



Exceptional People. Exceptional Care.

Chronic care model for people from refugee backgrounds

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Approach in Brisbane South

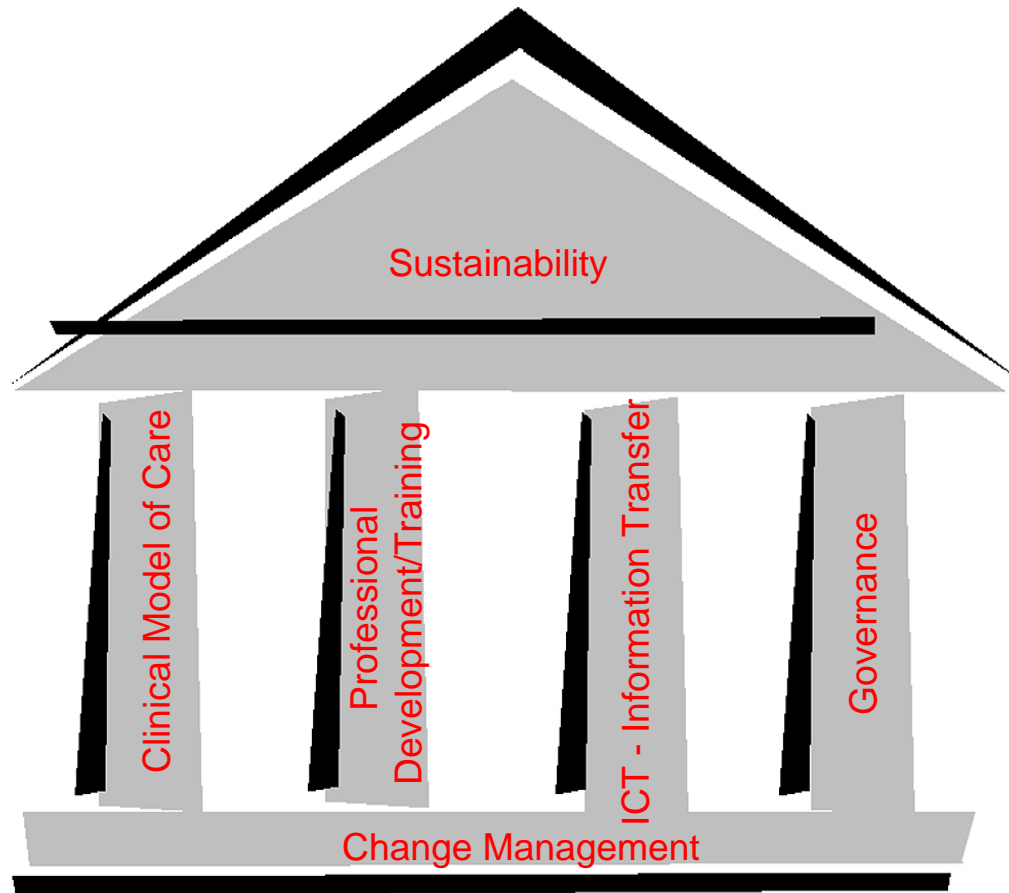
Brisbane South Collaboration for Health Service Integration (BSCHSI) – MHS, QH, DGP

- Integrated planning and service platform
- Common vision in relevant care areas
- Clear roles and responsibility for each organisation
- Equitable governance structure
- Connectivity focus
- Outcomes focus



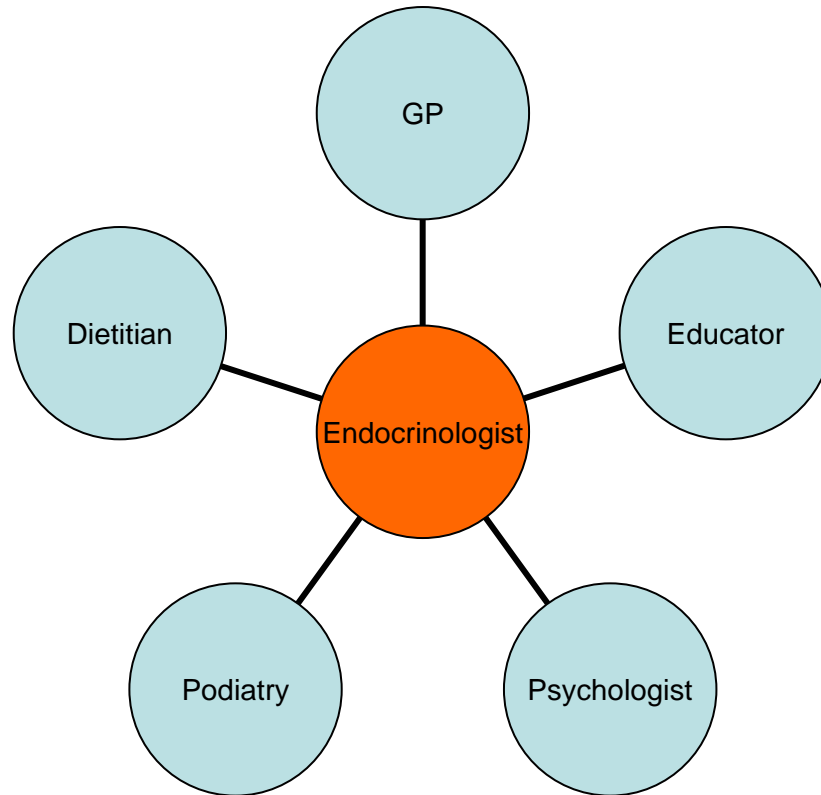
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How do we make integrated health services happen? Service Integration Framework



Jackson CL & Nicholson C. 2008. 'Making integrated health care delivery happen – a framework for success' Asia Pacific Journal of Health Management 3(2): 19-24.

The Current Model of Care



Existing model:

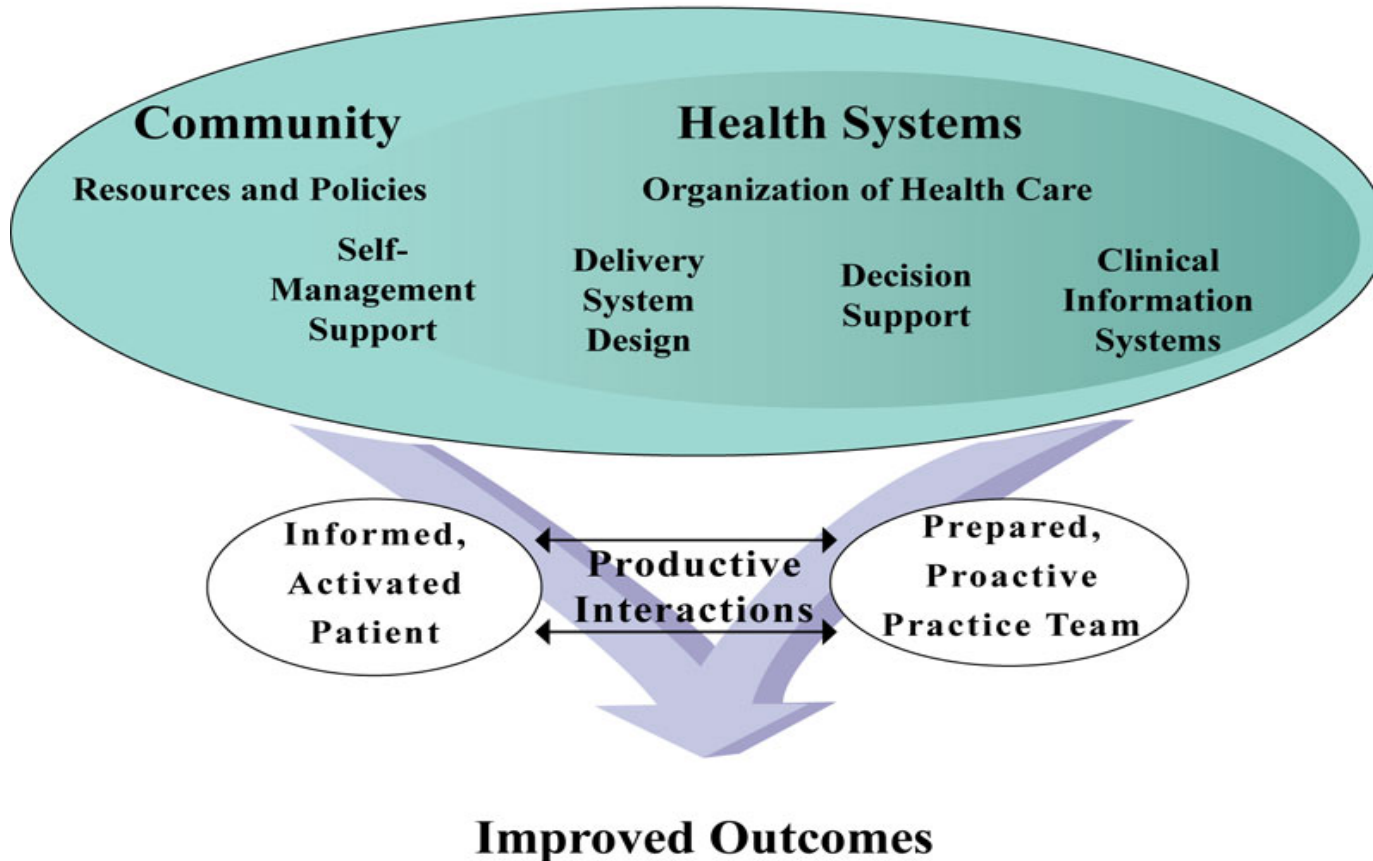
- Removing focus of care away from primary care
- Specialist centre holds onto patient



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The literature tells us...

The Chronic Care Model



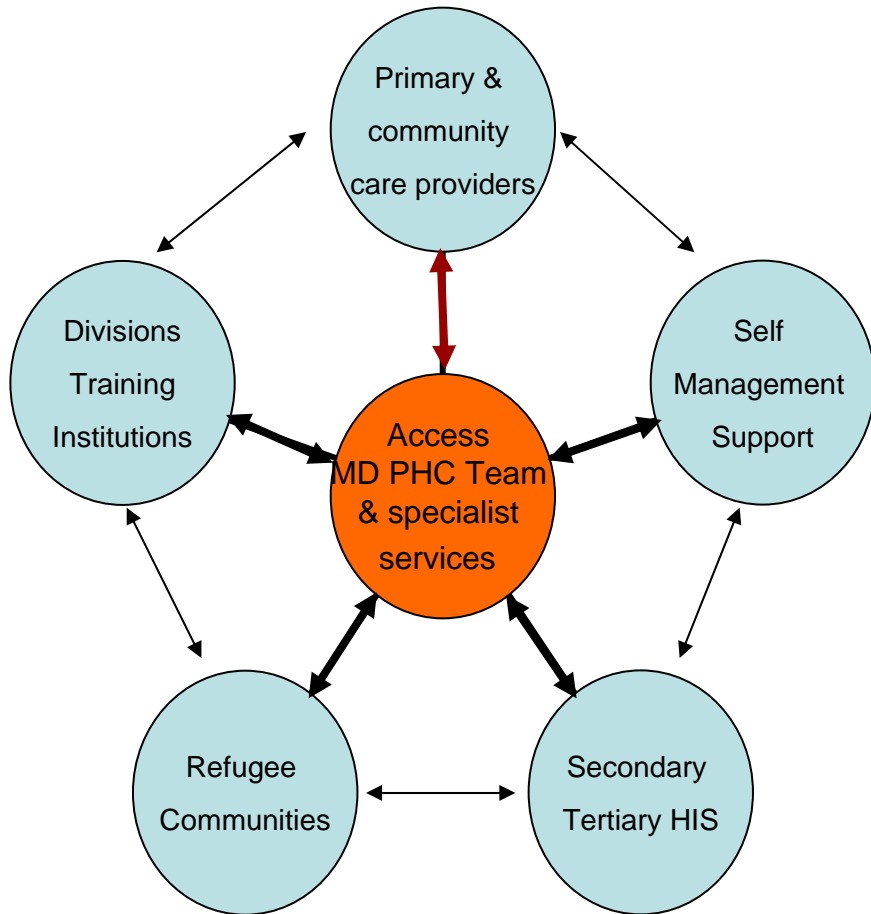
Wagner EH. Chronic disease management: What will it take to improve care for chronic illness? *Effect Clin Pract.*1998;1:2-4.

Developed by The MacColl Institute
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The proposed solution



‘Beacon’ / federated / networked :

- Increase capacity of primary care to manage these patients and reduce need for specialist 1⁰/2⁰ care
- Flow on effect of improving other general practices knowledge to manage refugee patients



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'Beacon' practice

- Builds primary care capacity by uniting local general practices around a central 'beacon' practice
- Supports and extends the capacity of local practices in:
 - Areas of local population clinical need
 - Undergraduate and postgraduate teaching
 - Relevant local research
 - Improved integration with local 1^o, 2^o and other state-funded health care providers, including health prevention and health promotion providers
 - Focus on self management



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'Beacon' practice applied

- Inala Primary Care & Inala Chronic Disease Management
 - CDMS team based approach to Diabetes management; IPC nominated as RACGP QLD practice of year 2009
- Refugee Health Chronic Disease (RaPH)
 - Multi-disciplinary team approach to management of CD in Refugee populations – focus on IPL, clinical model of care, communication using ICT, governance model and research.
- GP Super Clinic for Redcliffe – 'Moreton Bay Integrated Care Centre' to provide 2 streams of care
 - Acute care service
 - CDMS team based approach to CDM

