Mapping Integrated Care Cases in Australia

Title of the project: Navigate your Health

Location: Brisbane, Queensland, Australia. The geographic catchment for the project is the Brisbane District.

Project Partners
Funders:
Children’s Health Queensland Hospital and Health Service
The Department of Child Safety, Youth and Women (Queensland)
Office of the Chief Nursing and Midwifery Officer, Department of Health (Queensland)

Collaborators:
Aboriginal and Torres Strait Islander Community Health Services (ATSICHS) Brisbane Limited
1. SUMMARY

Navigate your Health is a pilot project that aims to improve the health and wellbeing of children in out of home care in Brisbane by employing Health Navigators to assist children and their carers navigate the health system.

A key lesson for implementation is that when involving inter-agency partners, the co-design process takes a significant investment of time to build relationships, trust and ensure a shared understanding of the future directions of the project. Large-scale system changes and reform activities such as this require solid foundations, and strong scaffolding, including legislative, industrial, collegiality and project governance to implement.

Project Lead:

Mr Perrin Moss, Principal Project Officer – Statewide Initiatives
Children’s Health Queensland Hospital and Health Service. PO Box 3474 South Brisbane QLD Australia, 4101.

T: +61 7 3069 7364
E: Perrin.Moss@health.qld.gov.au

Dr Dana Newcomb
Medical Director Integrated Care, Children’s Health Queensland Hospital and Health Service
PO Box 3474 South Brisbane QLD Australia, 4101

T: +61 413 464 066
E: dana.newcomb@health.qld.gov.au
2. BACKGROUND

What are the aims and objectives of the Project?

Research consistently shows that children and young people in out of home care are likely to have poorer health and wellbeing outcomes than those who are not in care, including poorer physical, developmental, behavioural and mental/emotional health. It is also acknowledged that Aboriginal and Torres Strait Islander children and young people, particularly those in out of home care, experience poorer health outcomes.

Children’s Health Queensland Hospital and Health Service (CHQ), the Brisbane District arm of the Department Child Safety, Youth and Women, and Aboriginal and Torres Strait Islander Community Health Services (ATSICHS) Brisbane have jointly led a co-design process with other partners including non-government agencies, Primary Health Networks (PHNs), children and young people and foster carers to develop a model of care for children living in out of home care.

Navigate your Health is a two-year pilot model of care aimed at improving the health and wellbeing of children in out of home care in Brisbane and is supported by the introduction of four Health Navigator positions. The model relies upon the following key objectives:

Health screening
- All children will receive a preliminary health screening when first entering out of home care
- Subsequent comprehensive health and developmental assessments will be undertaken

Referral coordination
- Referrals to healthcare services or additional assessments will be progressed and monitored via a Health Management Plan

Care coordination
- Health Navigators will coordinate the health screening assessments and referral processes with appropriate health, social and other services, in conjunction with the Child Safety Service Centres and the Child Safety Officers

How did the Project come to being and what are the significant milestones?

In 2012 the Queensland Child Protection Commission of Inquiry (the Carmody Inquiry) was established to conduct a review of Queensland’s Child Protection system. The Carmody Inquiry determined that the existing system was not ensuring the safety, wellbeing and best interests of children as well as it should be, and recommendations were made.

In October 2016, a local Brisbane Child and Family Committee, of which Children’s Health Queensland Hospital and Health Service (CHQ) is a member, decided to develop a model of care aimed at the health screening of children in out of home care as a direct response the Carmody Inquiry’s recommendations.

A series of co-design workshops focused on engaging with children and young people in care and foster carers, as well as health and child protection/safety staff led to the development of Navigate your Health, a two-year trial project focused on improving health outcomes for children and young people in out of home care.
2. BACKGROUND

The Health Navigator workforce commenced their roles, employed by CHQ in January 2018.

Referrals from the Department of Child Safety, Youth and Women Child Safety Officers to the Health Navigators commenced in March 2018.

Information sharing processes between agencies were confirmed in June 2018.

As at the end of February 2019, there have been approximately 440 referrals received by Navigate your Health, out of a projected 900 for the two-year pilot.

How is the project funded, managed and governed?

Children’s Health Queensland Hospital and Health Service (CHQ) and the Department of Child Safety, Youth and Women (DCSYW) have equally contributed to the labour resourcing for the four Health Navigators, and part-time project management resources. CHQ has also funded the health service evaluation and ICT database. The funding investment is managed through a Memorandum of Understanding between CHQ and DCSYW.

The project is jointly managed by the two agencies’ Project Managers and governed by cross-sectorial Strategic and Operational Governance Committees. Multiple representatives from across both agencies meet with external partners and consumer stakeholders to oversee the trial’s progress at routine milestones.

Joint decision-making occurs through the Strategic and Operational Governance Committees, co-chaired by Executives from both agencies.

How is care organised and delivered to users and patients in local communities?

The Health Navigators work across multiple Child Safety Service Centres, general practices, hospitals, Aboriginal Medical Services and other community health centres. The care coordination process is as follows:

- The Child Safety Centres send a referral for a child in out of home care to the Health Navigator.

- The Health Navigator develops a Health Profile for each child/young person by accessing current health records and meeting with the child and carer to discuss possible preliminary needs.

- The Health Navigators arrange a health assessment to be completed by a local health provider, such as a GP or Child Health Nurse.

- Following the completion of the assessment(s), the Health Navigator compiles a Health Management Plan to document the care coordination activities to occur over the coming year, including any referrals required to specialist services.

- An annual review ensures all recommendations have been completed, and if not, these are undertaken.

The child/young person and their carer(s) are supported to participate in all decision-making processes that address their healthcare needs.

Over the course of the two-year pilot, it is projected that around 900 children and young people from across the Brisbane District will benefit from the Navigate your Health pilot.
2. BACKGROUND

How is the project being taken forward in the future?

Evaluation of the trial will be completed and released in late 2019. The evaluation report will include recommendations for further refinements, scaling and ongoing sustainability of the model for the Queensland context.
What is the evidence related to improvements in the experience of service users?

Navigate Your Health empowers the child/young person and their carer/family to understand what their health needs are, and how and where to access the care they require through:

- Strong engagement and partnerships with children and carers, but also other health providers;
- The development and coordination of a comprehensive Health Profile and Management Plan;
- Building capacity and capability through increasing health literacy and supported decision-making.

These children and young people are supported by service providers, coordinated by the Health Navigators, to increasingly manage their own health needs over time, where possible, in partnership with carers and/or family. This builds trust, resilience, and increases the potential for enhanced self-care and self-management.

Children, young people, foster and kinship carers, and the biological family all have important roles to play in contributing to improving the individual child/young person’s health outcomes over time. These roles can be monitored and coordinated by the Health Navigator to ensure health needs are actioned, with the priority always resting in the child/young person’s health and wellbeing.

The Health Management Plans are a critical tool that places the child/young person and their carer at the centre of health decision-making.

What is the evidence related to positive influences on care and health outcomes to individuals and/or communities?

Since March 2018, approximately 440 children and young people who entered out of home care have been referred to Navigate Your Health for completion of a Preliminary/ Comprehensive Health Assessment and coordination of healthcare. Of these,

- ~71% children have undertaken Comprehensive Health Assessments and had a Health Management Plan developed which identified ongoing healthcare needs which will be coordinated. Note: Children aged 12 and over are also offered a HEEADSSS Assessment during their Comprehensive Health Assessment.
- ~17% children have undertaken a Preliminary Health Assessment and had a health Management Plan completed which identified ongoing healthcare needs which will be coordinated
- ~83% are up to date with their immunisations or have an immunisation service scheduled or are undertaking a catch up plan (Health Navigators are actively coordinating this), with remainder still to complete the assessments.
What is the evidence related to impact on reducing the unnecessary utilisation of care facilities (e.g. of hospitals and long-term residential homes), or the growth in use of alternatives (e.g. domiciliary care; care in the home; self-care)?

It is likely there will be an increase in primary care service utilisation for these children and young people, and a short-term increase in secondary/tertiary service usage. In the long term however, with early detection and intervention, we expect health and wellbeing outcomes will be improved, with long term savings to the health and social services sectors.

The evaluation report due in late 2019 will quantify the health service usage which has been prevented/avoided to that date, including preventable hospital admissions and emergency presentations.

What is the evidence that suggests the project has been able to secure a more cost-effective or sustainable care solution when caring for vulnerable people and communities through integrated community care?

The evaluation report due in late 2019 will include a cost-benefit analysis.

Has the project ever been, or is it currently subject to a research and evaluation study?

The evaluation is underway and will determine whether the pilot model of care improves health outcomes for children and young people in out of home care. The evaluation will also determine the viability and feasibility of the Navigate your Health pilot project.

This evaluation will provide evidence as to whether:

• The pilot should continue as designed or be modified;
• Whether the program should receive ongoing funding beyond the two-year pilot; and
• Whether other regions should consider a localisation of the program.

A preliminary report is scheduled for release in June 2019.
About IFIC Australia

The core mission of IFIC Australia is to develop capacity and capabilities in Australia and the Asia Pacific Region in the design and delivery of integrated care. IFIC Australia seeks to achieve this by providing a platform to develop and exchange ideas and promote activities in the region in keeping with IFIC’s mission.

For more information contact IFIC Australia:
Email: ificaustralia@integratedcarefoundation.org
Web: integratedcarefoundation.org/ific-australia