

REPORT 2013 - 2017



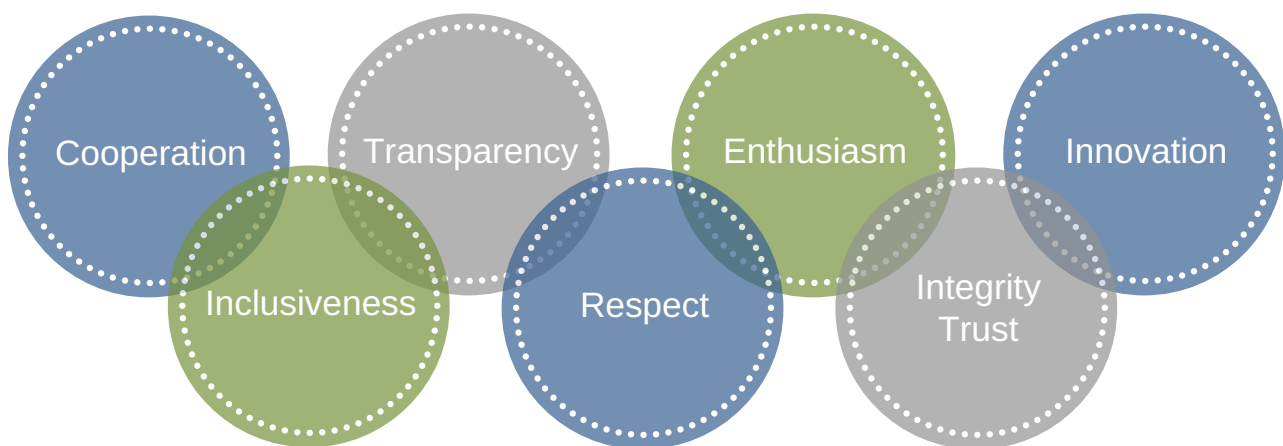
OUR PURPOSE

Lower Hume Primary Care Partnership (PCP) brings together local health and human service providers who work together within voluntary alliances to improve access to services and provide continuity of care for people in their community. PCP partner organisations focus on better coordination among services, management of chronic diseases, integrated prevention and health promotion, and strong partnerships.

OUR VISION

The partnership envisages a healthy and resilient local community whose health and wellbeing outcomes are improved through the collaborative and cooperative relationships of its members.

OUR VALUES



This Report provides a summary of the main achievements 2013 - 2017. The Report is supported by a number of more detailed reports, all of which can be accessed via our website www.lhpcp.org.au:

- LHPCP Integrated Health Promotion Report 2017
- Pharmacies as members of the primary health care team, Evaluation Summary Report 2017
- LHPCP Street Harvest Project Evaluation Report 2014
- Defining Chronic Care Pathways in the Mitchell Shire 2013



OUR STRATEGIC GOALS

2013-2017

The Lower Hume PCP Strategic Plan 2013 - 2017 reflects the Primary Care Partnership Program Logic 2013 - 2017, which aims to strengthen collaboration and integration across sectors by 2017, in order to:

- Maximise health and wellbeing outcomes,
- Promote health equity and,
- Avoid unnecessary hospital presentations and admissions.

OUR STRATEGIC THEMES

1. EARLY INTERVENTION & INTEGRATED CARE

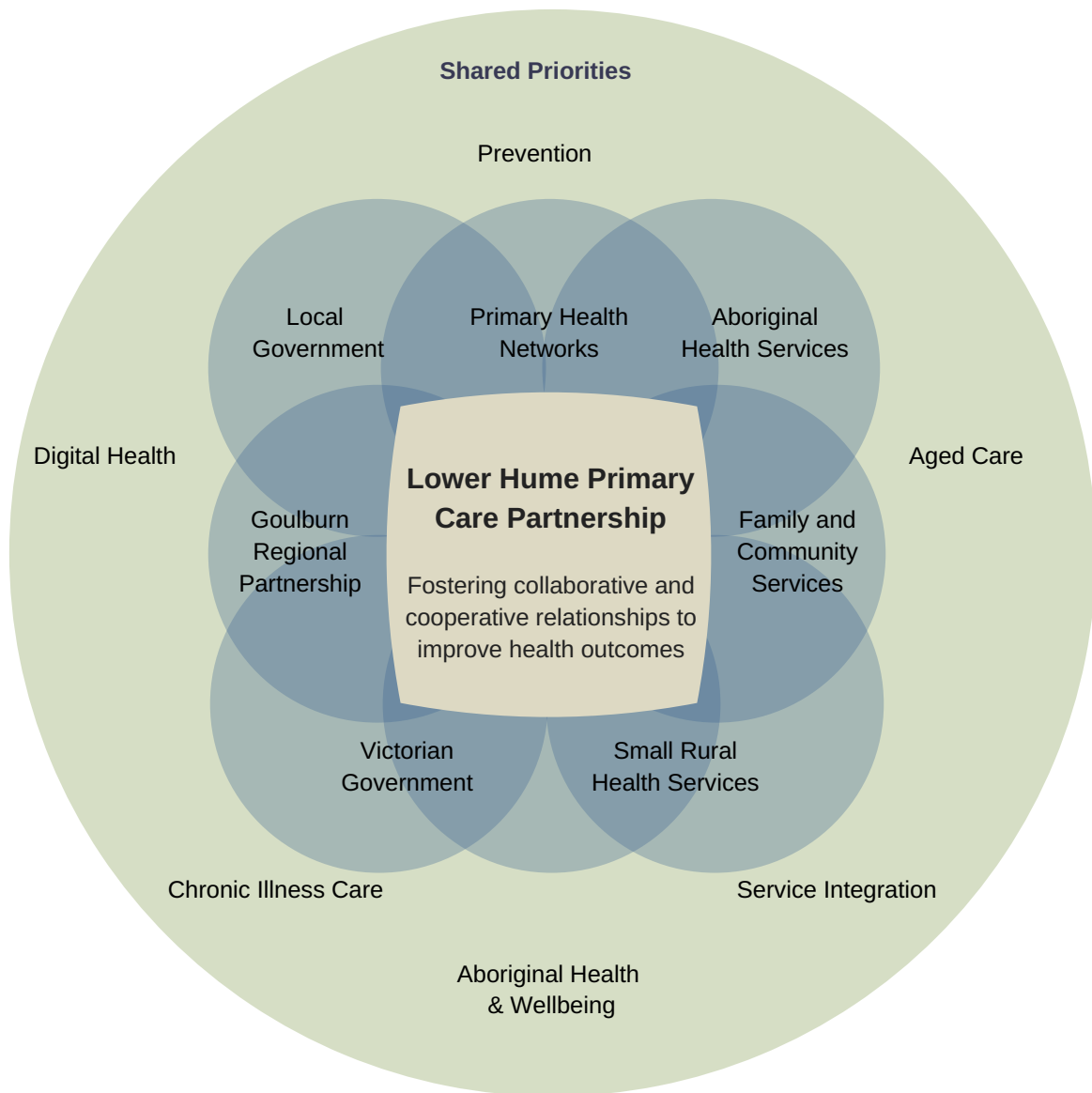
Strengthen the primary health system to deliver person-centred and accessible early intervention and integrated care that aims to keep people as well as possible, particularly people with complex needs.

2. CONSUMER & COMMUNITY EMPOWERMENT

For consumers, carers and community members to be meaningfully involved in decision making about health planning, care and treatment, and the wellbeing of themselves and the community.

3. PREVENTION

Work with the most disadvantaged to maximise their health and wellbeing, reduce the prevalence of risk factors and increase prevalence of protective factors through focusing on local partnership priority health and wellbeing issues.



MEMBER AGENCIES

Members form the Leadership Team who govern and provide strategic direction for the PCP. A significant strength of the PCP is the continued cohesiveness and stability of the Leadership Team.

LEADERSHIP TEAM

- Alexandra District Health
- Family Care
- Mitchell Shire Council
- Murrindindi Shire Council
- Murray Primary Health Network
- Nexus Primary Health
- Seymour Health
- The Kilmore & District Hospital
- Yea & District Memorial Hospital

OUR IMPACT 2013 - 2017

COLLABORATION & SUPPORTING EFFECTIVE PARTNERSHIP

Over the last 4 years Lower Hume PCP has worked with a wide variety of local and state organisations to achieve our vision. Working in partnership to achieve outcomes is a strength of the PCP and is a philosophy fully supported by senior representatives from our local agencies.

The PCP has supported member agencies through enabling, facilitating, planning, coordinating and capacity building to create consistency in regional and sub-regional collaborative approaches to achieving outcomes.

In Lower Hume the PCP facilitated collaboratives have provided a vehicle for meaningful relationships and strong partnerships to form which have enabled the following achievements:

- Improved relationships with local pharmacies in Lower Hume as a result of the “Pharmacies as members of the Primary Health Care Team Initiative” which aimed to improve chronic illness care for consumers with diabetes, through improved relationships with health services.
- DHHS funded services now collaborate on joint Diversity and ASM plans to improve access to Community Aged and Disability Services by eligible people who are marginalised or disadvantaged.
- Continued commitment to Integrated Health Promotion/Prevention annual planning and reporting.
- Over 60 people attended NAIDOC week march in Seymour in 2016 & 2017 organised by the Local Aboriginal Network (LAN) in partnership with the Lower Hume Aboriginal Project Officer.
- A partnership with the Royal Flying Doctor and Rumbalara Mobile Dental Outreach Services has enabled early years services in Murrindindi and Aboriginal people to access a service not usually available in their locality.
- 5 active partners supported the BERMS mountain bike program and transitioning to a new lead agency for ongoing sustainability.
- Lower Hume Street Harvest Project formed and strengthened community partnerships around food security in the communities of Kinglake Ranges and Flowerdale.

Relationships were established and strengthened with:

- La Trobe University and the University of Melbourne School of Rural Health.
- Murray and Eastern Melbourne Primary Health Network’s (PHN’s).
- Goulburn Valley Health Research Department.

CONSUMERS AS PARTNERS

SUCCESS MEASURES	OUTCOMES
Member organisation details in the National Health Service Directory (NHSD) are current and complete.	Assisted member agencies to develop policies and procedures for updating information.
Member organisations participate in the Assessment of Chronic Illness Care (ACIC).	5 organisations participated in the ACIC in 2014, informing an action plan.
Annual improvement in the ACIC by participating organisations.	Organisations implemented an ACIC improvement plan.
Complete a health literacy assessment of member organisations against the Enliven Health Literacy Assessment evaluation tool.	4 organisations completed the Assessment checklist and have agreed to collaborate on quality improvements for Attribute 3.

Lower Hume PCP compiled a Health Literacy Toolkit in 2015 to assist agencies in implementing organisational improvements that enable people to access, understand, appraise and apply health related information and services. The toolkit collated an extensive range of resources into the 10 Attributes of a Health Literate Organisation Framework to enable action across the domains.

A health literacy self-assessment was completed by member agencies and analysed to inform a collaborative area of focus. Building the capacity of the workforce was selected as the first priority and is supported by the development of a state-wide PCP online health literacy training package released in October 2017. The resource has not only supported member agencies, but has been utilised by other organisations across Victoria as well as inter-state.



Quote from Mid North Coast Local Health District NSW "This looks like a well-researched article very similar to the research that I have come across & would like to implement."

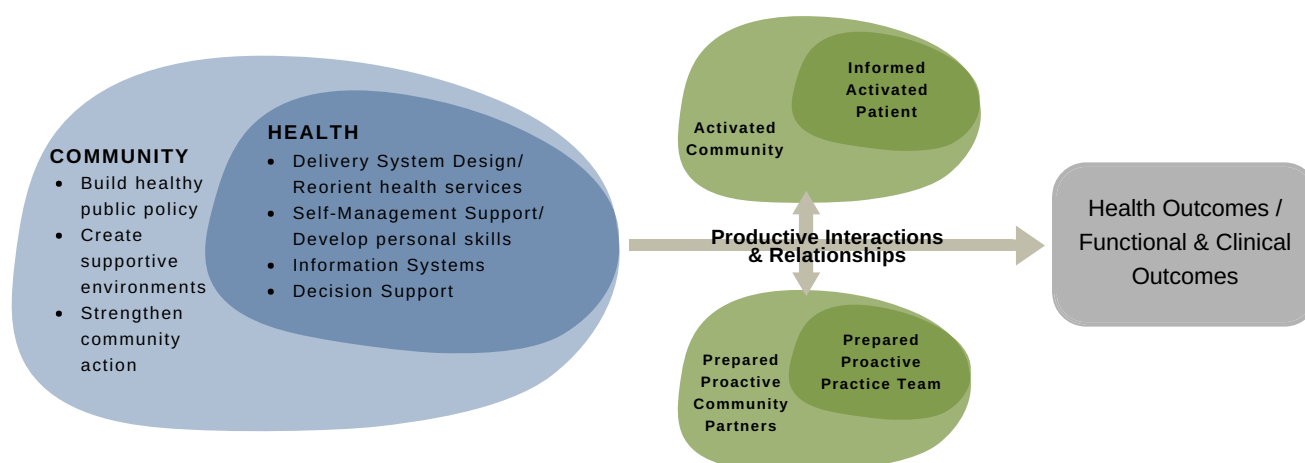
Consumer Diabetes Research

The Lower Hume Diabetes Working Group consulted with the community in order to improve access to quality and person centred diabetes care throughout Lower Hume; 77 community members completed the Your Diabetes Your Say Survey in 2015-16, 6 of which went on to participate in a focus group. The findings informed areas for improvement and the development of a collaborative diabetes care model for Lower Hume.

EARLY INTERVENTION AND INTEGRATED CARE

SUCCESS MEASURES	OUTCOMES
100% of member agencies complete the Service Coordination Survey.	100% of organisations (including multiple partners) completed the Service Coordination Survey in 2015.
Annual improvement against the key domains of the Assessment of Chronic Illness Care (ACIC).	Implementation of actions across the domains of the Expanded Chronic Illness Care Model.
Annual increase in agencies participating in e-referral / secure messaging.	Agencies supported to use Betti and Connecting Care. <i>“Bec Leiper has been a valuable support to organisations to embed the use of e-referrals to ensure client information is protected.”</i> Nexus.
Development of and compliance with formalised agreements and protocols by agency members.	Interagency Protocols and Procedures developed between Aged Care and Disability service providers formalising local systems and improving access to services.

Lower Hume PCP have been facilitating implementation of the Expanded Chronic Care Model across Lower Hume to strengthen the primary health system to deliver person-centred and accessible early intervention and integrated care.



Pharmacies as part of the primary health care team

The working group undertook numerous activities to improve local partnerships with community pharmacies. Service developments included providing information and resources to support pharmacies with diabetes prevention and self-management, as well as information sessions where allied health professionals presented on diabetes and local services. This local approach has created an environment that enables health services and pharmacies to progress various opportunities to improve local diabetes care.

PREVENTION

SUCCESS MEASURES	OUTCOMES
Collaborative evaluation of activities for the regional and sub-regional health promotion priorities across Lower Hume.	Annual collaborative evaluation reports submitted to DHHS facilitated by PCP.
10% annual increase in the number of early childhood services that provide environments supportive of healthy eating and oral health.	32 early year services & 29 Murrindindi Family Day Care Educators have registered and participated in the Smiles 4 Miles Program.
Collaboration with local government on the implementation of Municipal Public Health and Wellbeing Plans and Integrated Health Promotion Plan.	Healthy Eating activities incorporated into both Municipal Health and Wellbeing Plans.

Health Promoting Settings



42% of Primary schools and early childhood settings in the LH region are involved or engaged with the Achievement Program to become health promoting settings.



57 businesses throughout Mitchell Shire have **registered as Breastfeeding Friendly**, resulting in 3 breastfeeding support groups being formed.



Smiles 4 Miles

- 40 Smiles 4 Miles training sessions at 32 Early Years Services with 166 educators trained.
- 43 early year services awarded including 2 early year services which have received advanced standing for the Achievement Program Healthy Eating & Oral Health benchmark.
- 22 Smiles 4 Miles themed story time sessions ran at all Mitchell & Murrindindi Shire libraries, engaging with 140 parents and 188 kids. All Mitchell & Murrindindi Shire libraries resourced and staff up skilled to continue sessions.
- 25 Maternal & Child Health Centre 1st mothers group workshops ran at all Mitchell & Murrindindi Shire Maternal and Child Health Centres, engaging with 146 mums and 148 bubs. All Mitchell & Murrindindi Shire Maternal and Child Health Centres resourced and staff up skilled to continue sessions.

“The amount of daily sugar requirements always initiates good conversation”
 “It made some parents reflect on what they are giving their children to eat.”

Research & Data

- The Healthy Food Basket survey was completed twice across supermarkets within Lower Hume. The 2 reports have enabled the collaborative to monitor the local food environment and initiate healthy eating conversations with supermarkets.
- Student and parent food and nutrition surveys were completed at baseline (2013) and follow up (2016) across Primary Schools to identify healthy eating behaviours and areas for improvement. 3 key barriers were identified in both surveys – time, cost and fussy eating.
- Geographic Information System (GIS) mapping of food outlets across Mitchell Shire identified that 38% of towns have significantly higher access to NON-essential food outlets and 62% have limited access to essential food outlets.

Food Coalitions & Community Gardens

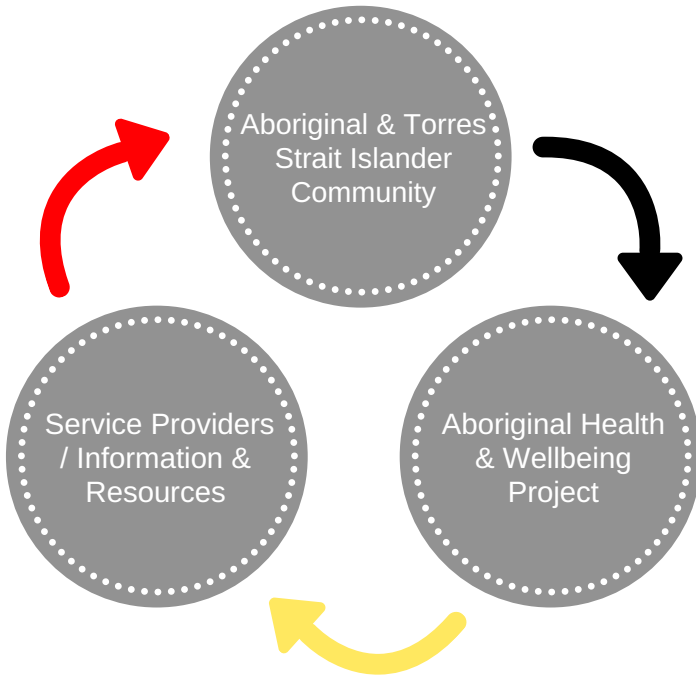
- Incredible Edible Yea involved 12 partners, 13 funding bodies over 4 years to create a sustainable food movement which has included 2 community and 9 school gardens.
- Triangle Food Op Shop evolved from an action research process where people with lived experience of food insecurity came up with the solution to improving local food access. The Triangle Food Op Shop is a sustainable, local, volunteer owned and operated organisation that sells excess produce at low cost.
- The Street Harvest project implemented in the Kinglake Ranges in 2013 set the foundations for the Neighbourhood House and Anglicare to establish the community garden, continue a self-funded foodshare program and provide weekly community meals which attract 30-40 people per week.
- Resourced 7 Mitchell Shire kindergartens to develop sustainable edible gardens with mentoring from 4 community groups.

Policy & Planning

- Strong alignment with Municipal Public Health and Wellbeing Plans.
- Mitchell Shire internal Healthy Food Policy introduced.

ABORIGINAL HEALTH AND WELLBEING

The Lower Hume Aboriginal Health and Wellbeing program partnered with Seymour Health's HARP program to pilot Diabetes Victoria's, Aboriginal Road to Good Health Program. As there was limited uptake of the program the Aboriginal community were consulted with and as a result the "My Health Goals Program" was developed which included many of the elements of the Road to Good Health program. The My Health Goals Program ran for 20 weeks with many of the participants committed to changing at least one life style behaviour that would assist in improving their health outcomes.



"A huge part of living a healthy lifestyle is believing that you can do it and realising that it's not going to happen overnight" - Participant



Goranwarrabul House

Goranwarrabul House was 1 of 13 gathering places to be evaluated by the Indigenous Health Equity Unit of the University of Melbourne for DHHS. Findings from the interviews and focus groups showed that gathering places have a noteworthy impact on the Health and Wellbeing of Aboriginal peoples.

Health screening at Goranwarrabul House

Number of patients since 2014:

- **Eyes – Australian College of Optometry**
4 visits – 11 adults and 12 children.
- **Hearing – Australian Hearing (Shepparton)**
3 visits - 2 adults and 10 children.
- **Dental – Rumbalara Mobile Dental Service**
3 visits – 28 adults and 4 children.



is a place for the people to meet and to access services... and all the information is here. So if there's anything you need, all you need to do is come here, speak to somebody and they will direct you to whoever, and this to me is part of closing the gap.....because it's helping people access health service, dental service, eyesight you know - Participant



BUILDING CAPACITY

A number of professional development opportunities were organised in partnership with training organisations in response to member agencies requests for training to be delivered locally.

545

people reached through training, presentations, workshops & advice.

292

consumers who participated in focus groups, workshops and Smiles 4 Miles sessions.

17

training courses & workshops provided in partnership with 6 training organisations.



Quotes from Participants in the Benchmark Group Training Courses

"Excellent day, motivational, learnt new skills-inspired"

"Fantastic course , very insightful"

"This education has enabled me, to better enable my clients, to better manage their Chronic Disease"



INTEGRATED PLANNING AND COLLABORATION



LHPCP Service Development Collaborative
 LHPCP Diabetes Collaborative
 LHPCP Integrated Health Promotion Collaborative
 LH Aboriginal Health and Wellbeing Collaborative

West Hume Chronic Care Collaborative
 Hume Region ICDM Coordinators Group
 Hume Region IHP Coordinators Group

- IHP Collaborative group annual survey found that 100% of respondents find Lower Hume Health Promotion Collaborative meetings useful and or beneficial to their work.
- Local prevention forums - 'It's good to know what everyone is doing, what they have been up to, what they are working on in the future to possibly work in partnership or inform another partner who may be interested.'
- Building Inclusive Community Workshop – 22 attendees – 81% said the training would influence their practice within their organisation.
- Service Development Collaborative – “Collaborative work is enabling a sharing and a more efficient use of resources to achieve common goals.”

INCREASING THE PROFILE OF LOWER HUME PCP

CONFERENCE PRESENTATIONS

- National Rural Health 14th Annual Conference Cairns 2017 - Poster and Oral Presentations.
- National Association of Diabetes Centres (NADC) - Best Practice Meetings Sydney 2016 & 2017 - Oral Presentations.
- Goulburn Valley Research Fair 2016 & 2017
- DHSV Smiles 4 Miles Annual Forums 2014, 2016 & 2017.
- Public Health Association Australia (PHAA) 44th Annual Conference 2016 - Poster and Oral Presentations.
- World Congress on Public Health 2017 - Oral Presentation.
- Australian Disease Management Association (ADMA) 12th Annual Conference 2016 - Poster and Oral Presentations.
- CO-OPS Collaboration National Workshop 2014 & 2015 - Poster and Oral Presentations
- Future of Local Food Forum 2015 - Oral Presentation.

MEDIA RELEASES

- 21 Smiles 4 Miles media releases in 5 local newspapers.
- 4 Breast feeding media campaigns in 2 local newspapers.
- NAIDOC week events published in local newspapers.
- 2 submissions DHHS Primary News.

LHPCP WEBSITE

- 5,200 page views from the launch of the site in December 2015 to 30 June 2017, with 76.7% being new visitors and 23.3% returning.

STAFF REPRESENTATION ON COMMITTEES

- Murray PHN Clinical Advisory Council.
- Murray PHN Population Health Network.
- Hume Region Chronic Care Steering Committee.
- DHSV Smiles 4 Miles State-Wide Reference Group.
- Local Aboriginal Network (LAN).
- Hume Region Aboriginal Culturally Responsive Working Group.
- Hume Region Aboriginal Steering Committee.
- Mitchell Shire Early Years Reference Group
- Local Government Policy & Planning.
- Kilmore Hospital Community Advisory Board Subcommittee.
- IFVRAG (Indigenous Family Violence Regional Action Group).
- Koolin Balit Aboriginal Mental Health Working Group.
- Hume Region Smiles 4 Miles Coordinators Peer Support Group.



COLLABORATIVE PLANNING

PCP Staff contributed to the development and implementation of some of our partners Strategic Plans including:

- Mitchell and Murrindindi Shire Councils Municipal Health and Wellbeing Plans.
- Mitchell Shire Councils Early Years, Access and Inclusion and Cultural Diversity Plans.
- Local Aboriginal Network Strategic Plans.

AWARDS & ACHIEVEMENTS

The work and achievements of PCP staff were recognised and rewarded through the following Awards:

- **Dental Health Services Victoria Inaugural Community Oral Health Champion Award 2014**
Jaimie Poorter, PCP Coordinator Service Development and Smiles 4 Miles Coordinator was the inaugural winner of this Award. The Award recognises the commitment of those who work alongside the Victorian Public Health Sector. Jaimie received the Award for her dedication and commitment to promoting oral health within the wider community.
- **Victorian Department of Health's "Achieving the Best Award" 2014**
Bec Southurst was a member of the Hume Region PCP Integrated Health Promotion Implementation Project Team nominated for a Collaborative Achievement Award.
- **Victorian Department of Health's "Achieving the Best Award" 2014**
Rebecca Welsh, Project Officer Aboriginal Health and Wellbeing was a member of the winning team for "Excellence in Achievement Collaborative Award".



POPULATION HEALTH PLANNING

A population health planning focus over the past two years has extended the work of the PCP to assist organisational and catchment wide planning. Lower Hume PCP has developed a Strategic Service Directions report for Seymour Health as well as a Lower Hume Population Health & Wellbeing Profile based on the Victorian Public Health and Wellbeing Outcomes Framework.

The Lower Hume Population Health & Wellbeing Profile provides a comprehensive set of health and wellbeing indicators for Mitchell and Murrindindi Shires drawn from multiple data sources. Health and wellbeing indicators assist in identifying avoidable gaps in health status between different population groups and geographical areas to target planning. Ambitious targets set by the Victorian Government for the future will guide the future work of the PCP as we enter into a new planning phase.

FUTURE DIRECTIONS

A bridging year during 2017/18 enables Lower Hume PCP to clearly define our strategic priorities and continue to add value to the local health system through facilitating partnerships. A Strategic Plan for 2018-2020 will be developed in line with state and local priorities, informed by the Lower Hume Population Health Profile. Long-term targets for health and well-being set by the Victorian Government provide a vision for some of our work across prevention and system integration. Our work will continue to support catchment-wide initiatives as well as targeting groups that experience unfair disadvantage as a result of their socio-economic, cultural and/or geographical context.

Long-term targets for Victoria by 2025



Halt the rise in diabetes prevalence.



5% decrease in prevalence of overweight and obesity.



20% increase in sufficient physical activity prevalence of **adolescents**.

10% increase in sufficient physical activity prevalence of **adults**.



25% decrease in premature deaths due to chronic disease.

Themes 2018 - 2020

- Prevention
- Family Violence
- Integration

Priority Groups



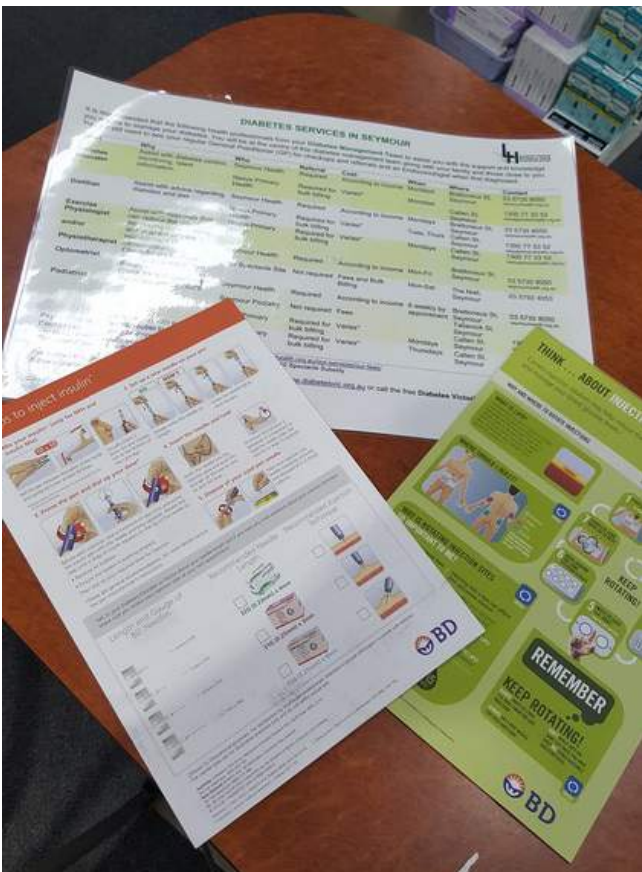
Low socio-economic status.



Aboriginal and Torres Strait Islander people.



Geographically isolated.



ORGANISATIONS THAT HAVE PARTNERED WITH US 2013 - 2017

HEALTH ORGANISATIONS

- Alexandra District Health
- The Kilmore and District Hospital
- Nexus Primary Health
- Seymour Health
- Yea and District Memorial Hospital

COMMUNITY ORGANISATIONS

- Family Care
- Berry Street Alexandra
- Salvation Army
- Valley Sport
- Ellimata Youth Inc (Kinglake)
- Women's Health Goulburn North East

COMMUNITY NETWORKS

- Wallan Home Harvest
- Seymour Food Exchange
- Seymour Community Garden

EARLY CHILDHOOD SERVICES

- 25 Kindergartens/Long Day Care (Mitchell)
- 8 Kindergarten/Long day Care (Murrindindi)
- 26 Family Day Care Educators

DENTAL CLINICS

- Alexandra Dental Clinic
- Kilmore Dental and Specialist Clinic
- Seymour Dental Clinic
- Seymour Health's Dental Health Service
- Wallan Dental Clinic
- Rumbalara Mobile Dental Health Service
- Royal Flying Doctor Mobile Dental Service

ABORIGINAL CONTROLLED ORGANISATIONS

- Rumbalara Aboriginal Cooperative
- Mungabareena Aboriginal Corporation
- Local Aboriginal Network

NEIGHBOURHOOD / COMMUNITY HOUSES

- Kinglake Ranges Neighbourhood House
- Kilmore Neighbourhood House
- Flowerdale Neighbourhood House
- Toolangi Community House
- Wallan Neighbourhood House
- Puckapunyal Neighbourhood House

PRIMARY SCHOOLS

- Alexandra Primary School
- Buxton Primary School
- Eildon Primary School
- Flowerdale Primary School
- Highlands Primary School
- Pyalong Primary School
- Puckapunyal Primary School
- St Patricks Primary School Kilmore
- Tooborac Primary School
- Upper Plenty Primary School

PHARMACIES

- Alexandra Community Pharmacy
- Avenel Pharmacy
- Broadford Pharmacy
- Chemist Discount Centre Seymour
- Dennis Kilmartin Pharmacy Seymour
- Eildon Chemmart Pharmacy
- Eildon Medicine Depot
- Marysville Pharmacy
- Kinglake Pharmacy
- Kilmore Amcal Pharmacy
- Kilmore Simon Yu Pharmacy
- Rebecca Baker Pharmacy Nagambie
- Yea Pharmacy

TEAM MEMBERS

The stability and cohesiveness of the PCP staff team has contributed to the achievements highlighted in this report. The willingness of all team members to work together in partnership with member agencies in search of better ideas and decisions has led to meaningful outcomes.



SANDRA SAXTON
EXECUTIVE OFFICER



BEC SOUTHURST
ASSISTANT EO &
POPULATION HEALTH



JAIMIE POORTER
SERVICE DEVELOPMENT
AND PROJECTS



BEC LEIPER
DIGITAL HEALTH &
ADMINISTRATION



LEE COLLER
HEALTH PROMOTION
& PREVENTION



REBECCA WELSH
ABORIGINAL HEALTH
& WELLBEING





The history, culture, diversity and value of all Aboriginal and Torres Strait Islander people are recognised, acknowledged and respected.



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Lower Hume Aboriginal Health & Wellbeing Project



Primary Care Partnerships
are supported by the
Victorian Government
