

## December 2018 Monthly Report



### PROJECT DELIVERABLES:

#### **ACTION AREA 1 – Consultation and Outreach**

- Monthly Report.** The November 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 2018 Yearly Progress Report will be drafted and released within the next couple of months. Several of the concepts discussed during a Project Management workshop (delivered by Geoff Higgins from Performance People <http://www.performancepeople.com.au/pages/aboutUs.html> ) will inform the structure of the Report as well as the project management.
- The liveWELL CQ website.** The CCC Project is a priority of liveWELL CQ. The website is being progressively updated the resources include the Monthly Reports and Project Plan.
- Collaboration, Consent and Information Privacy - 1 day workshop.** To be held on the Thursday 21 March 2018. The draft schedule has been distributed for feedback from the stakeholders. The aim is to have timed sessions so staff can plan their day around the relevant topic areas.
- Working Together to Connect Care (WTCC).** This program has a similar intent to the CCC Project in regards to partnering with community organisations to provide more efficient and effective care (<https://metronorth.health.qld.gov.au/rbwh/healthcare-services/working-together-connect-care-program> ). Should it be implemented within the CQHHS, it is predicted the CCC Project will align with, and value-add to it (and the other collaboration/partnership initiatives associated with the project partners). Debra Harcourt from Metro North will be meeting with CQHHS staff to discuss the WTCC Program, and the Project Officer for the CCC Project has been invited to attend. This opportunity is due to the partnership we are building with Rose-Marie Goudie (CQHHS Nurse Navigator NUM), and we thank her for her support. More info on the CQHHS Nurse Navigator service is available at the following link: [https://rockyed.com.au/upload/data/hith/nurse\\_navigator\\_brochure/nurse\\_navigator\\_brochure.pdf](https://rockyed.com.au/upload/data/hith/nurse_navigator_brochure/nurse_navigator_brochure.pdf) ). Debra provided an overview of the program, and outlined the relationship and role with NGO case managers and the need for CQHHS Ethics approval; and has kindly agreed to catch up after the CQHHS meeting to discuss the potential opportunities and challenges specific to the CCC Project.

#### **ACTION AREA 2 – Initiating Action**

- The CCC Project Steering Committee meeting.** Meeting held on 6<sup>th</sup> December 2018. We said goodbye to a long term Qld Health Steering Committee member, Susie Cameron, who will be working with EveryChild CQ - <https://www.everychildcq.org/> . This was a previous initiative of liveWELL CQ, and we look forward to working with Susie in her new role. Being the last meeting for 2018, the group reflected on the CCC Project's progress and discussed the following: finances; research consent requirements and shared consent forms; and service agreements involving case management discussions, feedback loops and transitioning to independence. The 2018 Project Report and project progression were discussed along with scheduling a one day workshop to investigate the collaboration, consent and information privacy elements associated with the data matching process. No meeting will be held in January due to the holiday season.

- **Baseline Research- Collaboration, Consent and Privacy.** To ensure the administrative framework (including service agreements and associated activities) has a strong evidence base, an EOI request form will be circulated to obtain the paid services of a suitably qualified researcher (law, business, health and/or information studies) to do a desk top review to provide an overview of the opportunities and challenges specific to the CCC Project within CQld, develop an associated collaboration map and develop a shared consent form. One of the considerations is the two –way flow of information to support the ongoing activities and continual improvement of the initial government agency referral agencies. It is predicted the researcher will provide an overview of their findings at the March 21st Workshop.

### **ACTION AREA 3 – Organisational Reviews**

- **Strategic Plans, Collaboration, Consent and Privacy:** we are centralising information related to organisational strategies, collaboration frameworks, networkers and service providers.
- **Identification of clients.** Each of the government agencies involved in the CCC Project are working on developing a process that can be used to identify their own clients that may benefit from a collaborative, cross-sector approach during the development of recovery, management or intervention plans. Each of the agencies will provide an update of their process at the Feb 2019 meeting.
- Concepts and ideas related to the administrative framework have been identified from the Literature Review conducted in 2017 by Jane Manderson, along with discussions held with key stakeholders. These elements, along with the outcomes from the collaboration, consent and privacy desktop review, will inform the formalisation of the framework and the development of draft service agreements and training plans.

### **ACTION AREA 4 – Sustaining the CCC Project.**

- This newsletter, the CCC Project website, and distribution list supports ‘sharing our learnings’. This will be an ongoing activity.