

The background of the slide is a light gray color with a pattern of colorful hexagons (teal, orange, green, pink) and a network of white lines connecting various nodes, some of which are colored to match the hexagons. A dark gray horizontal band is overlaid across the middle of the image, containing the main text.

Joining the dots and filling the gaps: Integrated care in practice

Summary

1. A client's journey
2. A journey reimaged
3. What is Remedy doing today?
4. Full integration is achievable

Adjunct Professor Nancy Huang, Chief Medical Officer, Remedy Healthcare

01

Bill's journey

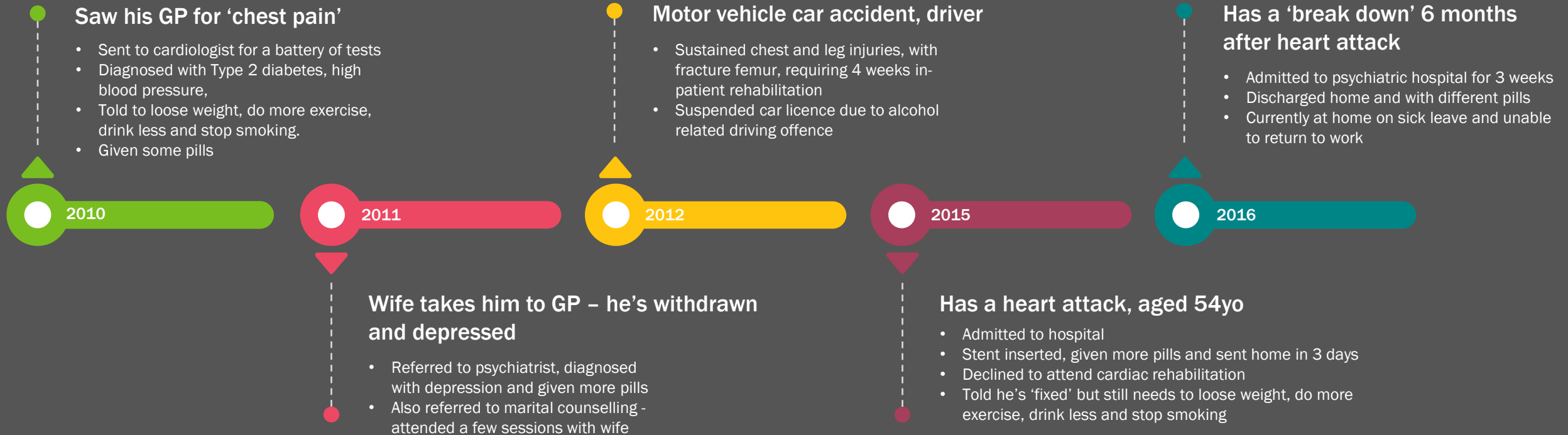


Bill



- 55 years old, married with 2 kids
- Plays rugby and likes to restore old cars
- Joined the Army in his mid 20s
- Left after 10 years of service
- Currently in a desk job in logistics
- Family history - father and uncle died of a heart attack
- 'Healthy', until 2010

Bill's Journey





02

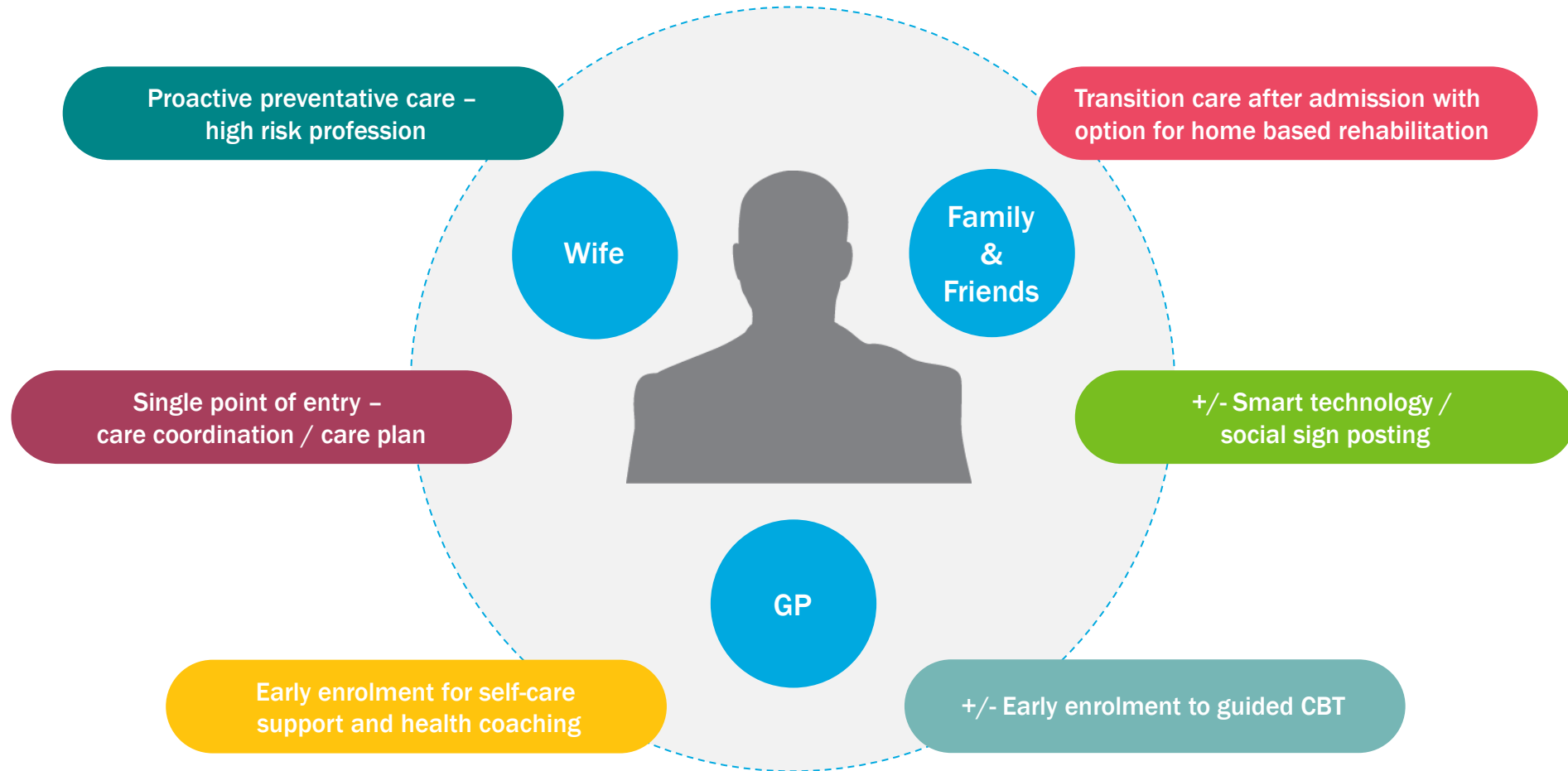
The journey - reimaged

2016 WHO Vision for integrated care

*“All people have equal **access** to quality health services that are **co-produced** in a way that meets their life course needs, are **coordinated** across the continuum of care and are **comprehensive, safe, effective, timely, efficient and acceptable**; and all carers are motivated, skilled and operate in a supportive environment.”*

What could be improved for Bill

Ask “What matters to you?” as well as “What’s the matter?”



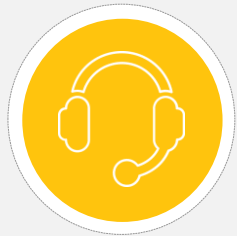
03

What is Remedy doing today?



Remedy Healthcare

Diversified national health prevention, early intervention and integrated care provider



Health coaching

Goal-orientated and clinician-supported behaviour change for prevention and chronic disease management



Community & home healthcare

Allied health, nursing and personal care in the client's residence



Mental health

One-to-one guided CBT integrated with disease management



Aged healthcare

Physiotherapy, dietetics, podiatry and other supplementary health services

Clinical Governance
Evidence Based
Evaluation



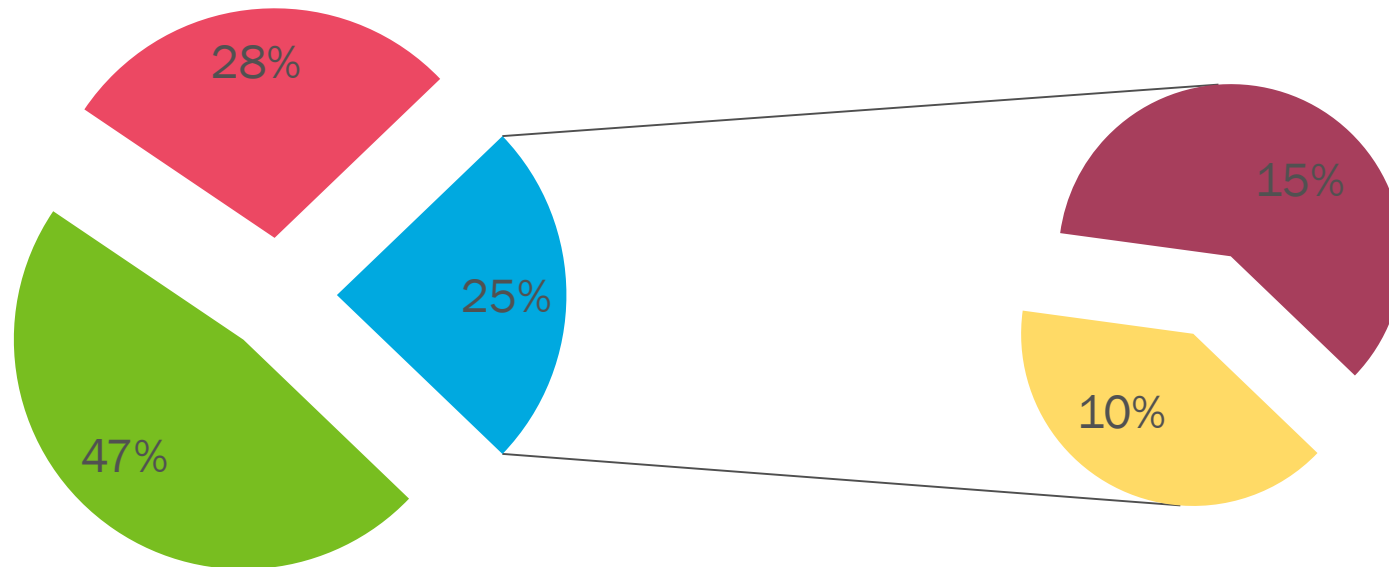


ABOUT	HEALTH COACHING	COMMUNITY & HOME HEALTHCARE	MENTAL HEALTH	AGED HEALTHCARE	ORGANISATIONS WE WORK WITH
<p>TEAM MEMBERS NATIONALLY</p>	<p>COACHING PROGRAMS & SERVICES</p>	<p>HOME HEALTHCARE VISITS PER YEAR</p>	<p>MINDSTEP™</p>	<p>RESIDENTIAL AGED CARE BEDS</p>	<p>ARCADIS</p>
<p>225</p> <p> <small> ■ BUSINESS LOCATIONS ■ HOME HEALTHCARE SERVICE COVERAGE ■ HEALTH COACHING COVERAGE </small> </p>	<p>23</p> <p>INTERLINKING HEALTHCARE CAPABILITIES, FORMING UNIQUE INTEGRATED CARE MODELS</p>	<p>110,000</p> <p>PHYSIOTHERAPY, OT, NURSING, PODIATRY</p> <p>PUBLIC & PRIVATE HOSPITALS</p>	<p>MindStep™</p> <p>RECENT GRADUATES</p>	<p>3,000</p> <p>WE SERVICE OVER 23 LOCATIONS ACROSS VIC & NSW</p> <p>LOCATIONS</p>	<p>EXECUTIVE HEALTH COACHING</p> <p>SIEMENS</p> <p>HEALTH ASSESSMENTS AND COACHING</p>
<p>AREAS OF CLINICAL EXPERTISE</p> <p>15</p> <p>PHYSIO • OT • REGISTERED NURSE • MS NURSE • ENROLLED NURSE • DIABETES EDUCATOR • DIETITIAN • EXERCISE PHYSIOLOGIST • MIDWIFE • MATERNAL AND CHILD HEALTH NURSE • PHARMACIST • MENTAL HEALTH COACH • CARE COORDINATOR • PODIATRIST • SPEECH PATHOLOGY</p>	<p>50,000</p> <p>PHONE, EMAIL, VIDEO</p> <p>COACHING SESSIONS PER YEAR</p>	<p>150</p> <p>DIRECT REFERRALS INTO PROGRAMS</p> <p>PRIVATE HEALTH INSURERS</p>	<p>58.8%</p> <p>APRIL 2016 GRADUATES MOVED FROM MODERATE-SEVERE DEPRESSION/ANXIETY INTO RECOVERY</p> <p>PROGRAM PARTNER</p>	<p>30</p> <p>SERVICING AGED CARE RESIDENTS</p> <p>AGED CARE PROVIDERS</p>	<p>Heart Foundation</p> <p>WORKFORCE HEALTH SOLUTIONS</p>
<p>HEALTH FUNDS WE WORK WITH</p>	<p>HEALTH FUNDS WE WORK WITH</p>	<p>35</p> <p>HEALTH COACHING, HOME HEALTHCARE AND MINDSTEP™</p> <p>HEALTH FUNDS WE WORK WITH</p>	<p>Flinders UNIVERSITY</p> <p>WORLD FIRST</p> <p>1ST</p> <p>THE FIRST OF ITS TYPE IN THE WORLD - TAKING A LOW INTENSITY COGNITIVE BEHAVIOURAL THERAPY MODEL AND APPLYING IT TO A POPULATION WITH A HIGH ACUITY DEPRESSION (POST HOSPITAL).</p> <p>HEALTH FUNDS WE WORK WITH</p>	<p>25</p> <p>COMMUNITY ALLIED HEALTH PROGRAMS</p> <p>REMEDY WELLNESS & ENABLEMENT CENTRES</p> <p>1</p> <p>RATHDOWNE PLACE WELLNESS CENTRE</p> <p>AGED CARE GROUPS WE WORK WITH</p>	<p>HEALTH ASSESSMENTS AND COACHING</p> <p>TAC</p> <p>REHABILITATION AT HOME</p>
<p>HEALTH FUNDS WE WORK WITH</p>	<p>HEALTH FUNDS WE WORK WITH</p>	<p>HEALTH FUNDS WE WORK WITH</p>	<p>HEALTH FUNDS WE WORK WITH</p>	<p>HEALTH FUNDS WE WORK WITH</p>	<p>NATIONAL HEALTH INFORMATION LINE</p>

MindStep Results to date

All clients completing program

Recovered Reliable improvement No change Deteriorated



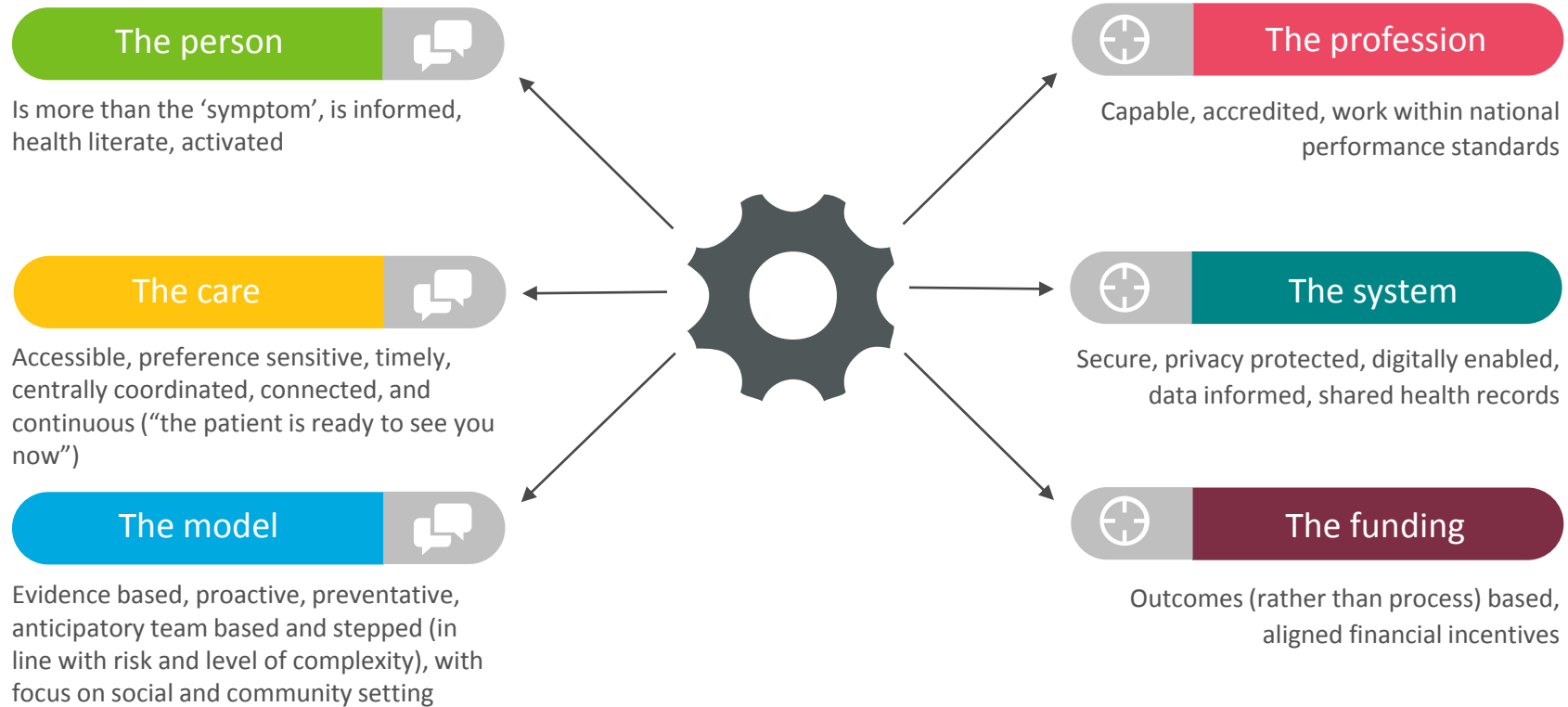
A complex network diagram with nodes in green, pink, orange, and brown, connected by lines. A dark grey rectangular area is overlaid on the left side of the network.

04

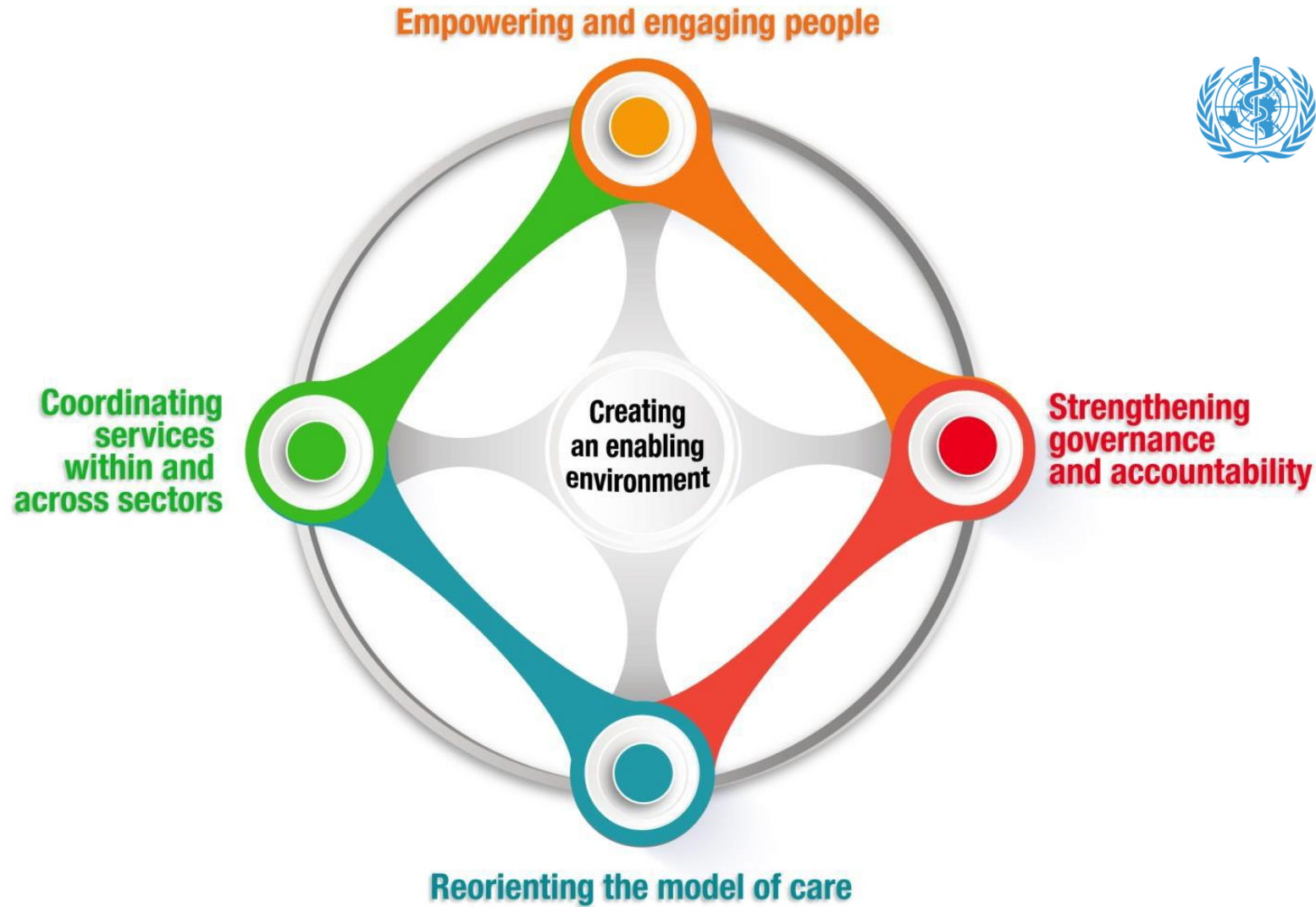
Full integration is now
achievable

Ingredients for transformation

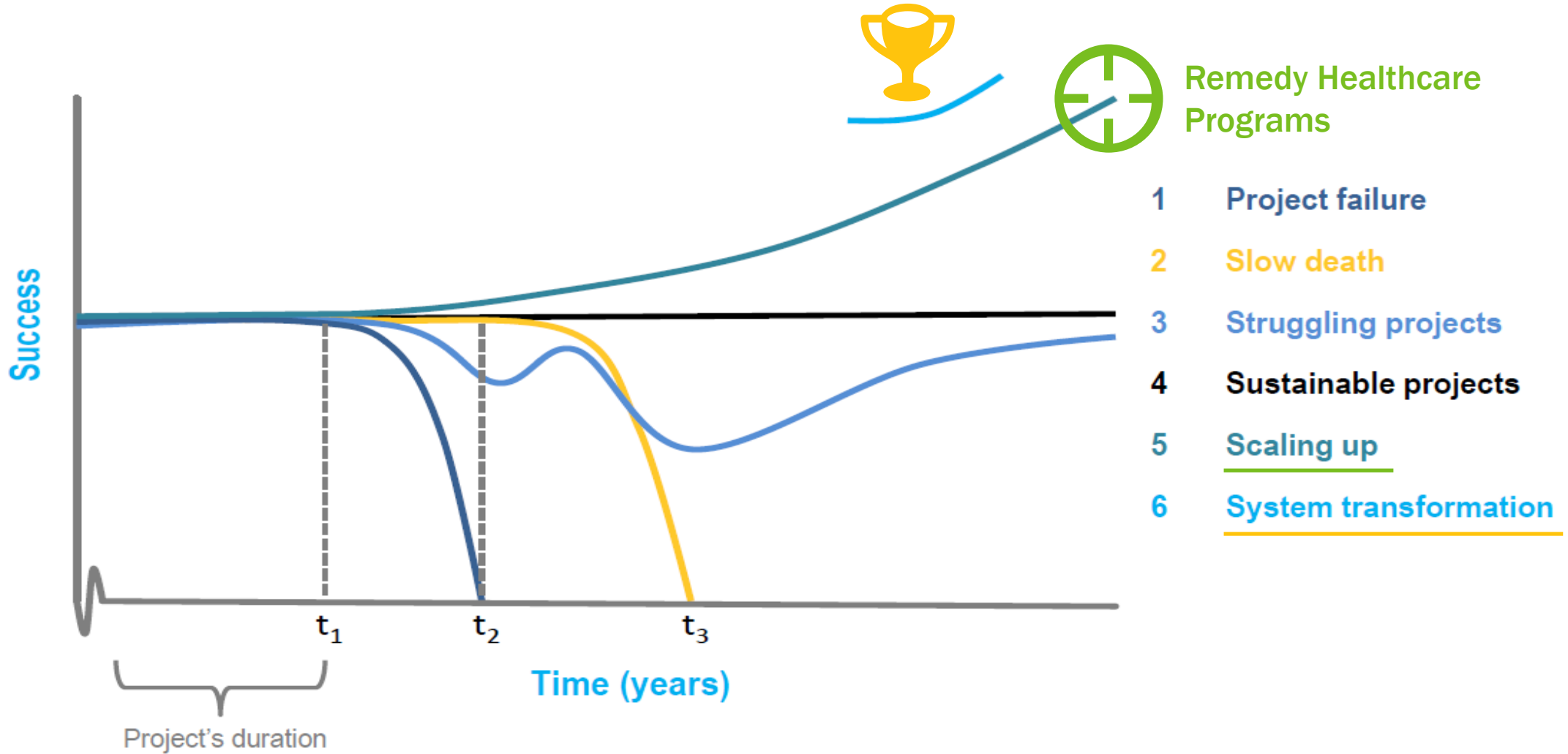
A combination of all components



WHO Integrated Care Implementation Framework 2016



We know good ideas do not always fly



Source: Adapted from Amelung et al. 2014, Transform Proposal

Contact

Nancy Huang

- nhuang@remedyhealthcare.com.au