



# Kingston Integrated Care Community of Practice Welcome

**Supported by:**



**AlfredHealth** MonashHealth



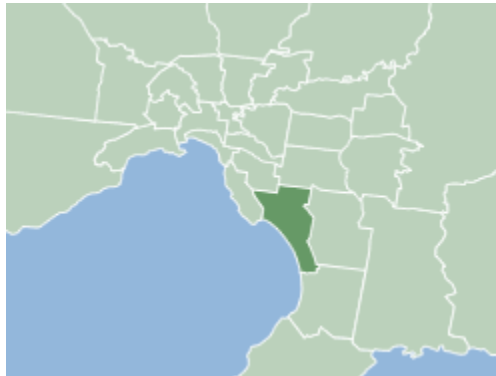
# Kingston

## Integrated Care Community

- This is the FOURTH Community of Practice event and the supporting partners appreciate your attendance
- This has been facilitated through the Victorian Integrated Care Model which aims to improve the experiences of care and outcomes for patients with complex and chronic conditions.
- This model builds on the reform and services being delivered in primary care in the South Eastern Melbourne Primary Health Network (SEMPHN) region.

# Kingston Integrated Care Community

The Communities of Practice are an opportunity for increasing local service awareness, connectivity and collaboration.



# Moderator

- **Dr WeeJie Chee**      **General Physician, Monash Health**

## PANEL

- **David Menzies,**      **Manager Chronic Diseases  
SEMPHN**
- **Dr Judy Lowthian,**      **Principal Research Fellow and Head of Rese  
Bolton Clarke Research Institute**
- **George Robinson,**      **General Manager,  
Central Bayside Community Health Service**
- **Melanie Tighe,**      **Manager,  
Hihett and Hampton Neighbourhood Hous**

# Bolton Clarke Research Institute

## Social wellbeing in older age



1 in 6 Australians  
(16%) are aged 65  
years and over



1 in 4 people aged 65  
years and over live  
alone

(ABS 2019)

### In older community members...



17% have contact with family, friends or  
neighbours less than weekly, and 11%  
have contact less than monthly



Loneliness is as high as 50%



12% feel socially  
isolated



Self-reported depression ranges  
from 6% to 20%

### Impacts on health and wellbeing



Increased risk of

Dementia

Heart disease

Stroke

Mental health issues

Mortality



# Bolton Clarke Research Institute Social Connection Initiatives

*Empowering people through volunteer peer support*

## Expected Outcomes

Increased sense of connection with community  
Increased social capital  
Improved mental, social and physical wellbeing



### POWER: Rosebuddies

Partnering with Uniting VicTas  
Funded by Felton Bequest



#### Older women living alone, Mornington Peninsula

Co-design sessions with women, volunteers and community stakeholders to design and implement  
Two volunteer peer support services:  
Exercise Buddies, Volunteer Drivers  
Underpinned by social support

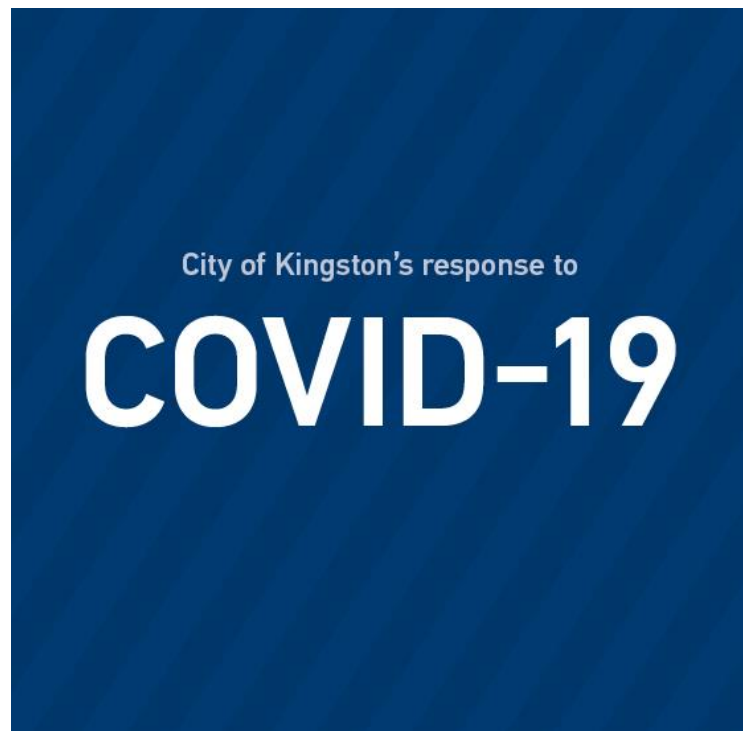


### HOW R U?

Partnering with Northern Health and  
Friends for Good  
Funded by Better Care Victoria Innovation Fund

#### Older people experiencing isolation, loneliness or depressive (ILD) symptoms presenting to ED

ED screening for ILD in older people  
Followed by 12 x weekly phone calls from trained peer support volunteers  
Linking with community social support services



- Community and childhood immunisations (all immunisations now require a booking; to book a time slot, please call 9581 4870).
- Maternal Child Health consultations will be via telephone and electronic only - with some time limited face to face work where required.
- Child Care and kindergarten
- Community bus for shopping trips only
- Aged and disability service including:
  - Personal care
  - Unescorted shopping
  - Escorted shopping only if required e.g. to get to a bank, pay bills
  - Delivered Meals
  - Essential domestic assistance
  - Urgent home mods & maintenance
  - Assessments by phone
  - As an extra service during this time we will also be conducting welfare checks by phone and in person if required.



## FriendLine: Online chat now available



FriendLine is a national support service ready for a cuppa and a conversation.

Now with a national phone line and chat service, FriendLine is available for anyone who needs to reconnect or just wants a chat.

Visit our new webpage to connect with our friendly volunteers for a casual and anonymous chat about anything and everything.

VISIT WEBSITE >



Register Now

Login

Donate



## Pharmacy Home Delivery

A new initiative helps pharmacies across Australia continue to serve the community during the Coronavirus pandemic.

## Activate a 'support crew' to help during tough times



Free, online rostering tool that helps family, friends and community members to organise themselves in support of someone who needs help

<https://gathermycrew.org.au/>



## Acknowledgment of Country

We acknowledge the Traditional Custodians of this land and pay our respects to their culture, their people and Elders past, present and future.

## Welcome

Welcome to this series of online training modules, developed by Australian General Practice Accreditation Limited (AGPAL) on behalf of the Victorian Department of Health and Human Services.

The six online modules provide readings, case studies, activities, and videos that will extend your understanding of the key principles, concepts, and approaches of patient-centred integrated care.

The modules are designed to be completed at a self-determined pace allowing you time to learn gradually, reflect on your current health services and care provision, plan for any improvements, and incrementally implement your learning as you progress through the modules.

There are nominated Facilitators available to support your learning as you progress. For more information, please go to the 'Contact us' section, and visit any of our project partners.

## Guide to navigating the online modules

System requirements  
Homepage  
Modules

Contact us

Acknowledgements

1

## Introduction to the Victorian Integrated Care Model



2

## The patient-centred health system and integrated care



3

## Leadership, collaboration, and governance in integrated care



4

## Quality and safety in patient-centred care



5

## Integrated care teams



6

## Partnering with patients, their family and carers



The resources can be accessed at:  
[www.victorianintegratedcare.training](http://www.victorianintegratedcare.training)

Users will be able to self-register and obtain their personal login details by clicking on 'Create account'.

This will take you to the  
'Create account' page  
where you will enter your details,  
some of which are mandatory.



The screenshot shows the login interface for the Victorian Integrated Care Training system. At the top, there is a blue header bar containing the Victorian State Government logo and the text 'Health and Human Services' and 'Victorian Integrated Care Training'. Below the header, there are two input fields: 'Email' and 'Password'. A checkbox labeled 'Remember Me' is positioned below the password field. A blue 'LOG IN' button is located below the 'Remember Me' checkbox. At the bottom of the form, there is a link that reads 'Create account or Reset password'.

**VICTORIA**  
State Government | Health and Human Services  
Victorian Integrated Care Training

Email

Password

☐ Remember Me

LOG IN

[Create account](#) or [Reset password](#)

# Feedback: the future of CoP

- This is the Fourth CoP event and the hosting partners appreciate your attendance.
- Please provide your feedback so that you can shape future events
- Please fill out feedback via Slido.com and enter **#3953**

# Kingston Integrated Care Community of Practice

Next CoP- ***Difficult Conversations:***

Date in June TBC 2020

# Thank you

Supported by:



**AlfredHealth**

**MonashHealth**



# Round Table Introductions

## Break out Rooms

