

October 2018 Monthly Report



PROJECT DELIVERABLES:

ACTION AREA 1 – Consultation and Outreach

- **The CCC Project Steering Committee meeting** - held on 4th October 2018.
Guest: CQHHS, Rose-Marie Goudie, Nurse Unit Manager of Nurse Navigators. Rose-Marie provided an overview of the new Nurse and Midwife Navigator service. The service aims to support people with complex health needs '*navigating through their health care journey, from their General Practitioner (GP), hospital, specialist appointments and community and home supports*'. As identified in the CCC Project, this requires a consent process, system improvements, information technologies, and collaboration with community groups, non-government agencies, and other government agencies. It will be a community-based model that provides a mechanism to develop effective care plans, provide an efficient referral service, and ultimately supports the improvement in community health literacy. Rose-Marie provided some resources: a research paper from the CSIRO about connecting emergency departments and community care programs; and a flyer from the Metro North Hospital and Health Service's '*Working Together to Connect Care Program*' which included the consent request as well as some key collaboration partners. CQHHS have invited staff from Metro North to come to CQHHS to share their learnings. We were so pleased to have welcomed Rose-Marie to our meeting, which sparked off some lively and energising conversations around how we can work together with a focus on the consumer and whole-of-community collaboration. It felt like we were making the term '*patient-centred care*' was the focus of our endeavours- not just another buzzword term. From this presentation, and other communications with CQHHS, we have identified some tasks to be undertaken (see Action Area 2 and 3). These will shape the governance/implementation tasks related to Action Area 4.
- **Monthly Report:** The September 2018 CCC Project Monthly Report was distributed to the contact list and uploaded to the CCC Project webpage: <http://www.livewellcq.org/common-client-cohort/>
- **The liveWELLCQ website:** is being progressively updated and contains the monthly reports and project plan. We have added a '*Resources*' section and included the link to Metro North's document '*Working together to connect care: a metropolitan tertiary emergency department and community care program*'. We have also provided a link to the CQHHS Nurse and Midwife Navigator Service: the CCC Project aims to utilise, integrate and support existing initiatives like this.

ACTION AREA 2 – Initiating Action

- **Terms of Reference:** minor changes around membership and terminology were made to the TOR, and reviewed and endorsed by the Steering Committee.
- **Baseline Research- Existing collaboration networks:** The importance of the Local Level Alliance was discussed and their role in case management and intensive family support. It was also decided at the Steering Committee Meeting that we needed a clearer picture of all the collaboration networks. This will also support the development and implementation of client recovery or intervention plans and impact on the associated consent and information privacy research. As the community sector can be extremely fluid due to government funding, mapping existing networks

has inherent problems. It was decided that we would initially focus on identifying, collating and arranging a meeting with the 'networkers' to define and document who they are and their scope and reach. CQHHS MHAODs Susie Cameron and Nurse Navigator Unit Manager Rose-Marie Goudie, and the LiveWELL CQ Project Officer Helen Gallehawk will be centralising this information. Sandy Paton (CCDA) provided Helen with a fantastic overview of the different categories of networks. These categories will be integrated into the master directory where possible to assist adding context around their scope.

ACTION AREA 3 – Organisational Reviews

- **Strategic Plans, Collaboration, Consent and Privacy:** An Excel workbook has been drafted to centralise information related to organisational strategies, collaboration frameworks, Networkers (as per above) and key Service Providers. The strategic documents underpin each agencies' activities associated with the CCC Project. The collaboration frameworks will clarify the current inter-agency collaboration initiatives; whilst the 'networkers' are discussed in Action Item 2. In the first instance, the focus will be on the government agencies that will be engaged with the data matching and will support the research around client consent and privacy and assist shaping the CCC Project's formal collaboration as part of a Memorandum of Understanding (MOU).
- **Identification of clients:** Each of the agencies are guided by their strategic documents when identifying the participants that may benefit the best from the CCC Project. From the list of clients each of the agencies identify, there will be a private, state government-only process of data matching. The aim is to test whether there are actually 'common clients' that access all the 6 state government agencies/business units associated with the CCC Project. However, data-matching will not occur until the consent and privacy framework has been developed and agreed upon.
 - **CQHHS (ED).** Rose-Marie Goudie outlined that a process has been developed and is being used as part of their monthly review of patient flow. The databases utilised include EDIS (Emergency Data Information System) and HIBISCUS; >4 visits/month to ED | Associated identified condition (anxiety, DV, suicide risk).
 - **DCS.** Their focus is domestic violence and the process being developed.
 - **Dep Housing and Public works** are reviewing a current process related to Tenancy Management Plans, and integrating the CCC Project. Jordana Brady and Jocelyn Shepherd are actioning this.
 - **CQHHS MH&AODs and Probation & Parole** – client identification workshops are being scheduled when key staff are back from leave; the focus at this stage is on developing a process that can be then trialled and tested for relevancy in-house.
 - **QAS-** meeting with CQHHS and CCC Project staff are being arranged to identify the optimum way forward in light of the pressures on the QAS.

ACTION AREA 4 – Sustaining the CCC Project

- Establishing this newsletter, and creating a distribution list supports 'sharing our learnings'. This will be an ongoing activity.



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