Co-design activity, a range of stakeholders across the WVPHN catchment were invited to participate in a co-design process to (re)design collaborative, client centered and financially viable after hours service model/s for the communities across western Victoria. This involved key stakeholder engagement opportunities through an on-line forum and survey, individual telephone and/or face-to face meetings and various co-design workshops held throughout November/ December 2019 and January/ February 2020. A total of 37 individuals participated in workshops, while 22 organisations (with various numbers of individuals in attendance) participated in face-to-face meetings. There was a high level of engagement through the on-line survey with a total 72 responses received.

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WVPHN has utilised the findings from the After Hours Co-design, in addition to consolidated learnings from a range of previously funded after hours projects, to identify the following key themes:

- **Telehealth;** increase access to primary health care services after hours using telehealth;
- **Workforce;** build the capacity of the after hours workforce including nurses;
- **Access;** increase access to primary health care services in the after hours period by increasing or extending service availability in the after hours and/or in hours period;
- **Aged Care;** increase access to after hours primary health care services for those living in residential aged care, and;
- **Community awareness and self- management;** increase community awareness of the available after hours services to better support self-management.

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Ten primary design constraints and four secondary design constraints that align with the delivery of best practice after hours care were also socialised and affirmed through the after hours co-design process. I won't take up time reading through each design constraint now however, *a detailed report highlighting the key findings is available on the Western Victoria PHN website*, which lists these design constraints. Based on the key themes presented in the previous slide, and these after hours design constraints, procurement of five separate After Hours Co-design Projects is planned to commence in stages from late September 2020. In this session, we are focused on the opportunity that is currently, or will soon be open for tender, which is the After Hours Research and Development Models.

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The After Hours Research and Development Models project, involves procurement of activities at a whole of region level to support the development of initiatives that integrate and streamline after hours service provision and support collaborative approaches, with a particular focus on the following:

- **Telehealth:** which could include piloting a sustainable virtual service for patients to access after hours primary health care services from a GP and/ or Nurse Practitioner after hours. Projects could look at how services can leverage off and learn from the increased utilisation of telehealth (and the funding to support this) in response to the COVID-19 pandemic.
- **Workforce and Care Coordination:** which could include piloting sustainable workforce models that build the capacity of the after hours workforce beyond the life of funding; this option may involve the development of a care coordination role to support and coordinate a range of holistic health services for patients, delivery of essential training to build the capacity of the after hours workforce and/or increasing the after hours nursing workforce through an upskilling pathway.
- **Access:** which could include piloting sustainable models that increase access to primary health care services in the after hours period beyond the life of funding; this option may include increasing or extending service availability in the after hours and/or in hours period and may include other sectors such as mental health, alcohol and other drugs and aged care.

Projects may address one or more of these priority areas and will also be required to design service models that are in line with one or more of the after hours design constraints as these represent best practice for the delivery of after hours primary care services. Projects

may be piloted at a whole of regional level, with up to a maximum of \$300,000 per project available or, at a sub-regional level with up to a maximum \$200,000 per project available. Project work will need to be undertaken between November 2020 and November 2021. The tender is anticipated to be made available via TenderLink on 28 September 2020 until 16 October 2020.

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All WVPHN invitations to tender are made via our e-Tender portal, Tenderlink. All interested individuals or organisations who wish to view further details or submit a tender application, must be registered on the TenderLink portal. Supplier registration is free; however you will need a valid email address. If your email is not registered on the portal, you will be asked to register your full organisation details (including a valid ABN), and agree to the TenderLink Terms of Service. Once registered, you can request to receive email alerts about future opportunities.

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Opportunities to apply for After Hours Program funding to support other projects identified through the after hours co-design process are anticipated to commence in early 2021. Keep an eye out on TenderLink for the following:

- 1.** After Hours Quality Improvement Grants which will provide grants to support general practices, residential aged care facilities, health services, mental health, alcohol and other drugs, pharmacy, radiology and pathology services at a sub-regional level to make quality improvements in line with the 10 primary and/ or 4 secondary after hours service design constraints identified through the After Hours Co-design process, which I touched on in previous slides.
- 2.** After Hours Portal for Consumers, Stage 1 which involves the engagement of a consultant to work with stakeholders, including community, to scope the feasibility of a whole of region after hours portal for consumers that promotes self-managed care, improves access to existing telephone-based services and increases consumer awareness/ access to locally available after hours service options.
- 3.** Stage 2 of the After Hours Portal for Consumers which involves engagement of a consultant or organisation to engage the market and other potentially interested organisations such as private health insurers and consumer groups, to determine whether there is interest in the development, implementation and maintenance of the after hours portal scoped in stage 1, and the feasibility of incorporating it into business as usual or as a business development opportunity.

WVPHN will also engage a consultant to evaluate all after hours co-design projects procured over 2020-2021. Early engagement of an evaluation consultant will enable them to work collaboratively with the successful suppliers of After Hours Co-design Projects to develop an evaluation plan during the early phases of each separate project.

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Once tenders open on TenderLink, all communications and enquiries must only be directed in writing via the TenderLink portal or the tenders email address listed here. Should you have any general queries prior to tender opening, please feel free to contact Natalie or Sara via the after hours email also listed here.

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Thank you for tuning into this presentation, I hope that it has been helpful and to hear from you soon!