



ACT
Government

**Canberra Health
Services**



Dear Stakeholder

Re: Model of Care - Liaison and Navigation Service

We are pleased to share the proposed Model of Care for the Liaison and Navigation Service (LaNS) with you. Canberra Health Services and the Health Care Consumers Association have been working together to develop this service. We are pleased with the work we have done and acknowledge the valuable contribution many of you have made so far to ensure the Model of Care will meet the needs of consumers.

LaNS is a new service that will provide information, coordination, and navigation for adults with complex health care needs. The focus of the service is on improving the consumer's experience and health outcomes through information sharing, integration of care across primary, secondary, and tertiary services, and coordination across health and community services. Consumers will be eligible for the service when they have a combination of medical and psychosocial needs that require support from multiple providers across the health and community sectors.

The Paediatric Liaison and Navigation Service (PLaNS) commenced in September 2022. We are now expanding the service to the adult population, with an initial focus on two priority cohorts:

1. Frequent users of ACT Emergency Departments (8 or more presentations in a 12-month period).
2. Consumers with a mental health diagnosis and two or more additional physical health conditions.

To ensure the ability of the service to meet each person's needs, a soft launch will occur this month with an initial intake of clients identified in partnership with Emergency Department. The service will later be opened to referral via phone or email.

The proposed Model of Care has been developed through a co-design process involving the Canberra Health Services Integrated Care Program, the Health Care Consumers' Association, and representatives of community organisations that support people with complex health needs. The co-design process has ensured that the barriers faced by consumers with complex health needs are understood and have informed the key elements of the Liaison and Navigation Service in the Model of Care. We would like to thank those involved to date for the time you have invested in the design of this new service.

The proposed Model of Care provides details about the aims, principles, and approach of the new service. It is deliberately high level to allow the service to try, test and learn during the establishment phase. A review of the Model of Care will commence within six months of operation (January 2024).

We welcome your advice on all aspects of the Model of Care, and your advice or questions about how the new service will operate. You can provide advice by return email, or in a conversation by telephone, web conferencing (Teams, Webex or Zoom) or in-person at a time that suits you.

We would welcome your advice by **Friday 28 July 2023** via one of the contacts below. If you would like to provide advice but this timeframe is not workable, please contact us so that we can arrange how best to receive your feedback on the proposed Model of Care. Our contact details are as follows:

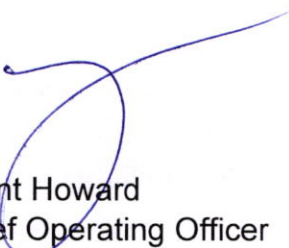
Kirsty Cummin, Integrated Care Program Director, Canberra Health Services, , Email CHS.IntegratedCareProgram@act.gov.au or by

Phone: 02 5124 1793.

Kate Gorman, Health Care Consumers' Association, Email: KateGorman@hcca.org.au or by Phone: 02 6230 7800.

Please do not hesitate to contact our organisations for more information.

Yours sincerely,



Grant Howard
Chief Operating Officer
Canberra Health Services

10 July 2023



Darlene Cox
Executive Director
Health Care Consumers' Association

10 July 2023