

Volume 14, 8 December 2014

Publisher: Igitur publishing

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2014; WCIC Conf Suppl; [URN:NBN:NL:UI:10-1-116649](https://nbn-resolving.org/urn:nbn:nl:ui:10-1-116649)

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Conference Abstract

Innovation in Integrated Care

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Abstract

Introduction: Integration is a core component to improving patient, family and carer experience and supporting safe and effective clinical outcomes. The focus of integration may be on any or all of the following depending on the clinical and demographic needs of a particular population: care settings (hospital, community, primary and social care); care types (acute, sub-acute, maintenance and prevention) and clinical groups (such as mental and physical health, various clinical specialties).

Description of Practice and Context: The South Eastern Sydney Local Health District (SESLHD) Board and District Executive Team (DET) endorsed the allocation of project grant funding for 2 years for the purpose of supporting local innovation which focus on service integration commencing mid 2013/14 financial year. Forty-four project proposals from across services and sectors were received. Projects were assessed using the key criteria of innovation, enhancing integration, improving patient care and delivering greater efficiency and value. Ten of the forty-four project proposals were successful in receiving grant funding, commencing in February 2014. As a by-product, the grant applications have provided insight into the breadth of ideas within the organisation to improve how care is provided along with an understanding of current knowledge and thinking in relation to service integration and innovation.

Aim: To encourage services to identify creative solutions to addressing current and future demand, with a particular focus on strengthening integration with other parts of the health care system.

Targeted Population & Timeline: Applications for Innovation in Integrated Care Project grant were invited from local services and sectors on August 30, 2013 with a closing date of September 27, 2013. The project funding commenced in February 2014 and will conclude on 30th June 2015.

Stakeholders Engaged: The selection committee who reviewed the submissions and now oversee the project progress include; SESLHD Director Allied Health, Deputy Director Ambulatory and Primary Health Care, Director Mental Health, Director Planning and Population Health, Director Royal Hospital for Women, Medicine Stream Lead, Aged care and Rehab Stream Lead, CEO Eastern Sydney Medicare Local, CEO South Eastern Sydney Medicare Local, Manager Integrated Care Branch Ministry of Health, CEO Primary Healthcare and Equity University of NSW.

Method: Applications for Innovation in Integrated Care Project grants were required to address the criteria of enhancing integration, improving patient care and patient experience, and delivering greater efficiency and value across the healthcare system. Applicants were also required to submit a detailed budget and complete a Rigorous Program Management (RPM) roadmap.

Overall, 44 submissions were received from a diverse range of clinical areas and sites. Project submissions were of a high standard and all addressed current service gaps and proposed improved models of care. Projects were scrutinised by a selection committee and robustly assessed in terms of integration, innovation, evaluation and sustainability. Weighting against each of these criteria was also considered with reference to elements of equity and strategic importance to the district.

Results – Sustainability & Transferability: SESLHD are supporting ten unique, innovative and integrated clinical projects. Table 1 outlines the ten successful projects. SESLHD are using a central approach in supporting and building capacity with local clinicians and project teams to implement, integrate and sustain the projects across the primary and secondary healthcare setting.

Discussions and Lessons Learnt

SESLHD has partnered with the University of NSW to analyse the project submission and selection process which will assist in future strategic planning in order to:

- Better understand the local key themes from across our District
- Better understand what clinicians feel are important service improvement strategies
- Explore how we interpret innovation and integration
- Identify consistent issues with the models of integration
- Determine readiness for change at a local and district level
- Understand what worked and what didn't

The findings from this analysis will be presented.

Table 1: Successful Innovation in Integrated Care Projects

- Community based Mental Health Recovery College
- Southcare Outreach Service (SOS) – The Sutherland Hospital
- Community Assessment Liver Liaison (CALL) - A model of community based nurse management for chronic liver disease in the St George area
- Brake the Break: A community based partnership providing a Refracture Prevention Service in the St George area
- Optimising health and learning: targeted screening of newly arrived refugee and vulnerable migrant young people
- Bulbuwil (Health Living) Aboriginal Lifestyle Support Program – Southern Sector
- Children Acute Review Service (CARS) - The Sutherland Hospital
- A customised mobile application to enhance self-management, education and support for women with gestational diabetes mellitus: feasibility and acceptability for patients, clinicians and the clinical environment – Royal Hospital for Women
- Perinatal Outreach Mental Health Service (POMHS) – Royal Hospital for Women
- South Eastern Sydney Integrated Management Pathways for Alcohol and Drug Clients into Treatment (IMPACT) – Prince of Wales Hospital

Keywords

local clinical innovation; enhancing integration; improving patient care; delivering greater efficiency and value

PowerPoint presentation

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