

**From solo practice
to partnering...**



***...the evolution of
Elmore Primary Health Service***



Presenters

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Some history

- Commitment over 30 years to General Practice
 - Key partnerships
 - Teaching and Learning platform
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The beginning

- Elmore Community
 - City Greater Bendigo
 - Loddon Mallee Region

 - Elmore Primary Health Service
 - service review
 - new model
 - local General Practice and Community Health Service as partners
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Getting together with community health

- Bendigo Community Health Services (BCHS)
 - not for profit, community based, health promoting organisation employing approximately 130 staff
 - provides a comprehensive range of primary health care and community services from four sites within Bendigo as well as providing outreach and sub regional programs
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The beginning of a model – a concept to consider

- a ‘seamless, locally coordinated model of service delivery
 - experiences of other rural communities
 - issues that influenced or impacted on their capacity to provide health services
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Where to start?

- Literature
- Local needs unique to Elmore
- Consultation process – ‘planning with’

Part of our challenge was to find the **balance** in bringing two independent services **together** to provide a single entry point for the community...

...and **mobilise** services in a way that drew on the **strengths** of each provider.



What does the model look like?

- dynamic
 - capacity to change in response to evolving need
- hybrid of community coordination and outreach services
 - against a backdrop of a public private mix
- critical role of the GP
 - most often the first point of contact for patients
 - leverage this generates to both coordinate and mobilise services in to action around the patient



□ Complementary roles

- locally appointed service coordination manager and practice nurse

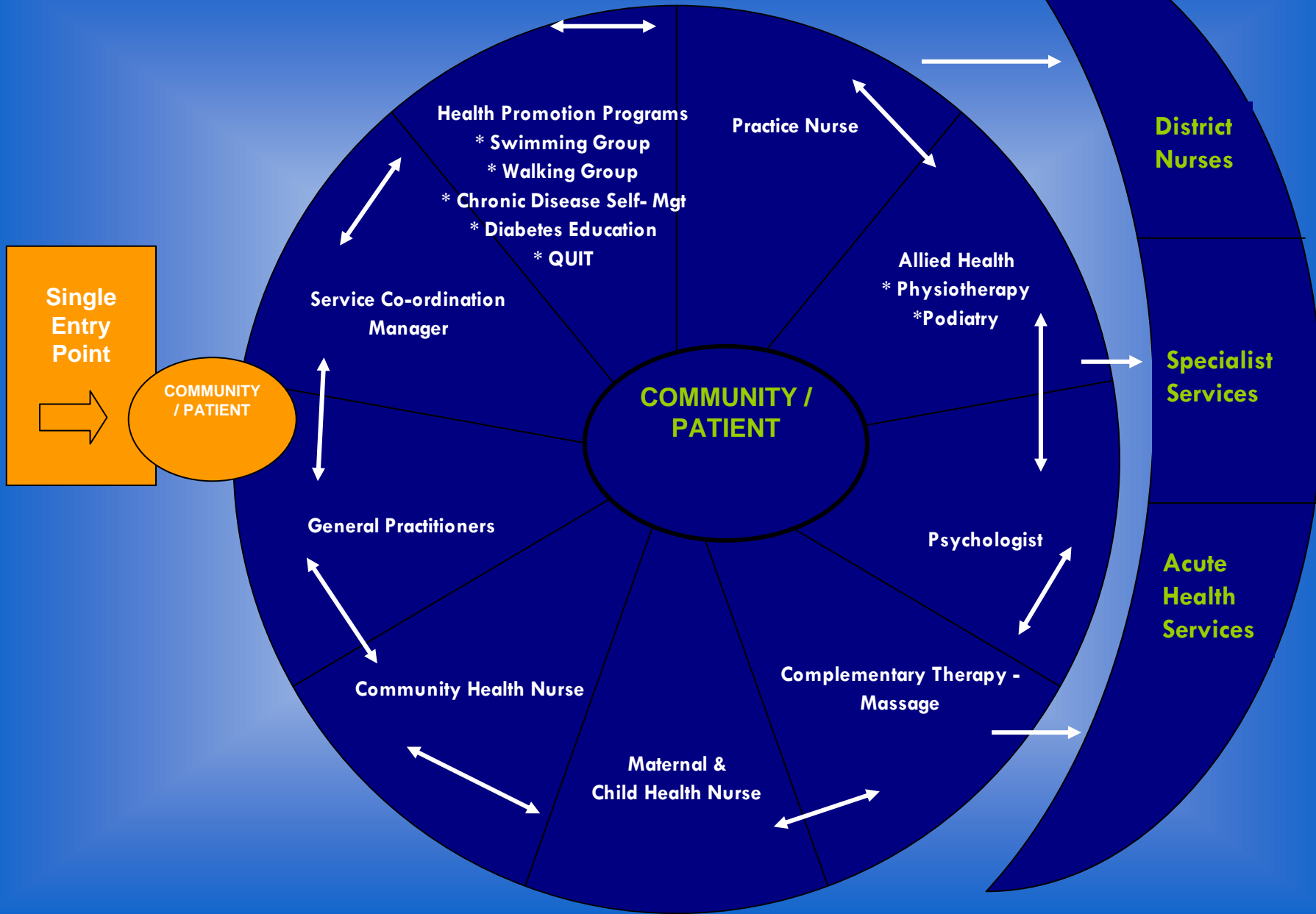
□ Provision of tailored community health programs

- to meet the Elmore community need

□ Inclusive of visiting services

- key element, coordinated and accessed through the single entry point of the Primary Health Service
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Elmore Primary Health Service





Some building blocks

- Development of a communication and engagement strategy for both community and service providers
 - Joint employment arrangements & joint service provider meetings
 - Appointment of the Medical Practice Manager as a Service Coordination Project manager for the combined service
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A 'shared logo'

The collaborative process of designing a shared logo to reflect the partnership between us to become Elmore Primary Health Service





Key ingredients of the model

- Shared vision
 - Community participation in planning
 - Seamless delivery of services that best meet community need

 - Holistic approach
 - prevention through to rehabilitation
 - Enablers of case conferencing, care planning and cross program referrals
 - Open communication, ease of access
 - timely feedback mechanisms for both patients & primary health team

 - Model delivers
 - benefits of local coordination
 - integration of General Practice and Primary Health Services
 - community at the centre of all developmental, planning, and service delivery processes
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What did it add up to?

- **Single** point of entry
- Increased **awareness** of available services
- Improved **communication & coordination** between service providers
- **Appropriate** referral and care coordination
- Best possible utilisation of both **govt & privately funded** services
- **Reduces isolation** of GPs practising in small rural community
- **Support for** those who are overseas trained with their **transition** in to the community



This is just the first chapter...

- Ongoing evaluation is integral to our process
 - Much will be learnt as we progress
 - Look to the future with a great sense of hope
 - Confident that the Elmore Primary Health Service will continue to grow and prosper
 - As will our partnership with the Elmore community
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