

NCAHA NEWS

Your monthly communication from
the North Coast Allied Health Association



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Message from the Board

I recently attended the GP NSW Allied Health Alliance Network Forum. The aim of the forum was to bring together the network of health care providers and associations (including Medicare Locals, LHDs, clinical leaders, CEOs, board directors and stakeholder organisation representatives) with a focus on exploring the potential for Allied Health professionals to be pivotal players in the delivery of client-centred primary health care.

The key messages from the day were:

- the development of strong, trusting, professional relationships is of paramount importance to the client journey;
- acknowledgement of professional limitations and guidance of

patients/clients to a more suited clinician/service;

- best practice, client-centred health care through collaboration, interdisciplinary engagement and the common goal of 'client at the absolute centre of care'.

The priority was about knowing the footprint of services, accessibility, waiting times, criteria for referral and the ability to communicate in an open, trusting and professional way, not just through formal letter writing but picking up the phone and having a chat.

One of the biggest barriers identified through this forum was the inability to reach GPs in order to establish these strong, trusting professional bonds, facilitating the client access to services in a more efficient and holistic way. Only one GP was sitting among the attendees; another attended to sit on

the case study panel. As identified among the attendees, the GP is the lynchpin for many clients in their health care journey and their acceptance of traditional 'non-medical' services. The barriers were seen to be reaching the GPs.

The forum echoed the feedback that I hear over and over from our Allied Health workforce: communication, building relationships where respect, trust and professionalism is paramount- essentially, we are here to guide clients through a clinically excellent journey with maximum efficiency.

This response reflects the feedback received at our Allied Health Association breakfasts held late last year. In essence, we know what we need to do: communicate.



Luisa Eckhardt, Company Secretary
North Coast Allied Health
Association Board of Directors

Allied Health: 3.2% of Australian health costs

Information released by the Australian Institute of Health and Welfare (AIHW) shows that the cost of allied health care services in Australia came to 3.2% (\$4.5 billion) of total health care expenditure in 2011/2012 (\$140.3 billion).

In contrast, funding to General Practice was \$9.7 billion and medical specialties was \$14.2 billion.

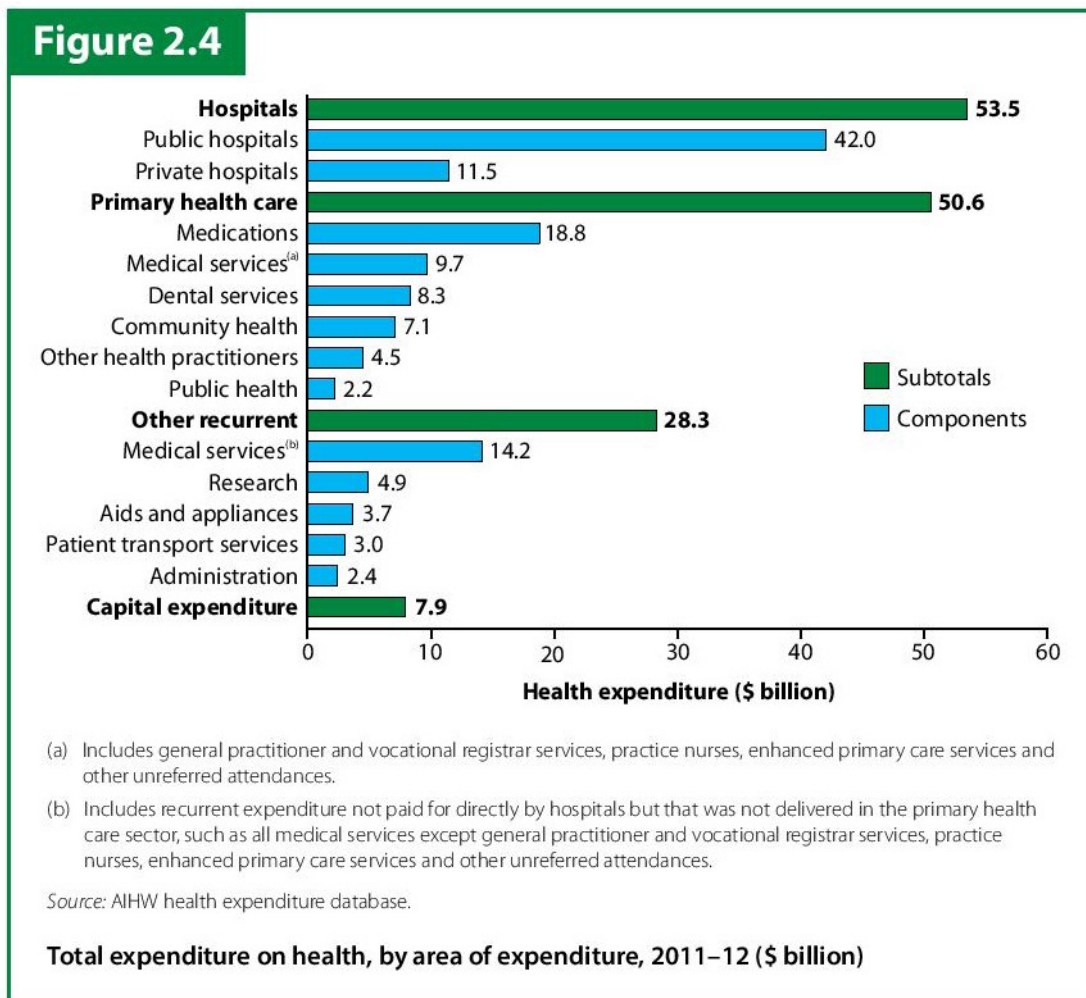
Not surprisingly, public hospital spending was the biggest component of health expenditure in 2011/12, accounting for \$42.0 billion, or 30% of expenditure.

These results indicate potential health system savings through better use of primary health care practitioners, including allied health, to prevent hospital admissions and to hasten the transition from hospital to home post-admission.

The AIHW CEO David Kalisch said that over the decade to 2011/12, the Australian Government ratio of health expenditure to taxation revenue rose by 4.0 percentage points to 26.4%, while the state and territory governments' ratio rose by 8.1 percentage points to 24.5%.

"Our analysis of health inflation suggests that in recent years annual price rises in the broader economy have generally been greater than price rises in the health sector," Mr Kalisch said.

The estimated recurrent expenditure on health per person in 2011-12 was \$5,881, a rise from \$5,681 per person in 2010-11 and \$4,062 in 2001-02 (after adjusting for inflation).



NCML to Become NCPHN

Congratulations to North Coast Medicare Local (NCML), who have been announced as the successful applicant to operate the North Coast Primary Health Network.

NCML has been a long-time supporter of the Association, so this is good news for local Allied Health professionals.

Across Australia, the existing 61 Medicare Locals will be replaced by 31 new Primary Health Networks by 1 July 2015. Primary Health Networks will work directly with general practice, other health care providers, hospitals and the broader community to improve outcomes, access, quality and teamwork.

Vahid Saberi, CEO of NCML said, "When we submitted our application to establish the NCPHN in December 2014, we received nearly 70 letters of support from across the health and social services. We are grateful to our partners and collaborators for their trust, confidence and generosity."

Dr Tony Lembke, Chair of the NCML Board said a key task over the next three months will be to consult with the organisation's many collaborators in the health and community sectors in establishing the NCPHN.

"We appreciate that we need to work in close partnership to harness the skills, knowledge and resources of our many partners to improve the efficiency of the system and make it easier for patients to receive high-quality care," he said.



Blooms Ballina: Store of the Year

Congratulations to the staff at Blooms Chemist in Ballina, crowned Blooms Store of the Year for 2014.

Pharmacist Claudia Sampson joined the Ballina pharmacy nearly two years ago as a Partner, while Lauren, her retail manager, followed two months later. In November last year she attended the Blooms conference in New York, where the pharmacy's win was announced.

Since Claudia took over, these women, supported by their fantastic team, have revitalised the store with their focus on customer service and connecting with the local community.

According to the judging panel, the Ballina team clinched the prestigious award for their outstanding customer service, prioritising stock intensity and heightening their presentation standards.

Blooms HealthChecks are also a drawcard for customers. They offer

a wide range of services including asthma assessments, diabetes monitoring, blood pressure evaluation, flu immunisation and stroke risk assessment.

In addition Blooms Ballina offers free medication packing, a local delivery service and medication reviews.

A visit to Blooms at Ballina enabled us to speak to Lauren and Claudia.

"We did a lot of work on the store layout and took all the giftware out. There was a lot of giftware at the front of the shop – and now the shop is much easier for customers to get around," Claudia said.

Lauren said focussing on the service offered to customers had really paid off.

"We've really improved our customer service and along with the revamp of the shop, this is what got us across the line," she said.



Claudia and Lauren at their winning chemist store in Ballina.

NCAHA Breakfast Events

North Coast Medicare Local (NCML), in partnership with the North Coast Allied Health Association (NCAHA), is inviting local Allied Health Professionals to a conversation about changes in the Primary Health Care landscape. North Coast Allied Health Association (NCAHA) Directors will meet with local Allied Health professionals during a series of breakfasts held across the North Coast.

Themes discussed will include:

- Need for networking opportunities
- Advocating and lobbying regarding clinical priorities

- Better access to general practitioners
- Funding models that value Allied Health professionals
- Improving local care pathways, particularly patients' journeys from hospital to home
- Supporting Allied Health professionals in the areas of quality improvement and research
- Concern around imminent changes in the primary health sector, including the National Disability Insurance Scheme and Primary Health Networks

The Directors are looking forward to meeting with more local Allied Health professionals at these events. Attendees' feedback will influence the Association's activities and direction.

Allied Health Breakfasts are scheduled for the Lismore and Grafton areas in the coming weeks. Check the Healthy North Coast Practitioner Events calendar for more information:

<http://healthynorthcoast.org.au/upcoming-events/>

Free Online Professional Development

NCAHA reminds local Allied Health professionals that they have free access to online professional development through TAFE.

As a result of a partnership with North Coast Medicare Local, local professionals can access short courses that take about an hour to complete and are worth one Continuing Professional Development point per hour.

Users will have free and unlimited access to:

1. Allied Health course topics for Allied Health professionals
2. Healnet course topics for nurses and other similar health professionals
3. Generic short course topics for small businesses and self interest

All topics are peer reviewed by industry professionals and endorsed by nationally recognised industry associations. Regular topic reviews are also conducted

to ensure they incorporate current policies, legislation and Australia-wide guidelines.

Local health professionals can find out how to enrol and start undertaking free online courses by visiting:

www.ncaha.org.au/online-training

Become a Member

Benefits of joining the NCAHA:

- Improved profile of Allied Health in the community and referral sources, such as GPs
- Opportunities to connect with best practice, evidence-based practice and other clinicians
- Access to local clinical professional development
- Access to Clinicians of Excellence
- A united, local voice for Allied Health on regional, state and national levels

Visit www.ncaha.org.au/membership for more information.



Autism Webinar

Lismore-based paediatrician, Dr Chris Ingall, recently presented a live webinar on Autism in Children for Healthy North Coast.

A video recording is now available on YouTube at: https://youtu.be/oHjmdoHI_hI

Integration Study

Health care practitioners on the North Coast of NSW are invited to participate in a research study exploring the nature and extent of the connections and collaborations between you or your organisation and other health care services and systems. In addition, we will be asking you specifically about your connections with the Lismore GP Superclinic.

Visit <http://ow.ly/LPnF4> to participate in the study.

Upcoming Events

Click the event title for more details.

22 April 2015

Recipe for Success, Coffs Harbour

22 April 2015

Mental Health and Drug and Alcohol Workshop, South West Rocks

22 April 2015

Palliative Care Breakfast Meeting, Port Macquarie

23 April 2015

Lismore Allied Health Professionals Breakfast

23 April 2015

Ballina Byron Clinical Society dinner

23 April 2015

Richmond Valley Clinical Society, Lismore

30 April 2015

Healthy Living with Diabetes – for Health Professionals, Ballina

4 May 2015

Aspect Australia – Creating Positive Outcomes in Complex Scenarios Workshop, Sydney

5 May 2015

Suicide Risk & Substance Use, Ballina

6 May 2015

Legal & Ethical Aspects to Suicide Risk Assessment, Ballina

6 May 2015

Clarence Valley Allied Health Professionals Breakfast

6 May 2015

Legal Issues for NGO Providers in OOHC, Ballina

12 May 2015

Vicarious Trauma, Ballina

15 May 2015

Australian Diabetes Educators Association (ADEA) NSW Branch Conference, Newcastle

18 May 2015

Mental Health Disorders (online training for rural practitioners)

18 May 2015

End Stage Palliation and Dementia, Tweed Heads

18 May 2015

Nurturing for the Next Generation, Sydney

20 May 2015

Webinar: Diagnosis and Management of Fibromyalgia

21-22 May 2015

Dying to Know, Dubbo

22 May 2015

Improving Health Literacy Workshop, Melbourne

24-27 May 2015

National Rural Health Conference, Darwin

26 May 2015

Wound Care Clinical Update for health professionals, Lismore

26-27 May 2015

Youth Mental Health First Aid, Ballina

27 May 2015

Wound Care Clinical Update for health professionals, Grafton

27 May 2015

Quality Improvement Meeting for Pharmacists, Tweed Heads

1-4 September 2015

Australian Palliative Care Conference, Melbourne

9-11 November 2015

National Allied Health Conference, Melbourne

More Events

View more practitioner events at <http://healthynorthcoast.org.au/upcoming-events/>.

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