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NWRH
North and West Remote Health

North and West Remote Health

Annual Report

2014-2015 ➤➤➤

Year in Review

The 2014/2015 year has been an eventful yet rewarding experience for North and West Remote Health Ltd (NWRH), starting with the formal announcement that the Medicare Locals Program would terminate in June 2015 and be replaced by Primary Health Networks.

The Board and Executive Team evaluated the strategic opportunities that this Health Reform change would bring and decided to capitalise on the organisations strength as a leading health service provider.

To advance this strategic direction, NWRH has delivered successful outcomes on a number of key priorities:

- To maintain continuity and quality of health service delivery to communities throughout the transition of services to the Primary Health Network
- To deliver health services through a collaborative approach incorporating a clinical and wellbeing service model
- To achieve results against funding contracts milestones
- To progress development and finalisation of the NWRH Reconciliation Plan and

CAPITALISING ON THE ORGANISATIONS



strength as a leading
health service provider

formalisation of the NWRH
Indigenous Employment
Strategy

- To develop a highly visible brand for NWRH, and
- To improve internal operations and achieve efficiencies in preparation for a contestable environment

While there are many achievements for the year, some key highlights can be found in the associated pages of this report.

I am pleased to report that the organisation has achieved these priorities through the dedication and commitment of the Board, Executive and staff who have managed the fluid environment admirably.

NWRH looks forward to a positive future providing services to its current clients and expanding operations and a suite of services across a larger geographic area.

Evelyn Edwards
Chief Executive Officer



Program Overview

MATERNAL AND CHILD HEALTH

- Over 70% of all pregnant women in Normanton are now attending antenatal classes (2014/15).
- Reduced rate of Indigenous underweight births in Lower Gulf: 6% July-December 2014; down from 11% 2013/14. National average 2013/14: 13%.

REDUCED RATE

of Indigenous underweight births in Lower Gulf: 6% July-December 2014; down from 11% 2013/14. National average 2013/14: 13%.



- Higher child immunisation rates in Central and North West Queensland region when compared with national statistics across all age milestones (1 year old: 92% vs. 91.2%; 2 year old:

94.7% versus 92.5%; 5 year old: 93.1% versus 91.5% - AHPA, 2012/13). This reflects NWRH involvement through direct immunisation activity in addition to promoting and supporting GP immunisation activity.

- New pathways established in partnership to connect the care for clients from Lower Gulf communities to access child and maternal services in Mount Isa as the birthing location; previously disconnected causing significant loss to follow-up.

HEALTHY COMMUNITIES HEALTHY LIFE SPAN

- Self-sustaining Local Health Action Groups and "Supporting Health

Action Plan' (SHAPE) Project" have been maintained by NWRH Central West communities including in Alpha, Aramac, Barcaldine, Bedourie, Birdsville, Blackall, Jericho, Muttaborra and Tambo.

- Events coordination and targeted media with strategic Health Promotion theme E.g.: Drought and Resilience (July 2014 – Jan 2015). 13 community events; 1,310 attendees. 5 information sessions; 707 participants; newsletter promotions to 21,674 residents.

- Undertook a preventative "Walkability Study" for Mount Isa City Council and facilitated the formation of the Mount Isa Health Alliance led by the Council to address high levels of Chronic Disease in the city.

EARLY INTERVENTION AND CLINICAL SERVICES

- NWRH has tailored visiting health services schedules to meet the needs of the community in terms of demand for services; combining complimentary disciplines; utilising culturally appropriate facilities with appropriate resources and ensuring clinically safe and effective models of care. Mutually recognised credentialing process established with North West Hospital and Health Service.

- NWRH removes access impediments for clients living in remote locations

INCREASED DATA RELIABILITY

and reduced administrative burden



PREVENTATIVE "WALKABILITY STUDY"



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RECIDIVISM REDUCTION



Research Report for
Doomadgee and
Mornington Island

through providing a
combination of outreach based,

locally based and Tele-health models of care where possible and cultural support for Aboriginal and/ or Torres Strait Islands when accessing mainstream services along with complex case management capabilities linking with other services.

- Increased data reliability and reduced administrative burden. Introduction of 'Clarity' as a new client management system standardising referral, booking and data reporting systems across the organisation.
- Accreditation against AGPAL standards for the Normanton Clinic.

MENTAL HEALTH AND SOCIAL AND EMOTIONAL WELLBEING

- 2015 – Completion and release Recidivism Reduction Research Report for Doomadgee and Mornington Island. An Action Research project between NWRH and James Cook University inclusive of consultation and recommendations.
- Facilitated development of a number of community driven film resources highlighted by the Woolubinyia Wellbeing Centre Team and Doomadgee community being Awarded 'Best Film' at the National Remote Indigenous Film Awards 2015 for 'Jane and Tom's Story'.

13 GENERAL PRACTICES



13 Pharmacies and
25 Private Allied
Health Services

- 25% increase in Mental Health Occasions of Service 2014/15 on the previous year.
- Established the "Gunnalunja United Dance Group" in Doomadgee community in direct partnership and collaboration with My Pathways and Save the Children. Clients remain in the program long enough to achieve a therapeutic outcome.

HEALTH PROFESSIONAL SUPPORT

- Support provided to all 13 General Practices, 13 Pharmacies and 25 Private Allied Health Services in the region during the period: January 2012 - June 2015.
- NWRH worked with approximately 280 practice visits this year on matters such as eHealth, After Hours Services, Chronic Disease Management, MBS Training, Quality Data, Immunisation, creating linkages between allied health and specialists and Accreditation.
- 49 education and training sessions for health professionals (GPs, Allied Health, Pharmacists and Practice Staff) covering topics such as eHealth, Software Management, Quality Data, Advanced Cardiac Life Support, Apply First Aid and CPR, Asthma, Dementia Management, Spirometry and Dermoscopy. These were in addition to training provided in conjunction with the National Prescribing Service during 2015-15 financial year.

NWRH WORKED WITH



health professionals on
approximately 280
practice visits this year



Key Achievements

4,154

NWRH's **Maternal and Child Health** delivered **4,154** occasions of service in 2014/15



NWRH'S

Health Professionals delivered **47,751 occasions of service** throughout the **2014/15 financial year**



NWRH'S

Normanton Clinic has achieved **Accreditation** against **AGPAL** standards



2,999

Supporting and enabling clients to remain at home and living independently NWRH's **Disability and Aged Care** program delivered **2,999** occasions of service in 2014/15

Healthy Life Span



Under the **Healthy Life Span** health promotion package 2014/15 NWRH delivered **6,534** occasions of service



Mental Health

Improving access to mental health services NWRH's **Mental Health** programs delivered **12,226** occasions of service throughout 2014/15

21,838



In 2014/15 NWRH's **Early Intervention and Prevention in Primary Health Care** professionals assisted to coordinate and strengthen existing primary health care service delivery with **21,838** occasions of service

Best Film



NWRH auspiced **Woolbubinya Wellbeing Centre** Team and the Doomadgee community were awarded "**Best Film**" at the **National Remote Indigenous Film Awards 2015** for 'Jane and Tom's Story'



280 >>

NWRH'S Health Professional Support program professionals delivered approximately **280** practice visits in 2014/15

Financial Overview

The Company's short and long term objectives are to design and deliver solutions with individual communities and funders to help build local critical mass for holistic fit for purpose primary health and wellbeing services. Its principal activities are to support, enhance and deliver primary health care to the people of Central and North West Queensland and to respond effectively to local health care needs

The Company measures performance through achieving contractual obligations and milestones with grant funders so as to achieve health outcomes in rural and remote communities. During the 2014/15 financial year the company managed 37 (2013/14: 37) individual grant programs totaling \$20.9m (2013/14: \$23.7m). The grant income received from contracts during the 2014/15 financial year were a mix of Commonwealth 96% (2013/14: 88%), State 4% (2013/14: 7%) and non - government Nil (2013/14: 5%) funded Departments.

The surplus achieved from ordinary activities amounted to \$271,133 (2013/14: \$847,797).

A copy of the full financial report and auditor's report has been provided to the members and all funding Departments of the Company.

Quality Improvement

- Workplace Health and Safety reports conducted across all sites
- Implementation of 'Clarity' Client Management System
- Undertook corporate efficiencies projects
- Initiated internal audits that are regular and responsive, with a capacity-building and quality improvement focus; and external annual audit and evaluation through One21Seventy.

Governance

The Company is overseen by a Board of six highly qualified Directors who have experience in all aspects of corporate governance and health. Meeting monthly, they ensure strong governance and oversight of all elements of NWRH operations. The Board sub committees include:

- Audit and Risk
- Cultural Advisory
- Strategic Development and Stakeholder Engagement
- Clinical Governance
- Workplace Health and Safety
- Change Management (established to ensure smooth transition from the Medicare Local program to the Primary Health Network).

This multilayer approach to governance continues to provide transparency and insight into all elements of the organisation's operation.

The Board and Senior Executive Management team are involved in Strategic Planning activities to continue to look at new opportunities in the Primary Health Care and Wellbeing sector. In June 2015 NWRH underwent a rigorous facilitated Strategic Planning weekend to set its future strategic direction. NWRH's strategic vision is driven towards Primary Health and Wellbeing opportunities for rural and remote communities.

The organisation is managed by four highly skilled and experienced Managers, led by the Chief Executive Officer who has held various roles within the organisation for 18 years including the last 4 years as CEO.

The NWRH Corporate structure is designed on a "place based" principle with the current areas of responsibility described as Central West, North West, Lower Gulf and Corporate, this allows concentration on local partnerships and program activities to be maintained at all times.



Our Future

Phil Barwick, Chairman NWRH

"North and West Remote Health Ltd have without doubt been subject to remodeling in these recent transitional times and it is of significant importance during this period that our past core values about people and communities resonates through our company strategies for future years.

As NWRH positions itself as a preferred service provider these core values remain the foundations on a number of strategic fronts over the next three years:

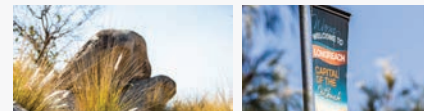
- ▶ By continuing to deliver innovative and results driven primary health care into remote Aboriginal communities and regional centres throughout North Australia;
- ▶ By continuously refining our services for improved connectivity within each community;
- ▶ By improved effectiveness through engaging and supporting enthusiastic and focused health professionals - staff who are proactive in their

engagement with the health challenges we all are facing;

- ▶ By improved efficiency and viability through continuing the take up of contemporary practices in technology and business systems;
- ▶ By ensuring that values of the company are the drivers for our business targets and growth in this region and beyond;
- ▶ Our planning is focused on the communities and their residents receiving great benefits as NWRH is now stronger from the transitions, significantly more flexible and as committed as ever to the health of the region.

The Company will continue to govern and manage with the business intensity and quality that is our hallmark and we recognise full well that our results will mean longer lives with improved overall wellbeing for many."

Phil Barwick
Chairman





NORTH AND WEST REMOTE HEALTH

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