

ANTICIPATORY CARE PROJECT

ACTION LEARNING TO IMPROVE HEALTH IN TASMANIAN COMMUNITIES

Newsletter No. 2 – June 2019

Statewide Meeting Showcases Community Action to Improve Health

Representatives from four Tasmanian communities who are part of the Tasmanian Anticipatory Care Project met in Launceston on 16 May 2019. Through informative presentations and lively discussion, participants shared information about initiatives they are delivering to improve health and wellbeing in their communities.



The four communities are quite different demographically and geographically and also in the way they are delivering their anticipatory care project, but there are some common themes and challenges:

- Transport – all communities have identified access to and availability of transport as a key barrier to people being able to get to health appointments or engage in health activities. Public transport that is available can be difficult to navigate and costly.

- Access to GPs and bulk billing – uncertainty about cost is a big barrier firstly to people making an appointment and secondly, attending an appointment. Bulk billing is a particular concern in three communities where there is confusion and misunderstandings about how bulk billing works, when it is offered and under what circumstances.

Anticipatory care is a population approach to health care. It identifies and supports people who are at risk of developing chronic conditions with the aim of preventing or slowing ill-health.

Participating communities are now turning their attention to how they tackle these issues locally and are finding that some of the simplest interventions can make a big difference.

Read on to find out about these success stories and what's happening in our local communities to improve Tasmanian's health and wellbeing.

Need more information about Anticipatory Care:

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This project is funded by the Australian Government through the National Partnership Agreement on Improving Health Services in Tasmania



**Institute for the
Study of Social
Change**



Clarence

We have continued to work with the University of Tasmania (UTas) and the Tasmanian Health Department (DoH) project teams and implemented our *Help to Health* project initiatives:

- The Right Place
- It's Ok to Ask
- Help to Health Friend
- Clarence Talks

In May we ran a *Right Place* training session with the Mission Australia: National Disability Insurance Scheme (NDIS) *Partner in the Community* team. We received some fantastic feedback from participants and also had the opportunity to listen to some of the challenges the team is experiencing that *Help to Health* may be able to assist with – what we love to do!



Some of the Mission team members who attended *The Right Place* training last month.

A community conversation on health & wellbeing

Thursday 4 July 2019

from 5pm for 5.30pm start

Clarence on the Bay

Clarence Cricket Club
23 Kangaroo Bay Drive
Rosny Park



For more information or to RSVP message or call 0437 737 022 email helptohealth@ccc.tas.gov.au

- Join the conversation
Hear and discuss:
- the latest research
 - what's working
 - what's missing
 - your questions answered
- The information you give us will be used to help improve health and wellbeing in your community.

Help to Health has been planning our *Community Conversation* that is set to be held on Thursday, 4 July 2019.

We can't wait to share what we have been learning with the community and hear what people have to say to us!

If you live or work in Clarence, we would love to see you there.

You can find more details about *Community Conversation* at www.facebook.com/events/376289506570744/

Or by contacting

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For any other questions – please phone or email us.

Ulverstone's GP led Anticipatory Care Project



Judi Walker, Miriam Vandenberg, Flora Dean, Susan Banks, Holly Stubbs, Hannah Tait and Robin Krabbe at the Ulverstone community workshop held in April 2019.

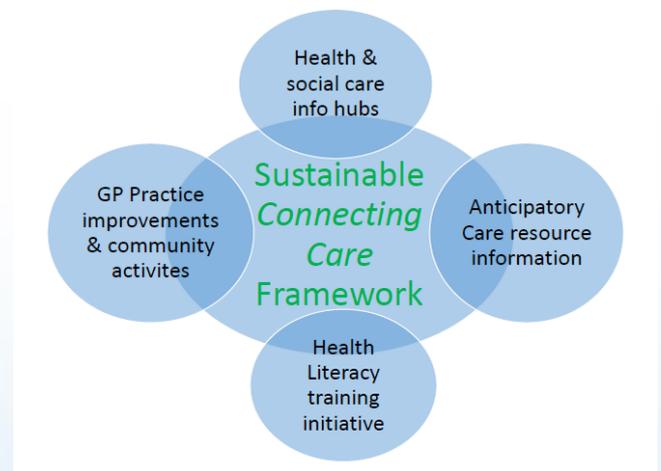
There was a fabulous turnout for Ulverstone anticipatory care consultation workshop held in April with approximately 50 people involved.

Three key local priorities have been identified from the consultations and evidence collected to date. These priorities are:

- individual and organisational **beliefs and attitudes** about health and the health and social care system
- the need for **accessible health and social care information** to navigate the system for both service providers and people who have or may experience chronic conditions, and
- better **collaboration and communication** among those involved in providing anticipatory care activities.

To address these priorities Ulverstone's project is developing a strategic and sustainable Connecting Care governance framework for the entities involved in anticipatory care activities and trialling and evaluating the following activities:

- different **health and social care information hubs** - one stop shop/pop up/virtual
- anticipatory care **resource information** - electronic directory/videos/infographics/print
- a **community health literacy** initiative to train front-line staff and volunteers in existing local businesses
- **in-practice improvements** resulting from the GP Audit and three discrete GP/community projects (End of Life, Potentially Preventable Hospital Admissions from Nursing homes and Teen Pregnancy awareness).



Like more information?

Prof Judi Walker

Anticipatory Care Project Lead for Patrick St Clinic
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Flinders Island

The *Our Health Our Future* project team are excited to start putting the research into action.



Project Planning Workshop (Pictured in front John, then back left – right Fiona, Sue, Alison, Duane, David and Sammi)

The three projects the team are working on are:

Project 1: G.A.M.E on Flinders

- Placing free equipment at key places around island for people to use. This includes a bike bank, tennis racquets and netballs.

Project 2: Community Groups on Flinders Island

- Flinders Council is leading a project to update and improve access to information on all community groups and services on Flinders.

Project 3: Pathways and Protocols for Health Professionals

- Ochre Health is leading a project to implement a new secure electronic referral system. The aim is to improve communication, co-operation and sharing information between all health professionals living and working on the Island.



Like to know more?

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Feel free to contact Fiona or Alison to ask questions or to chat:

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<https://www.facebook.com/ohofflindersisland/>
<https://ohof.com.au/>



Northern Suburbs of Launceston

Sometimes Simple Actions Can Have Big Ripple Effects.

The *Our Community, Our Care* Project is well and truly on its way in the Northern Suburbs!

- In Ravenswood, we have put ball bins at the basketball park for kids to play with. Not only are kids playing with the balls, but families, employees on a break, and adults have all enjoyed shooting hoops.
- State Growth and Metro have released a new bus timetable. Lots of community members have said they are upset that the bus service between Mowbray and Ravenswood is being taken away and they have also told us that they don't know how to use the Metro Greencard. In response to these concerns, Fakington and I (Michael Monticchio) have met with State Growth and Metro management. As a result of these meetings Metro has agreed to run a free bus service from Mowbray to Waverley twice a week running a few times a day. Metro personnel are also going to come to our community centres to give out Greencards and explain how they work.

- Adventure Play is well on its way. Many kids in school are learning about positive relationships and self-regulation through play/activities. Our groups have done rock climbing, basketball shooting, bush walking, mini-golfing, and more.

Other - initiatives we are working on:

- Starting a *Clean-up Crew* in Ravenswood to help clean up Ravenswood – a positive and worthwhile exercise to tidy our suburb!
- Talking to staff local GP clinics to get a better understanding about how bulk billing works and what other services they can offer so we can pass this information on to local residents to help them make more informed decisions.

As always, *Our Community, Our Care*.

If you would like more information please contact either:

- Fakie (Fakington) at Northern Suburbs Community Centre (NSCC) on 0407 144 554 or email wellbeing@nsccctas.org.au

or

- Michael at Starting Point on 6339 2861 or email anticipatory@ravenswoodnh.org.au .



Making sense of complexity – what are the causes of the causes?

It is so exciting to see the different approaches each community partner and local team is taking to the Anticipatory Care Project!

Based on the research undertaken so far (data gathering, analysis of health statistics, community consultations and interviews), local teams are now digging deeper into the underlying causes that impact on health in their communities. A better understanding of the causes will help to identify points of intervention and help us to show how the activities being implemented are making a difference.

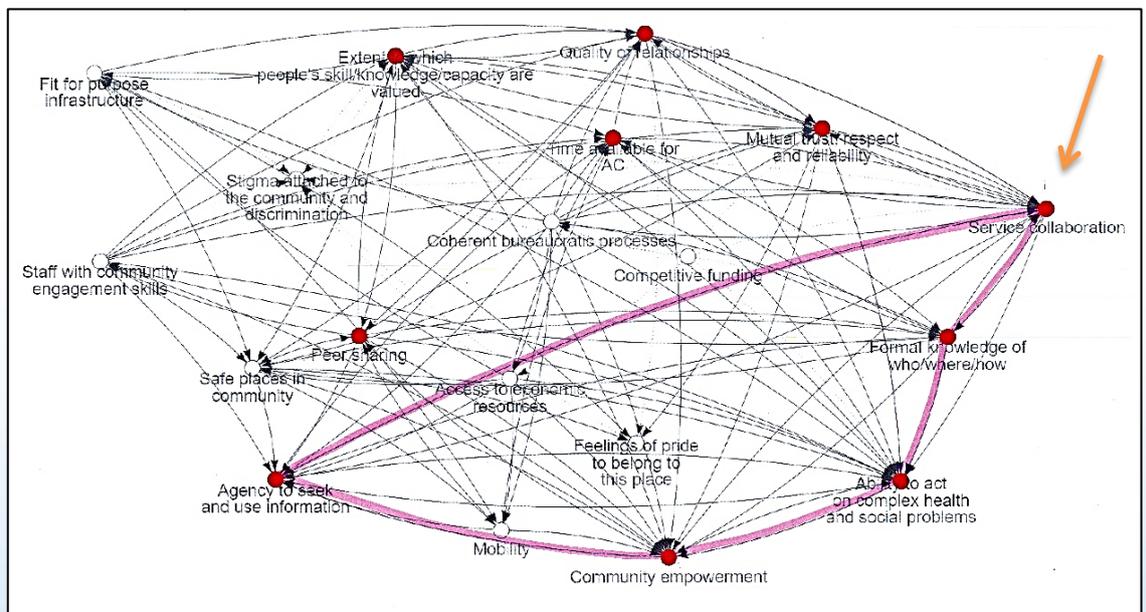
The U Tas team has started working with each community partner to prepare a causal loop diagram showing how different factors influencing health interact with one another. As shown by the example below, these diagrams can be very complex, but anticipatory care occurs in a complex system with lots of connections (and sometimes disconnections) between parts.

Over the coming months we will be working with community partners to look at how an intervention in one (or more) parts of the system can make a difference to other parts of the system and in turn whether this is changing how the system overall works to support the health of local communities.

Figure 1: Example Causal Loop Diagram: Service Collaboration

This simplified example diagram shows a causal loop for service collaboration. The need to improve service collaboration has been a key theme identified by all the participating sites.

A causal loop can present how intervening at one point of the system can affect other parts of the system.



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Evaluation Update

Thank you for your contributions to the evaluation session at the statewide meeting on 16 May 2019. It was a wonderful opportunity to hear about the great work you are doing and your reflections on progress so far. It was clear that each site has both shared and unique challenges.

We are in the process of writing up the findings, and we will be conducting additional interviews over the coming weeks which will contribute to the evaluation report.

It is early days for the evaluation, but some themes that have stood out so far are:

- the value and benefits of collaboration
- the importance of listening to the community
- how a dedicated project and resources encourages strategic engagement.

Discussions to date have highlighted challenges of sustainability including the project timeframe. It was noted that developing lasting relationships is one way to support sustainability.

A mid-project evaluation report will be available by the end of July with a final evaluation report to be completed by mid 2020.

<https://preventioncentre.org.au/news-and-events/prevention-centre-news/learning-from-communities-in-tasmania-the-anticipatory-care-project/>

The Tasmanian Anticipatory Care Project is Truly Cutting Edge....

Dr Therese Riley PhD is providing systems thinking expertise and mentoring for the Tasmanian Anticipatory Care Project. Dr Riley recently attended the 2nd Public Health Conference in Melbourne; its theme was “Smashing the Silos”.

Below are some of the messages Dr Riley took from the conference.

There were many highlights to the conference including the Federal Health Minister’s announcement of the development of a national preventative health strategy. It was inspiring to hear the range of ways in which systems approaches are being applied – from primary prevention of violence against women and children, to the use of causal loop diagrams to understand physical activity in older adults.

Eminent scholar in systems thinking in public health, Professor Diane Finegood also reminded us that the evidence for systems approaches is still in its infancy and it is important to ensure that current practice innovations and research contribute to building the evidence base.

The Tasmanian Anticipatory Care Project is truly cutting edge. It is showing what it takes and what it means to apply a systems approach at a community level. I hope that there will be a place at the 3rd Public Health Prevention Conference to showcase the four Tasmanian communities and the people who are producing new evidence in the application of systems approaches to strengthening anticipatory care in their communities.