

DEMOGRAPHICS

OVER
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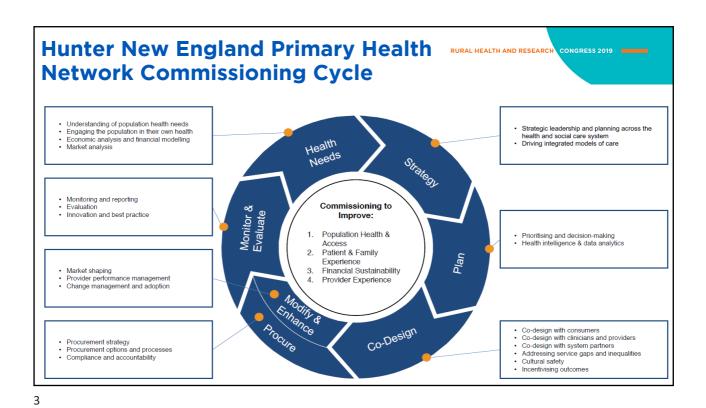
OVER
1.1

MILLION
PEOPLE LIVE IN OUR REGION

DEMOGRAPHICS

WE ARE THE SECOND LARGEST PHN IN NEW SOUTH WALES

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2018 PHN Needs Assessment

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Issue: difficulty accessing and navigating and health and community services



Increased potentially preventable hospitalisations (up to 3159 per 100,000 population)

Who is most at risk of this issue?

- People from rural and regional areas
- Socioeconomically disadvantaged areas
- Aboriginal and Torres Straight Islanders
- Experiencing /at risk of homelessness
- > 65yrs and socially isolated
- People experiencing a mental health condition
- Culturally and linguistically diverse populations
- Youth transitioning to adults in the health system







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Pilot Design - Literature Review

Care Navigation outcomes described in the literature:

- Reduce preventable hospitalisations and ED presentations (1,2,3,4,5)
- Promote independent living at home (2,6,7,8,9)
- Improved self-efficacy / self management (6,7,8,9)
- Increased patient satisfaction with services (6,7,8,9)
- Improve access to services for vulnerable patients without a regular primary care provider (10)







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Pilot Design (continued)

- Consultation with Clinical and Community Advisory Committees
- <u>Request for Proposals from local providers from Tamworth, Cessnock and/or Taree.</u>
 - People from rural and regional areas
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Tamworth Pilot

- Sept 2019 Sept 2020
- 600 participants
- 4 x 30 minute individual sessions
- · Partnership and co-location with:
 - 2 local General Practices
 - · Aboriginal Medical Service
- · Referrals from partnered practices or HealthWISE services
- 2 Care Navigation Staff (including an Aboriginal staff member)

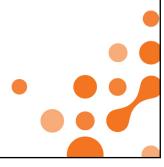


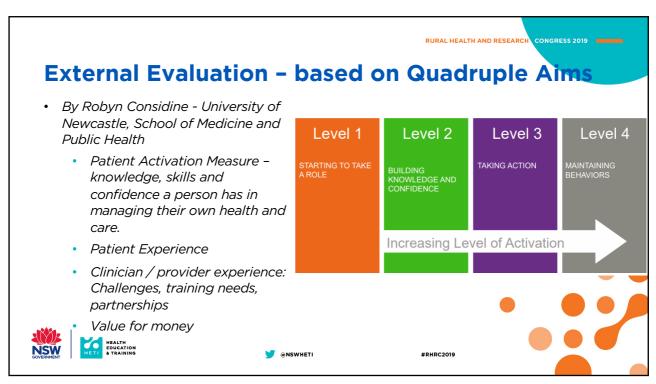


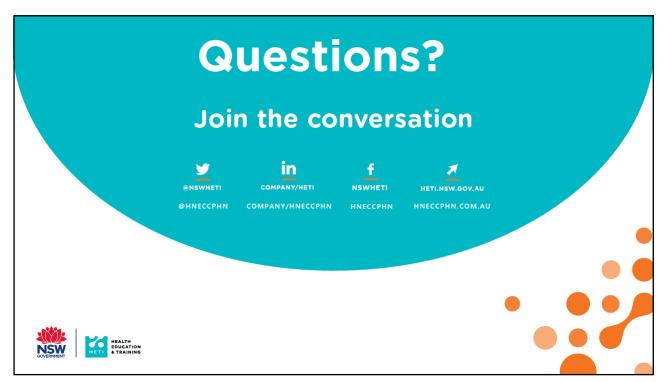


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Mental Health · Allied Health · Aboriginal Health







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