

# CARE NAVIGATION

*Catherine Eggett*

Hunter New England Central Coast Primary Health Network (HNECC PHN)

## Objectives

To determine whether non-clinical Care Navigators in General Practice improve vulnerable individuals':

- (i) ability to navigate access to the right health and social services at the right time,
- (ii) overcome barriers to accessing care, and
- (iii) health literacy

## Methodology

Development of the pilots by HNECC PHN involved:

- Literature review
- Analysis of local health data
- Clinician and community consultation

To translate evidence and data into practice HNECC PHN:

- Invited local providers to propose Care Navigation pilot models to address the identified needs of vulnerable populations from Tamworth, Cessnock and Taree.
- Proposals from HealthWISE and Samaritans were selected by a four person panel (including a community representative).

## Implications

In Tamworth, the HealthWISE pilot will include 600 rural participants, over 12 months. Participants are offered 4 x 30-minute individual sessions with non-clinical Care Navigators.

Integral to this pilot is a partnership and co-location with two local General Practices and an Aboriginal Medical Service. Reflecting this, one of the Care Navigators is an identifying Aboriginal or Torres Strait Islander person.

Intake and data collection will continue until July 2020. Independent evaluation will be conducted by Consan Consulting.



Care Navigators offer patients practical and personalised support to access the right services at the right time



## Take Home Message

HNECC PHN is piloting three models of Care Navigation, developed in partnership with local providers and GPs.

Each model translates the UK NHS Care Navigation Framework and evidence to the Australian Primary Care context.