

NCAHA NEWS

Your monthly communication from the North Coast Allied Health Association



Message from the Board



**Lindy Swain,
Director NCAHA**

Another month, another newsletter. I hope you are all surviving the 'flu' season. Apart from staying healthy and caring for your patients, there are many other activities taking place across the region for Allied Health Professionals (AHPs).

This month's newsletter profiles a valuable and active local physiotherapist, Luke Shultz, who understands the expanding roles of AHPs to include education and coaching so that clients are active participants in their care. Luke has been instrumental in initiating a new project, the 'Joint' Approach, details of which can be found on page three of this newsletter. As joint replacement continues to increase, this new project aims to undertake assessments and management of joint pain in a holistic manner. The hope is to reduce unnecessary hospitalisation and operations. The project is based in Tweed Heads and links to referral forms are provided within the article.

Don't forget to keep up-to-date with the latest HealthPathways and the range of upcoming events across the region. If you practice within the Byron/Ballina region and want to be included in any future Ballina/Byron Clinical Society events, please email achircop@ncphn.org.au to get your name on the list. The Clinical Society meets about five times per year on Thursday nights.

My Health Record will soon be operating as an 'opt-out' system. This will have implications for all practitioners. Information sessions for pharmacists are being held across the North Coast during July. Look for more information and registration links on page six.

Keep up the good work for your communities, and thank you for being part of the North Coast Allied Health Association.

Luke Shultz **Physiotherapist, NNSWLHD**



Being someone who enjoyed health and working with people, for Luke Schultz studying physiotherapy seemed like a natural career path.

After finishing his Bachelor of Applied Science in Human Movement at Southern Cross University, Luke studied at the University of Sydney to do his Bachelor, Health Science in Physiotherapy. In 2000 he completed a Graduate Certificate in Business Administration. Luke is currently enrolled in a Graduate Certificate in Clinical Redesign at the University of Tasmania.

Early in his professional career Luke worked overseas in a variety of clinical areas including treating musculoskeletal patients, acute neurological patients, geriatric patients and orthopaedic patients.

His work was mainly in London but also in regional areas of the UK. He also worked for a busy sports physio practice in Cork City in Ireland for six months and saw some fascinating cases as a result of the Gaelic Football and Hurling. After this experience, Luke considers the Irish to be truly crazy!

In 1998 he was back in Australia and began working at The Campbell Hospital at Coraki. As a physiotherapist Luke was looking after 12 medical beds, nine rehab beds, two paediatric beds as well as the outpatient and community services for Coraki, Woodburn and Evans Head and the Box Ridge Aboriginal community.

“It was a busy and rich couple of years. In 2001 I started work at the Lismore Base Hospital as Physiotherapy manager and a few years later became the Physiotherapy Clinical Senior for the Richmond Network. This has been a most rewarding time as the area and services have evolved and grown substantially over the past 15 years, and I am fortunate to be surrounded by a great team.”

This remains Luke’s substantive role, but at the moment he’s on secondment to the Tweed-Byron Health Service Group as project manager to establish improved management of people with hip and knee osteoarthritis.

“Our goal is to provide better holistic assessment and strategies to assist clients and GPs better manage all health factors contributing to hip/knee joint pain, such as obesity, fitness, strength and psycho-social factors,” Luke explained.

Over 20 years Luke has seen many changes and developments in the practice of physiotherapy.

“These include a strengthening of evidence-based practice, a broadening of undergraduate training. In addition, the impact of information technology and communication development in how we assess, treat, and perform our daily practice has changed markedly.

“There’s also been the development of more specialised roles and extended scope positions, such as physiotherapists as primary contact practitioners within Emergency Departments. The most notable change though in my opinion is a bigger role for physios (and therapists in general) to work as health educators and coaches as well as practical therapists.”

Luke feels that physiotherapists are now using their skills as educators and mentors to help clients better self-manage their health conditions, rather than clients being just passive recipients of care.

During his career Luke has had many highlights.

“One that stands out involved an Indigenous client who was referred to me in Coraki for a sports-related knee injury.

“We just couldn't seem to get the appointment times to work for him and in the end he suggested I come along to his footy training sessions outside of work hours. I did this and it opened up opportunities to not only help him, but other Indigenous clients who otherwise would not have received treatment. It opened my eyes to the importance of a 'patient-centred' rather than a 'service-centred' approach to care and the need to be flexible in how we deliver care.”

Luke’s greatest professional satisfaction comes from working as part of a team. He said he’d been fortunate to have been surrounded by many excellent people who had taught him to be a better therapist in practical ways and a better professional personally.

“The changes and issues of a busy public health system provide ample challenges, but also the greatest rewards. The other great reward is working with the NSW Physiotherapy allocation program where new graduate physios come to Lismore Base from Royal North Shore Hospital on a rural secondment. They always have a positive and rich learning experience and seeing them develop is rewarding. There are some who have returned to the area to work and live and now have families.”

The 'Joint' Approach

Did you know that over 100,000 joint replacements were completed in Australia during 2015? In the Tweed region, joint replacement surgery rose 11.7% from 2014 to 2015.

An exciting new project aims to improve services for people with osteoarthritic knees and hips in the Tweed-Byron area.

The "SOS" Clinic (Specialised Osteoarthritis Screening) provides assessment, management and monitoring services for 'holistic' health issues effecting joint pain. Operating out of The Tweed Hospital, an experienced Musculoskeletal Physiotherapist will provide GPs and clients with a thorough whole-of-health report and care recommendations based on musculoskeletal assessment, physical fitness and function, quality of life, weight, as well as any bio-psycho-social findings. Ongoing assessment, management and GP reporting will be provided to help sustain OA health and self-management strategies.

The partners in this project are NNSWLHD, NCPHN, NSW ACI, Orion Health and NCAHA. The project lead is Luke Schultz from Northern NSW Local Health District.

Referrals can be made by GPs, specialists and Allied Health professionals. Referral forms are available to download at the following links:

[Tweed SOS Clinic Referral Form – Fax](#)

[Tweed SOS Clinic Referral Form – BP](#)

[Tweed SOS Clinic Referral Form – MD](#)

Note: Do not open the file before it has been uploaded into your medical software. Opening the file outside of your medical software can break the formatting. Your best option is to click on the link, save the file and then open your medical software and import the file.

New Referral Pathway for Patients with Low Level Chronic Pain

NCPHN, in conjunction with the NSW Agency for Clinical Innovation (ACI), are facilitating the trial of a low intensity community chronic pain management program. This program aims to improve the ability of people living with non-complex chronic pain, to manage their pain using a proven skills based approach, where participants will learn to identify goals, barriers and boundaries, crisis management strategies and self-help routines.

The program will be available in two formats: an 18-hour Allied Health-led program or a 10-hour GP-led program. Each will provide a group program for 10 patients who have been referred by a GP.

The program will be provided as follows:

The 18-hour Allied Health Community Pain Management Program will consist of three-hour sessions over six weeks at Port Macquarie, Wauchope, Kempsey, Coffs Harbour, Grafton, Mullumbimby and Murwillumbah.

The 10-hour GP Community Pain Management Program will consist of two-hour sessions over five weeks at Mullumbimby and Kingscliff.

Program intake requires a GP referral and the GP Chronic Pain Management Plan. During and after the program, all patients will be encouraged to return to their regular GP in order to review their care plan. To support this, the GP will receive a report following the program to describe the client's progress throughout the program, and to assist with follow-up and continuing care.

Information about local providers of the program and their intake information is available from the NCPHN website:

www.ncphn.org.au/new-referral-pathway-chronic-pain

Allied Health to Play Role in Winter Strategy

Every winter, there is a surge in healthcare demand both in the community and hospitals. Older and frail patients are especially vulnerable during this time.

General practice, NNSWLHD and NCPHN are collaborating on a Winter Strategy from 1 July to 29 October 2017. The strategy aims to support general practice to keep their most vulnerable patients well and reduce their likelihood of being hospitalised this winter.

Participating general practices are creating watch lists of adult patients with chronic conditions who would benefit from more intensive management over winter. This will allow them to plan and monitor care more closely. They will report their activity to inform a Winter Strategy evaluation.

Of special interest to Allied Health practitioners is that access to urgent Allied Health services has been included as part of the Winter Strategy. This means that a GP can request urgent access to Allied Health services via NCPHN, who will pay the Allied Health provider directly. The GP will make a referral when an Allied Health service is needed in order to avoid hospitalisation or support timely discharge and is not otherwise available in a clinically acceptable timeframe, for example, through EPC or private health insurance.

There is no registration or action needed from Allied Health providers at this stage. If you receive a referral from a GP under the Winter Strategy, Senior Project Officer Elaine Crowthall will follow up with you.

For more information email Elaine at winter@ncphn.org.au.

Winter Strategy Practices Can Now Access Urgent Allied Health Funding

Practices enrolled in the Winter Strategy in Northern NSW can access Urgent Allied Health Funding for registered patients where:

- The service is needed to avoid hospitalisation or support timely discharge from hospital, and
- It is not otherwise available in a clinically accepted time frame, ie. through Medicare, private health insurance or other funding sources.

To access Urgent Allied Health Funding the GP submits a request to NCPHN. The turnaround for approval from NCPHN will be rapid so care can be planned and facilitated.

For further details visit:

<http://ncphn.org.au/winter-2017/urgent-allied-health/>

Allied Health Working Group – Coffs Harbour

An Allied Health working group was recently established in Coffs Harbour to support NCPHN's **Patient Centred Medical Home** program. The program aims to increase local preparedness for changes proposed by the Federal Government to the primary care health system. It is currently being trialled in a number of general practices on the North Coast and in other regions across Australia.

A diverse group of Allied Health practitioners responded to an expression of interest to be part of the working group, which consisted of representatives from each of the following disciplines:

- Audiology
- Dietetics
- Exercise Physiology
- Occupational Therapy
- Pharmacy
- Physiotherapy
- Podiatry
- Psychology
- Speech pathology
- Social Work

The group worked collaboratively to explore the role Allied Health practitioners play in a person centred health system. They also discussed how Allied Health can support general practice's transition into becoming Patient Centred Medical Homes.

The ideas generated by the workgroup will be used for developing a handbook for Allied Health practitioners to promote understanding and interest in the Patient Centred Medical Home model of care.



Photo L-R. Front row: Yvette Greenhalgh, Katie Drury, Kate Mackay, Alex Lawrenc. Back Row: Fiona O'Meara, Storm Murphy, Jenny Cooper, Aaron Hardaker, Colleen Friel Absent : Annamarie Cohen, Alanna Paterson

New to HealthPathways - June 2017

The following HealthPathways have recently been published on the Mid and North Coast HealthPathways Website.

- **Osteoarthritis Chronic Care**
- **Hydrotherapy**
- **Exercise Physiology**
- **Community Nursing Services**
- **Brain Injury Rehabilitation**
- **Febrile Seizures in Children**
- **Primary Health Liaison Nursing**
- **Child or Young Person at Risk**
- **Immunisation - Pregnancy**

Non-localised Pathways

Non-Localised pathways have been updated with a new Header and Background colour. This clearly distinguishes the difference between a pathway with local content and one without. The yellow background indicates a non-localised pathway. Users are now able to apply their clinical judgement when using a non-localised pathway without any confusion.




The screenshot shows the HealthPathways website interface. At the top, there is a header with the logo and a 'DRAFT SITE' warning. A yellow banner below the header states 'Pathway not yet adapted for Mid & North Coast.' The main content area displays the pathway title 'Acute Adult General Surgical Admissions' and a description: 'This pathway is for acute adult general surgical admissions to Christchurch Hospital and Ashburton Hospital. Up to 95% of general surgical patients admitted acutely are admitted to the acute Surgical Assessment and Review Area (SARA). Refer severely unwell patients, as assessed by the scoring tool (see Early Warning Score table in request section)'. A 'flowchart' icon is visible in the bottom right corner of the content area. The left sidebar contains a navigation menu with categories like Home, Acute Services, and Allied Health.

Tell us what you think!

If you have any feedback regarding any of our published HealthPathways or our website, please let us know! Submit your feedback via the 'send feedback' button located at the top right of the pathway page.

<https://manc.healthpathways.org.au/index.htm>

Username: manchealth

Password: conn3ct3d

For further information about HealthPathways please contact:

Kerrie Keyte
 (07) 5589 0500
kkeyte@ncphn.org.au
 (Northern NSW)

Maximising value from My Health Record for you and your pharmacy



The Pharmacy
Guild of Australia



My Health Record in Pharmacy

Digital Health in primary health care is rapidly evolving.

Our guest speakers **Dr Shane Jackson** *Australian Digital Health Agency*, and **Mr Tony Browne** *North Coast Primary Health Network* will demonstrate the benefits and features of the My Health Record and how this relates to patients, providers and pharmacists.

These workshops are FREE. Attendees can participate in 1 of the 4 workshops on offer.
Each workshop commences at 6pm (registrations and dinner) and closes at 8.30pm.

By attending this event you will be able to:

- List the features and benefits of My Health Record in pharmacy practices
- Describe how to communicate the benefits of the My Health Record system to patients
- Describe the privacy and security measures taken to protect My Health Record and how to discuss privacy concerns
- Describe how more comprehensive clinical information (access via My Health Record) can contribute to patient care

Please register via the link for your location:

Ballina

Monday 17th July
NCPHN Boardroom
106-108 Tamar St, Ballina
www.ballinamyhr.eventbrite.com.au

Tweed Heads

Tuesday 18th July
NCPHN Boardroom
145 Wharf St Tweed Heads
www.tweedmyhr.eventbrite.com.au

Coffs Harbour

Monday 24th July
NCPHN Boardroom
6/1 Duke St, Coffs Harbour
www.coffsmmyhr.eventbrite.com.au

Port Macquarie

Tuesday 25th July
Town Green Inn
6 Horton St, Port Macquarie
www.portmyhr.eventbrite.com.au

For more information or if you are unable to register at your chosen location please contact Tony Browne:
E: tbrowne@ncphn.org.au T: 02 6618 5405 M: 0408 947 372

This activity has been accredited for 1.5 hours of Group 1 CPD (or 1.5CPD credits) suitable for inclusion in an individual pharmacist's CPD plan which can be converted to 1.5 hours of Group 2 CPD (or 3 CPD credits) upon successful completion of relevant assessment activities.



Ballina/Byron Clinical Society Invitation

The Ballina Byron Clinical Society brings together a range of health practitioners with shared interests. Meetings rotate between Ballina and Byron Bay, with five events held per year on Thursday evenings from 6pm to 8.30pm. A light dinner is provided.

Clinical Society meetings feature local speakers who present clinical topics and discuss referral pathways and the availability of local services. These meetings also provide a great opportunity to network and ask questions in a convivial atmosphere over dinner.

If you are interested in receiving invitations from the Clinical Society, please email Amanda Chircop at achircop@ncphn.org.au.

Psychologist Urgently Required - Casino NSW

Casino Medical Centre is in great need of a psychologist. The centre is a busy five-GP AGPAL accredited family practice. They have had the services of a psychologist for many years and urgently require a replacement.

Casino Medical Centre has plenty of space and you can pick your day(s). They are a friendly, professional, long standing group practice. Their doctors generally refer to the in-house psychologist. Rent for the room is very reasonable.

Please direct all enquiries to the Practice Manager, Maree Beek on 0439308620 or 66621555.

Contact NCAHA

106-108 Tamar Street, BALLINA NSW AUSTRALIA 2478
Postal: PO BOX 957, BALLINA NSW AUSTRALIA 2478
Phone: 02 6618 5400
Fax: 02 6618 5499
Email: enquiries@ncaha.org.au

Upcoming Events

Monday 17 July

My Health Record in Pharmacy – Ballina

Tuesday 18 July

My Health Record in Pharmacy – Tweed Heads

Thursday 20 July - Friday 21 July

North Coast Aged Care Symposium – Ballina

Monday 24 July

My Health Record in Pharmacy – Coffs Harbour

Tuesday 25 July

Basic Life Support and Safe Automated External Defibrillator Use – Lismore

Tuesday 25 July

My Health Record in Pharmacy – Port Macquarie

Tuesday 25 July

Mindfulness-based Stress Reduction – Bellingen

Saturday 6 August - Wednesday 9 August

HIC 2017 – Brisbane

Monday 28 August - Tuesday 29 August

Advanced Life Support – Lismore

More Events

Visit www.ncphn.org.au/events to view the North Coast Primary Health Network Events Calendar.

NCAHA is proudly supported by

