OUR VISION
Quality health for all.

OUR MISSION
Building healthier communities through primary health care.

OUR VALUES
Excellence
Collaboration
Integrity
Innovation
We know that others also value our linking and connecting role. During the year, the Queensland Health Minister, the Honourable Lawrence Springborg, attended 100% of our Health Leaders Forums as well as other events. Attendances at all our events grew significantly. We have received strong evaluation from our member organisations and others about the quality of our speakers and the calibre and value of our events.

The CheckUP Board remains focussed on forward thinking. We have just finalised our new strategic plan and are determined to grow our service planning and co-ordination roles, for example our Outreach programs. Our strong focus on planning is underlined by equally strong governance of our programs as demonstrated by the establishment of regional planning forums and regional co-ordinators. We continue to ensure that services are delivered where they are needed most for the socially disadvantaged communities of Queensland.

A major milestone during the year was the Board’s decision to co-locate our offices with the Queensland Aboriginal and Islander Health Council (QAIHC) in South Brisbane. This was a very strategic and deliberate action by both Boards as we believe this strengthened relationship sets a strong platform and provides confidence to funders of our programs.

The primary health care environment continues to change - the May federal budget announcements of the flagged closure of the Medicare Local program, the formation of Primary Health Care Networks in the next 12 months, changes to training and mooted co-payments, consolidation or closure of Federal agencies — all significant events. The business structure that CheckUP has adapted allows us to be flexible to meet the challenges of these changes. Despite these changes we continue to believe in “Building Healthier Communities” through the critical role of primary health care.

The annual CheckUP Census was bigger and better than previously, and this year a record number of health practitioners responded, and many big picture items and system improvement challenges were identified and discussed with the Health Minister.

I attribute the successes that this organisation continues to enjoy to the fact that our Directors and Management work strongly together. I acknowledge them all. I also wish to say thank you to Len Scanlan, who stepped down during the year from the Board due to his many pressing commitments but, fortunately, he remains a valuable asset with his ongoing role on our Finance and Risk Management Committee. Farewell also to Libby Dunstan and Lindy Fentiman, our loyal Business Managers over many years. We wish them well in their new ventures.

Our organisation remains committed to effective governance and accountability in everything that we do. These principles have ensured another successful year, with pleasing achievements as you will read in this annual report.

Yet another year completed and CheckUP’s journey continues, following our transformation into a new organisation. Our business continues to grow and so does our membership base, incorporating 76 not-for-profit organisations involved in primary health care. The early, very positive response to our membership renewal drive confirms the need to have an organisation like CheckUP leading the connectivity between our various organisations.

DR DILIP DHUPELIA
LRCPs (Fre)Dip Obst ACOG FRACGP, FARGP, FAICD
CheckUP Chair
CHECKUP HIGHLIGHTS 2013–2014

76 members by 30 June 2014.

Outreach services delivered to 152 communities across Queensland.

6,647 Outreach service visits delivered to Queensland communities.

112,102 occasions of service were delivered, of these, 77,707 (69%) were delivered to Aboriginal and/or Torres Strait Islander patients.

6 public health alerts sent through the CheckUP Directory to 1,133 general practices.

423 individuals received our member eNewsletter — CheckIN — each fortnight.

837 subscribers received CheckUP Conversations each month.

638 providers and other stakeholders received our monthly electronic Outreach Services Update.

933 people participated in CheckUP events and networks.

9,868 services and providers listed on the CheckUP Directory.

Over $16.4 million income generated.

1,028 primary health care providers participated in the second CheckUP Census.

$82,720 in event sponsorship income (up by 52% from previous year).

61% of staff with 5 years’ or more service.

684 delegates attended 2 Health Leaders Forum Series events.

596 followers for the CheckUP Twitter account. Re-tweets reached 26,833 accounts.

2,300 visits to our website each month.

177 individuals accessed our VET and short courses.
CLOSING THE GAP IN ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH INEQUALITIES

Our new location consolidates our partnership approach with Queensland Aboriginal and Islander Health Council (QAIHC). QAIHC and CheckUP share a continuing joint commitment to improve Aboriginal and Torres Strait Islander health through a variety of means and partnership arrangements. Both organisations are determined to work together in a sustained way to overcome the significant health divide between Aboriginal and Torres Strait Islander persons and other Australians.

This collaborative partnership between the two organisations reached a new level during 2013–2014 with the decision by the two organisations to co-locate at premises in Russell Street, South Brisbane. The co-location provides an ideal platform for increased levels of collaborative activity, including:

- Joint planning, coordination and implementation of Outreach services across Queensland, particularly targeting of services to Aboriginal and Torres Strait Islander communities.
- Preparation of joint submissions, policy statements and proposals.
- Continued joint Board and Chief Executive meetings.
- Increased efficiencies and cost-sharing for vital back-office services and supplies.
- Joint delivery of training and education initiatives, including cultural awareness training.
- Opportunities for CheckUP Board and staff participation and collaboration in culturally significant events with other key Aboriginal and Torres Strait Islander leaders and lead agencies.

CheckUP and QAIHC Board and staff were very pleased to welcome Honourable Senator Fiona Nash to open our new premises. During Senator Nash’s visit, both organisations appreciated the opportunity to showcase some of the work we are progressing together and highlight the value this partnership and co-location is delivering for funders, the primary health care sector and most importantly, Aboriginal and Torres Strait Islander peoples and communities.
RECONCILIATION ACTION PLAN

We were extremely proud to introduce our inaugural Reconciliation Action Plan (RAP) as part of our Health Leaders Forum in September 2013.

The development of our Reflect RAP provides tangible evidence of our commitment to building and maintaining respectful and meaningful relationships with Aboriginal and Torres Strait Islander peoples and a robust framework for reconciliation in our organisation.

WE DEMONSTRATE THIS THROUGH:

Initiating and strengthening — Relationships:
- Co-locating with QAIHC.
- Signing the ‘Commitment to Collaborate’: to reduce health inequalities for Aboriginal and Torres Strait Islander peoples.
- Regional coordination and engagement.
- Participation in Reconciliation Australia’s Learning Circles.

Conducting our business and relationships with — Respect:
- Participation and collaboration in culturally significant events with Indigenous lead agencies. CheckUP has partnered with QAIHC, Australians for Native Title and Reconciliation (ANTaR) and Oxfam to recognise and celebrate Aboriginal and Torres Strait Islander cultures and history.
- Welcome to Country and Acknowledgement of Traditional Owners. All CheckUP events and meetings are opened with an appropriate acknowledgement and recognition of the traditional custodians and elders on whose land we meet.
- Recognising Australia’s first peoples. CheckUP staff have pledged their support to the ‘Recognise’ Campaign, to support constitutional reform and an inclusive Australia.

Seeking and exploring — Opportunities:
- Strategic priority setting. CheckUP and QAIHC Board meet three times per year to identify opportunities for partnership to deliver comprehensive primary health care.
- “Health Care where it’s Needed Most”. Our signature events series in April was dedicated to Closing the Gap.
CONNECTING & ENGAGING

The CheckUP website continues to provide visitors access to the latest information about our key business activities, particularly our initiatives, services, networks and upcoming training and events. The site has undergone significant enhancements over the past year to integrate the events management system with an improved interactive, searchable training and events calendar and to provide more intuitive Quicklinks.

OUR E-NEWSLETTERS

CheckUP produces a range of electronic newsletters for our members and stakeholders. These publications are an important element of our communication strategy for engaging with our diverse networks.

Our fortnightly e-newsletter for members, CheckIN, provides a comprehensive collection of articles promoting CheckUP business; showcasing our members, enhancing their profiles within the primary health and community sectors; sharing knowledge and advising of upcoming training and events.

We also deliver our monthly e-newsletter, CheckUP Conversations, to a growing list of stakeholders and subscribers. This e-newsletter keeps our networks up-to-date on what is happening at CheckUP.

Our monthly Outreach Update e-newsletter keeps all Outreach providers and stakeholders informed of any important developments or requirements relating to our Outreach services.

OUR MEMBERS

CheckUP membership provides an excellent opportunity for organisations to stay informed and connected with a community of likeminded organisations. It strengthens our relationships as we work together to build a better health system.

CheckUP members provide consistent feedback that they gain value from opportunities to network and connect with other member organisations. During the 2013–2014 year the following engagement opportunities were delivered either complimentary or at heavily discounted rates for member organisations:

- CheckUP Forum Series Events (including Leaders Connect and networking dinner)
- Outreach Services Forum
- First birthday celebration
- Christmas Networking drinks
- End of Financial Year networking event
- Queensland Primary Health Care Network meetings
- CheckUP Annual General Meeting
- PWC and CheckUP Roundtable discussions

Training and professional development have also been well utilised by member organisations with participants all receiving tailored courses, delivered on-site at discounted rates. Offerings have included Takeaway Mental Health Skills Training, Flinders Chronic Conditions Self-Management and Activate Mind & Body Support Worker Training.
“CheckUP membership provides Accoras with a unique opportunity to connect and communicate with fellow organisations who are also working to achieve improved primary health care outcomes. Their member only communications provide us with relevant and timely information which helps us to keep abreast of the primary health care landscape. CheckUP’s forums and networks are always of the highest quality and allow us to hear from, and network with, knowledgeable and influential experts and decision makers. We look forward to another year of CheckUP membership benefits.”

LYN MOORE
CEO, Accoras

“At a time when community expectations and government policy are having a dramatic impact on the design and delivery of health services it is essential that service providers make a constructive contribution to the consultation and review processes. CheckUP provides a much needed forum for psychologists to join with their colleagues to present practitioner views and practice based evidence to better inform policy and planning. The Australian Psychological Society is very appreciative of the opportunity for advocacy, discussion and debate created by CheckUP.

BRAD LEVINGTON
Brisbane Branch, Australian Psychological Society
CheckUP’s membership continued to grow in 2013–2014. By 30 June 2014, 76 organisations joined CheckUP representing diverse business areas and crossing sectors.

**CheckUP Members**

- Aboriginal & Torres Strait Islander Community Health Service (Brisbane)
- AccorPAS Health Clinic
- Aftercare
- Ashfield Country Practice
- Asperger Services Australia Ltd
- Australian Dental Association Queensland
- Australian General Practice Accreditation Limited Quality Innovation Performance
- Australian Psychological Society (Queensland)
- Blue Care Head Office
- Brisbane Bone & Joint Centre
- Cairns and Hinterland Hospital and Health Service
- Central and North West Queensland Medicare Local
- Central Queensland Medicare Local Limited
- Central Queensland Rural Division of General Practice
- Cerebral Palsy League
- C R Schull Medical
- Darling Downs Hospital and Health Service
- Darling Downs South West Queensland Medicare Local
- Diabetes Australia Queensland
- Equilibrium
- Extensia
- Family Planning Queensland
- Far North Queensland Medicare Local
- Focus Health Network
- General Practice Gold Coast
- General Practice Training Queensland (formerly CSQTC)
- Gold Coast Hospital and Health Service
- Gold Coast Medicare Local
- GP Connections
- GPpartners
- Greater Metro South Brisbane Medicare Local Limited
- Health and Community Services Workforce Council
- Heart Foundation
- Improvement Foundation
- Institute for Healthy Communities Australia
- Institute for Urban Indigenous Health
- Leaders Network Pty Ltd
- Liz Knight Diabetes Educator
- Lutheran Community Care
- Metro North Brisbane Medicare Local
- Micah Projects
- Mr Jamie Spark
- Multicap
- National Disability Services (Queensland)
- National Stroke Foundation
- Nutrition Australia Queensland
- Ozcare
- Parkinson’s Queensland Inc
- Patient Opinion Australia
- Pharmaceutical Society of Australia — Queensland Branch
- Queensland Government Department of Health
- Queensland Aboriginal and Islander Health Council
- Queensland Alliance for Mental Health Inc.
- Queensland Voice for Mental Health Inc
- Royal Flying Doctor Service Queensland
- Rural Health Consulting
- Silver Chain Queensland
- Sleep GP Pty Ltd
- South Burnett Physiotherapy Services
- South East Alliance of General Practice
- SouthEast Professionals Health Network
- St Andrews War Memorial Hospital
- Sunshine Coast Medicare Local
- The Australian Lung Foundation
- The Pharmacy Guild of Australia (Queensland Branch)
- Tonic Direct
- Townsville Mackay Medicare Local (Townsville)
- Vision Australia
- Vital Health Darling Downs
- Vital Health South West Queensland
- West Moreton Hospital and Health Service
- West Moreton Oxley Medicare Local
- Wide Bay Medicare Local (Bundaberg)
- Wuchopperen Health Service
- Yeppoon Family Practice
OUR NETWORKS

QUEENSLAND PRIMARY HEALTH CARE NETWORK

CheckUP continued coordination of the Queensland Primary Health Care Network (QPHCN). The QPHCN is a group of 38 primary health care related organisations, who come together with a common interest — to network, share information and gain a collective understanding of the opportunities and challenges facing primary health care in Queensland. The QPHCN aims to improve the understanding of the spectrum of issues, and also increase the capacity of organisations, individually and collectively, to influence primary health care outcomes.

Almost 130 individuals attended the four meetings held this year, representing over 50 allied health, community and social services; peak bodies; consumer and health service organisations and government agencies. Focus areas for meetings have been on the National Disability Insurance Scheme (NDIS), capacity building in terms of workforce and network strengthening, and keeping abreast of restructures within the Queensland public health sector and implications for future engagement.

A milestone for the Network was the submission to the Queensland Mental Health Commission (QMHC) to contribute primary care led solutions to inform the QMHC Whole of Government Strategic Plan.

“The Queensland Primary Health Care Network is a valuable meeting point for Primary Health Care Organisations to network on a regular basis. The CheckUP team are fantastic in coordinating these events and provide relevant and interesting speakers.”

LAKIS (LUCKY) ZENIOU
Professional Practice Pharmacist (Stakeholder Liaison),
The Pharmacy Guild of Australia (Queensland Branch).

QUEENSLAND GENERAL PRACTICE LIAISON OFFICER NETWORK

CheckUP has supported the Queensland General Practice Liaison Officer (GPLO) Network over the past 12 months through funding provided by the Clinical Access & Redesign Unit of Queensland Government Department of Health. GPLOs are tasked with improving the interface between primary health care and public hospitals with a focus on reducing waiting times at specialist outpatient departments.

The GPLO Network consists of 20 GPLOs plus support staff from Medicare Locals who meet via teleconference every month to discuss progress and to share ideas. In addition, two workshops have been held in the past 12 months that have brought the Network together for collegial networking and skill development, in areas such as clinical redesign and change management.

In an effort to further support the needs of GPLOs we have established an online GPLO Resource Centre on the CheckUP website which provides a wide range of research articles, clinical guidelines and other resources of interest to GPLOs.
OUR EVENTS

HEALTH LEADERS FORUM SERIES — APRIL 2014

The April Health Leaders Forum (HLF) was held in partnership with QAHC and focused on improving health outcomes for Aboriginal and Torres Strait Islander peoples. It incorporated the Health Leaders Forum, Outreach Forum and Leaders Connect networking dinner.

HLF APRIL 2014 DELEGATE LIST

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<td>Non Government Organisation</td>
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HEALTH LEADERS FORUM SERIES — SEPTEMBER 2013

The September Health Leaders Forum (HLF) was entitled “Contestability, Productivity and Transparency: Health Care in the 21st Century.” Keynote speakers and panel discussions explored these three key levers supporting improvements across the health care sector. The HLF also provided an environment for networking with leading industry experts from the health and community care sectors. Following this successful and valuable event 100% of delegates who completed an evaluation indicated they would recommend the HLF to a colleague.
SHOWCASING PRIMARY HEALTH CARE

Showcasing Primary Health Care was held on 10 July 2013 in Brisbane and provided over 50 delegates from across the primary health care sector with an opportunity to network, engage and share information and experiences. Delegates were able to explore solutions to common primary health care issues with like-minded peers from across the health and community sectors. The event incorporated an interactive market place allowing participating organisations to showcase their work in the primary health care space.

Participating organisations:
- Australian Psychological Society
- Darling Downs South West Queensland Medicare Local
- Diabetes Queensland
- Diversicare
- Focus Health Network
- Gold Coast Medicare Local
- Health and Community Services Workforce Council
- Heart Foundation
- Health Industry Training
- Health Workforce Queensland
- Kids Matters
- Lung Foundation Australia
- Multicap
- National Stroke Foundation
- Patient Opinion
- The Pharmacy Guild of Australia (Queensland Branch)
- Townsville Mackay Medicare Local

EVENT SPONSORSHIP

CheckUP provides several opportunities each year for members and other organisations to become involved in our sponsorship program. The variety of events offered ensures a range of sponsorship options are available to suit varying contributions. Participation in our event sponsorship is invaluable to all organisations involved and provides a platform for building new relationships across sectors while enhancing the profiles of our event partners. CheckUP’s total sponsorship revenue for the 2013–2014 financial year was $82,720, which was a significant increase from the previous year ($42,700).

Ongoing sponsorship agreements with the Australian Mushroom Growers saw a total contribution of $15,000 being our most dedicated supporter for this financial year. This is a highly valued relationship with mutual benefits for both parties.

CheckUP SPONSORSHIP 2013–2014

- Health Leaders Forum $46,770
- Leaders Connect $9,950
- Member Only Events $11,000
- Networking Dinner $9,000
- Outreach Forum $1,000
- Other $5,000

CheckUP supporters include:
- Australian Mushroom Growers
- Bentleys
- Brightlabs
- Diabetes Queensland
- Diversicare
- Dynamic IT Solutions
- Extensia
- Health Industry Training
- HESTA
- Improvement Foundation
- Indigenous Respiratory Outreach Program
- Livingstones
- Mediprotect
- myFootDr
- Nutrition Australia
- Open Minds
- Patient Opinion
- Queensland Government Department of Health
- SilverChain
- Tonic Direct
- Velocity Energy
CHECKUP CENSUS

CheckUP acknowledges that, with primary health care as the cornerstone of the health sector, any attempts to increase the cohesiveness, efficiency and efficacy of the sector need to be built upon a foundation of solid evidence. The 2013 CheckUP Census 2013 investigated the key issues and trends faced by primary health care practitioners in Queensland to inform strategic and local planning.

In total, 1028 responses were received from a broad representation of health professionals across Queensland.

"I am studying a Diploma of Population Health with CheckUP. During my studies I have relocated twice internationally and my trainer at CheckUP couldn’t have been more supportive. It was great to find that I could be supported to finish my studies whilst overseas."

SAMANTHA
Diploma of Population Health student.
TRAINING SOLUTIONS

Over the 2013–2014 period Training Solutions has continued to deliver on CheckUP’s commitment to building the capacity and capability of the primary health care sector, through the delivery of customised training offerings.

2013-2014 has seen CheckUP consolidate and improve our suite of offerings based on demand. We have given our Mental Health Skills Training package a fresh new feel for the 2014–2016 RACGP triennium based on direct feedback from participants.

We have addressed industry gaps, by developing learning materials to support Vocational Education and Training (VET) delivery in Population Health and Community Engagement, with a particular emphasis around primary health care. We have also worked with our industry stakeholders to broker on-site training customised to meet their needs.

To complement our face-to-face delivery and meet the need of our busy workforce, CheckUP has advanced opportunities to collaborate and develop online learning packages. Through our partnership with Diabetes Queensland, CheckUP has built upon the success of the Diabetes Connect Education Program by redeveloping and enhancing the online learning modules component. These will be available for purchase in late 2014.

56 GPs achieved eligibility to claim specific mental health MBS items through participation in Mental Health Skills Training (Level 1) with CheckUP in the 2013–2014 period.

8 GPs achieved eligibility to claim MBS items for the provision of Focused Psychological Strategies in general practice, through participation in training (Level 2) with CheckUP in the 2013–14 period.

25 providers have participated in a Flinders Chronic Condition Self-Management workshop.

50 providers have participated in a Diabetes Connect workshop.

27 providers have participated in Activate Mind and Body Support Worker training.

CheckUP in partnership with Registered Training Organisation (RTO) Health Industry Training is supporting 30 students across Queensland through the industry recognised Community Engagement Skill Set. This skill set has provided primary health care and community workers with the theory, philosophy and techniques to develop and deliver community consultation strategies.
BUILDING HEALTHIER COMMUNITIES

OUTREACH

CheckUP has a long history of providing health care where it is needed most, which spans over a decade of planning and delivering specialist Outreach services for rural and remote communities in Queensland.

Outreach services are provided in regional to very rural and remote locations, therefore a variety of travel options must be utilised for care to be provided locally. Dr Lowrey, a General Physician has combined his love of flying with providing Outreach services.

In 2013, CheckUP in partnership with QAIHC were announced as the Queensland jurisdictional fund-holder ($59 million through to 30 June 2016) for the Rural Health Outreach Fund (RHOF), the Medical Outreach Indigenous Chronic Disease Program (MOICDP) and the Healthy Ears — Better Hearing, Better Listening programs, referred to collectively as “Outreach”. Although Outreach is familiar territory for CheckUP and we have a proven track record in this space, we also recognise the opportunities to deliver efficiencies and improvements under this new partnership model.

Our partnership with QAIHC has initiated a new approach to financial governance; allowed for joint staff appointments; and enabled establishment of well-informed service redesign measures. Our shared commitment to closing the gap in health inequalities for Aboriginal and Torres Strait Islander peoples is the foundation for this work. It allows us to better understand the needs of rural and remote communities through the sharing of data and knowledge; and explore innovative ways to improve our Outreach service planning and provision contributing to a healthier Queensland.

See table to right for a more detailed look at our Outreach programs.

Providing services to seven communities for more than eight years, hundreds of patients have benefited from Dr Lowrey’s care.
“This service ensures 105 patients per year receive care from a health worker, sonographer, or cardiologist. Providing the service to the community ensures that patients do not need to travel 9 hours to the nearest city.”

In line with the defined Outreach program priorities, the four leading high need priority areas identified through the needs assessment and consultation process were Mental Health (73%), Diabetes (70%), Cardiovascular Disease (58%), Chronic Disease Management Support (57%).

REGIONAL PROFILES

To support the planning process for Outreach, in early 2014 CheckUP and QAIHC conducted a Needs Assessment and Consultation process to update and build on the regional knowledge about health needs and priorities across Queensland. This process included:

- A review of available online data related to regional health needs and priorities.
- Conducting an overall needs assessment survey.
- Conducting an application process for new service proposals.
- Conducting a review of existing services.

Key organisations that took part in this process included; Regional Aboriginal and Islander Community Controlled Health Organisations (RAICCHOs), Aboriginal and Islander Community Controlled Health Services (AICCHSs), Hospital and Health Services (HHSs), Medicare Locals, Royal Flying Doctor Service (RFDS) and a range of other regionally based service providers.

The information and data obtained through the needs assessment and consultation process was compiled into one state-wide and six regional briefs. These briefs formed the basis of a comprehensive Outreach Services Plan for 2014–15.
CREATING A REGIONAL FOOTPRINT

CheckUP in partnership with QAIHC, has established a regional structure to ensure equitable access to services under Outreach. This regional approach is central to all aspects of the governance, planning, delivery and management of Outreach. There are six regions that have been established for planning purposes that encompass RAICCHOs, Medicare Locals and HHSs.

This structure is supported by the role of the Regional Coordinators (RCs), placed in each of the six planning regions located in the Medicare Locals and/or RAICCHOs. Their purpose is to establish Regional Coordination & Planning Committees and conduct Regional Planning & Consultation Forums twice per year in an effort to collaboratively:

- Identify regional health needs and priorities.
- Provide opportunity for locally driven and owned solutions.
- Plan appropriate services that align with identified regional need and health priorities.
- Determine appropriate service delivery models and providers.
- Conduct an ongoing review of outreach funded services to ensure effectiveness, efficiency and appropriateness.

“Several patients who have initially presented in a desperate, suicidal state and who are now settled, have much more insight into their condition, and have a more positive outlook”.

DR LEO RYAN
Psychiatrist

“Several patients who have initially presented in a desperate, suicidal state and who are now settled, have much more insight into their condition, and have a more positive outlook”.

JASON CRIPPS
Podiatrist

“The number of new Indigenous patients attending the services and the following up with further consultations to monitor their conditions have greatly increased. Significant improvement in foot health”.

WORKING IN PARTNERSHIP

IDEAS VAN

- CheckUP has been working in partnership with Diamond Jubilee Partnerships Limited to reduce blindness and vision impairment amongst Aboriginal and Torres Strait Islander peoples with diabetes, through an initiative known as the IDEAS Van.
- The IDEAS Van, a 60 feet long mobile ophthalmic treatment centre, travels around Queensland on a four week rotation, stopping at key population centres where local and visiting ophthalmologists and optometrists treat referred patients.
- 40 Indigenous communities can access the services of the Van through its comprehensive screening referral program. CheckUP draws upon our existing experience and systems through Outreach to contract the 27 Ophthalmologists, Ophthalmology assistants and Optometrists who work on the IDEAS Van providing these much needed services.
HEALTH SYSTEM IMPROVEMENT

NEW MODELS TO SUPPORT DIABETES CARE

CheckUP’s partnership with global management consultancy McKinsey & Company on the landmark national Diabetes Care Project (DCP) has continued throughout 2013–2014. As a key implementation partner and Queensland state lead organisation in the DCP, CheckUP has played a key role in the delivery of models of care that emphasise a population health view, support care coordination, devolve greater autonomy to practices, and provide tools and funding that allow practitioners to focus their efforts on patients with the greatest needs.

The models incorporate a number of evidence-based strategies that have been shown to reduce HbA1c, and that allow care teams to work together to provide consistent and collaborative care.

The DCP is currently in the evaluation phase with final results and recommendations available in September 2014. As a member of the DCP core leadership team, CheckUP continues to provide advice informing the development of academic papers, final evaluation reports and potential models for scalability.

INTEGRATION

In collaboration, PriceWaterhouseCoopers (PWC) and CheckUP continued to host the highly interactive and engaging Expert roundtables in the 2013–2014 financial year.

Held on the 21 August 2013, the first of the roundtables brought together leaders from across the health system including primary and tertiary care, private, public and the community sector to continue the conversation on delivering integrated health care for Queensland.

The second roundtable looked at further unpacking some of the key determinants of integration articulated in roundtable one, engaging leaders in dialogue to determine the differing levels of integration (system, service and patient) and undertaking an analysis of the barriers, enablers and ideal changes needed to drive better integration across all of these levels.

Health leaders were again brought together in November 2013, with a focus on Integrated healthcare: Learning from others: what is everyone else doing? The third discussion sought an even wider range of perspectives, ideas and experiences from the health care sector to the table requesting members of the roundtable extend an invitation to other colleagues.

The roundtable resulted in the identification of successful strategies in alternate sectors that will contribute to achieving an integrated health system.

CHECKUP — “A Conduit to the Primary Health Care Sector”

INFORMATION DISSEMINATION

CheckUP utilises the CheckUP Directory to disseminate important information to health providers in Queensland and has worked with Queensland Government Department of Health to send information to GPs about HIV/AIDS; the Department of Transport & Main Roads regarding Jet’s Law; General Practice Training Queensland regarding GP training placements and the Caxton Legal Centre about the rights of seniors.

PUBLIC HEALTH ALERTS

CheckUP continues to work with the Communicable Diseases Branch at Queensland Government Department of Health to send electronic public health alerts to Queensland general practices. CheckUP promptly responds to requests, sending the information to Queensland GPs within hours of the alert being received. During the past 12 months, six public health alerts were sent including alerts about Measles outbreaks, Shiga Toxin, and Polio. We are able to monitor the distribution and opening rates of these alerts through the electronic systems we use, and provide relevant reports back to the Communicable Diseases Branch.