

# Inner North Multidisciplinary Team (INMD)

**Organisation:** cohealth

cohealth is a not-for-profit community health organisation that provides vital local health and support services including medical, dental, allied health, mental health, aged care and counselling, and many specialist health services across Melbourne's CBD, northern and western suburbs.

**Contact person:** Sharon Malcolm, Program Manager, Inner North Multidisciplinary Team

**General overview of service and the main components of the service:** The Inner North Multidisciplinary (INMD) team is based at cohealth's Collingwood and Fitzroy sites. The team aims to provide a person centred, holistic approach to help improve the health of their general community. The team works with clients to:

- achieve a good understanding of a client's health and medical conditions especially if they have complicated or long-term health issues.
- provide easy access to a range of health professionals in one location
- develop care plans and treatment options to support healthy lifestyle choices and outcomes
- maintain regular annual health checks.

Evidence shows that exercise is one of the best ways to improve your health and manage your condition. Therefore, the new exercise group model seeks to help clients work towards their goals and set them up with exercises and knowledge to manage their condition.

The team brings together a variety of services and health professionals across the Collingwood and Fitzroy sites to deliver client care tailored to the individual. The INMD team has reviewed the exercise groups to ensure clients can access tailored exercise programs that are fun and enjoyable and encourage a long-term sustainable exercise model of care. INMD have also developed a more streamlined approach with revised referral pathways between their Medical Clinic, Allied Health staff and exercise groups.

They are also focussed on developing strong partnerships in the community to link clients to further services and programs that may benefit their health and wellbeing.

Collaboration with local Gyms, Universities and Community Programs has enabled some low cost and sustainable exercise options for clients. Plus, the introduction of supervised Exercise Apps has made it easier for the staff to review and support clients' exercise progress. Their new exercise model embedded methodology for regular 3, 6 and 12 monthly reviews of client's goals and progress once they have completed their exercise sessions. Thus, promoting behaviour change and sustainability, and identifying and offering support for client exercise relapse.

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## **Aims/objectives.**

The exercise group model main objectives are:

- To improve exercise opportunities and/ or exercise group access for clients being referred into our programs
- To minimise possible barriers and help maximise client's enablers to exercise
- To encourage clients to maintain their exercise programs in an ongoing manner

## **Is the service a pilot or has it been mainstreamed?**

The model is currently being piloted in the cohealth Collingwood site, with the aim to expand more broadly to other cohealth sites

## **What is the patient demographic?**

The people who use cohealth services often face significant health disadvantages, have ongoing and complex health and support needs, and are frequently at risk of falling through gaps in health services and funding systems.

## **How many staff are involved in delivering the service by discipline or health professional group?**

The exercise model involves Physiotherapists, Exercise Physiologists and Allied Health Assistants, with good support from their GP's.

### **Do you measure outcomes? If so what outcomes are measured?**

- Referral numbers into the program
- Physical health outcomes and pre/post measures of clients
- Monthly staff survey of model
- Client experience feedback

### **Are there any challenges with service delivery?**

Whenever introducing a new model of care there are always a few hiccups initially as staff and clients become familiar with a different revised approach. However, these hiccups are also opportunities to further refine, develop and improve aspects of the new model.

### **What are the enablers for the delivery of a quality integrated care service?**

Access to a multidisciplinary team, cohealth has a broad range of services on site including:

- General Practitioners (GPs)
- Community Health Nursing
- Physiotherapy
- Occupational Therapy
- Dietitian/Nutrition
- Diabetes education, e.g. LIFE! groups
- Counsellors/Social Work
- Podiatrists
- Health and fitness groups, e.g. water exercise, gym, yoga etc.

### **What would you suggest could help improve health system service delivery?**

The success of this model depends on good communication and collaboration between staff, clients and an understanding of existing services and facilities in the community.

**Other comments / potential new initiatives:** cohealth is also looking at potential new initiatives in the social prescribing space.