

Digital integration grants for improving after hours care in the allied health sector

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About Primary Health Tasmania

Primary Health Tasmania is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. This organisation is one of 31 similar bodies established around Australia as part of the Primary Health Networks Programme - an Australian Government initiative.

Primary Health Tasmania has strong working relationships with a broad range of private, public and community sector organisations across primary, acute, aged and social care. This results in the organisation continuing to strengthen a coordinated, primary care-focused health system delivering the right care, in the right place, at the right time, by the right people.

Primary Health Tasmania has a key role as a commissioner of primary health services, commissioning for measurable outcomes rather than a direct provider of services.

Commissioning services is the process of working with communities and providers to identify health priorities; designing services to address those priorities; then procuring and implementing these services in partnership with providers to ensure they meet required outcomes. Commissioning is one the roles in the Australian Government has given all PHNs.

For more information on commissioning services please visit: www.primaryhealthtas.com.au/what-we-do/commissioning/

The Australian Government has set the following objectives for primary health networks nationally:

- **increasing** the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes
- **improving** coordination of care to ensure patients receive the right care in the right place at the right time.

Primary Health Tasmania supports general practice as the cornerstone of the health care system and other community-based providers to deliver the best possible care for Tasmanians.

We engage at the community level to identify local health needs and work with health system partners and providers on innovative solutions to address service gaps.

For more information please visit our website www.primaryhealthtas.com.au

1. Introduction and background

Access to and communication of health information across primary health services in Tasmania in the after hours period is limited. This is particularly the case for allied health services.

Lack of access to appropriate services with essential clinical information can lead to inappropriate use of ambulance and emergency department services. This impacts continuity of care particularly during after hours periods, as well as between after hours services and a patient's usual care providers in business hours. This, in turn, increases the risk of reduced health outcomes, as well as potentially reducing consumer inclination to participate in their own management of health care.

At a national level the focus of national digital health capability building has been primarily focussed on general practice and pharmacy. These groups have now achieved sustained and significant meaningful use of national eHealth infrastructure, supported by various Australian Government funding initiatives. Creating opportunities for investment with the broader allied health professional cohort will facilitate even greater digital health readiness across the primary health system.

At a local level, Primary Health Tasmania has led the development of a statewide eReferral system which is beginning to gain traction and use by general practice and pharmacy. Allied health providers were not included in the initial scope of the work, however as the system becomes fully implemented, there are opportunities to broaden the use of this system with allied health providers.

To truly realise the efficiency, experience and outcome benefits of state and national eHealth infrastructure, other allied health organisations must be supported to connect. This includes allied health organisations that operate wholly within business hours. All allied health providers – whether they operate within the after hours period or not – can improve continuity of care via connection to eHealth infrastructure by:

- accessing information provided by after hours providers
- contributing health information which after hours providers will be able to access.

Thus, increasing allied health connection to eHealth infrastructure will provide crucial links between business-hours and after hours care, ultimately improving care overall. This is important to ensure:

- a properly balanced and technologically well integrated health system
- flexible, sustainable, and innovative system wide (cross organisational) models of care are unlocked
- sustainable models of care can run in after hours periods, overcome geographical barriers and fully utilise expertise across primary health organisations
- an increase in safety and quality of care for Tasmanians, particularly those at risk of poor health outcomes such as vulnerable Tasmanians with chronic conditions or significant health risk factors.

For more information on the benefits of connecting to eHealth infrastructure, visit My Health Record at <https://bit.ly/300ZZ4M> and Tasmanian eReferral system at <https://bit.ly/301OeuL>. A self-assessment tool is also available to determine an allied health organisation's digital literacy and need for connection to eHealth infrastructure – this can be found at <https://bit.ly/2FY8AOT>

To support increased allied health digital capability, Primary Health Tasmania has developed a grant program to support allied health services to connect with national and state eHealth infrastructure.

Grant objective

The grant program has the following objectives:

- improve allied health provider awareness and understanding of digital health tools to support patient care
- improve the capacity of allied health providers to be visible and participate as part of the after hours system
- reduce the risk of poorer health outcomes for people accessing after hours care
- improve health outcomes for people through accessing services after hours
- improve efficiency and effectiveness in the use of after hours services.

Grant outcome

The grant program has the following outcomes:

- increased availability of clinical information across services
- improved overall service efficiency and effectiveness, patient safety, patient experience and outcomes during after hours care.

For the purpose in understanding this grant program, the term after hours used throughout this document is defined as before 8.00am and after 6.00pm weekdays; before 8.00am and after 12.00pm on Saturdays; all day Sunday and public holidays.

2. About the grants program

Primary Health Tasmania invites eligible organisations to apply for the purpose of connecting to the My Health Record system and/or the Tasmanian eReferral system. This grant program is a limited round with this **final** intake. **Organisations can only submit one application.**

This is a limited funding grant program therefore organisations must specify the funding option they are seeking in their application and be prepared to contribute in kind funding to complete the activity should the costs exceed the funding provided.

2.1 Activities you can use these funds for:

- **IT support** to connect to the My Health Record and/or Tasmanian eReferral System. Information on how to connect to My Health Record is available at <https://bit.ly/3iYJi1h>. Further information, including how to connect to the Tasmanian eReferral system, will be provided to successful applicants.
- **Costs associated with transitioning your practice** to using My Health Record, the Tasmanian eReferral system, and/or the new conformant software (as applicable). Such costs may include, but are not limited to, planning time and staff training.
- **Participation in data sharing and evaluation activities**, as required by Primary Health Tasmania, to contribute to an evaluation of this grant program. See section 2.3 of this document for more details.
- **Participation in digital health training sessions** provided by Primary Health Tasmania (see 'Key Responsibilities' under section 8 of this document for more information). This is general digital infrastructure training and is separate to the internal staff training your organisation will provide to your staff on your specific use of My Health Record and/or the Tasmanian eReferral system to transition your practice to using these tools.

2.2 Funding options available

Funding has been categorised for the above-mentioned activities and has capped values as follows:

Category 1 - Connection to My Health Record	
Applicant already has conformant software ¹ and wishes to connect to My Health Record via this software or applicant does not have conformant software and wishes to register for access to the My Health Record via the provider portal.	\$3,000

¹ Conformant software is clinical software that facilitates connection with the My Health Record System. The Australian Digital Health Agency My Health Record Software Conformance Register can be accessed at <https://bit.ly/2YG7L3s>

Category 2 - Connection to Tasmanian eReferral System	
Applicants may choose to apply for funding to support connection to the Tasmanian eReferral system in addition to, or instead of, connecting to the My Health Record System provider portal.	\$2,000

Category 3 - Participation in evaluation, training and data sharing activities	
In addition to the application options above, all successful applicants will receive additional funding to participate in evaluation, training and data sharing activities.	\$2,000

Please note - funding cannot be used for capital expenditure such as laptops, new hardware, ensure you read through 2.4 Out of scope activities and funding use prior to completing your application to ensure your budget does not contain out of scope activities.

2.3 Program evaluation and data sharing

Primary Health Tasmania is committed to understanding the outcomes of this grant program and the needs of the Tasmanian primary health workforce.

To better understand these outcomes, Primary Health Tasmania will engage a consultant (not in the scope of this EOI) to conduct an evaluation of the activities associated with this grant program.

Service and de-identified patient experience data will be collected both before and after the outputs have been applied, as part of the evaluation scope. This will include:

- allied health service delivery and accessibility in the after hours period, including changes to operating hours, type of service, modality of service delivery, waiting time, affordability, being within the catchment area of the patients in need of the specific service
- after hours allied health services visibility, measured by changes in the number of referrals, number of clients, number of episodes of services provided in a defined period
- patient satisfaction and experience
- patient health outcomes in alignment with Primary Health Tasmania outcome indicator measurements
- provider satisfaction and experience regarding accessing patient information and improving the responsiveness of care
- health system benefits in terms of efficiency and appropriate use of services.

2.4 Out of scope activities and funding use

Activity exclusions	Funding exclusions
<ul style="list-style-type: none"> • eReferral and secure messaging solutions • development of new digital health software • use of funds for service delivery covered under MBS • upgrade, replace or buying of hardware 	<ul style="list-style-type: none"> • any international travel or expenses related to international travel • to pay fines or penalties • to cover the costs of any legal action or proceedings or to settle or agree to consent orders in relation to, or otherwise resolve any proceedings or application for

Activity exclusions	Funding exclusions
<ul style="list-style-type: none"> stand-alone digital health solutions that are not integrated projects that will be based outside of Tasmania projects that go beyond 30 June 2021 projects that replicate services or programs that may already exist or funded through different alternative sources retrospective activities or that are in progress (already commenced) any research projects or strategic or business organisational planning activities within an existed contracted arrangement by the organisation sponsorship to attending workshops or conferences 	<ul style="list-style-type: none"> reinstatement and/or wrongful dismissal by a current or former employee to lend or gift money or assets to any person to provide redundancy payments, advances, commissions, bonuses, performance-based benefits or similar benefits to any person to provide sitting fees to any person, including a member of the provider's governing board for his or her attendance at a meeting, or involvement in the business of the board for a sale and lease back arrangement to lease an item of property that the provider owns the purpose of establishing a subsidiary or other commercial entity or activity to pay the provider any fee or charge that is calculated on a basis other than the costs the provider actually incurs in the performance of the service any capital expenditure, including to purchase of a car or other vehicle to provide for the future replacement of any asset or to dispose of, acquire or provide for the future replacement of any land, building or any other real property by allocation of depreciation expense or otherwise

3. Who can apply?

Organisations that are **eligible** are those who:

Eligibility requirements	
Section 1 – Organisational requirements	
1 must apply	You are listed on the Tasmanian Health Directory or recognised allied health professional register (e.g. see section 2).
	You are a Tasmanian based allied health organisation

Eligibility requirements	
	You are a Tasmanian community controlled Aboriginal Health Service (that does not deliver full time general practice services)
Section 2 – Professional requirements	
1 must apply	<p>Your organisation is listed as a profession by:</p> <ul style="list-style-type: none"> • The Australian Health Practitioner Regulation Agency (AHPRA) • Allied Health Professions Australia (AHPA); or • The Australian Diabetes Educators Association (ADEA); or • Dietitians Australia
Section 3 – Compliance requirements	
mandatory	<p>Your organisation has insurance coverage that complies with:</p> <ul style="list-style-type: none"> • public liability \$20,000,000 per claim • professional indemnity \$10,000,000 per claim • workers' compensation as required by law (where applicable)
	Your organisation has an active ABN number.
	Your organisation is currently solvent (i.e. able to pay its debts as and when they fall due)
	The applicant agrees to have at least one representative from their organisation attend three digital health training sessions facilitated by Primary Health Tasmania.
	The applicant agrees to participating in the grant program evaluation and data sharing (see details in section 2.3)

3.1 Organisations who are **ineligible to apply** are those that are:

- General practices, including multidisciplinary general practices
- Aboriginal Health Organisations running general practice services
- Private medical specialists
- Pharmacies
- Tasmanian Health Service or Tasmanian Department of Health
- Other Tasmanian state or government agencies

4. How your application will be assessed?

Primary Health Tasmania will establish an evaluation committee to perform a comprehensive evaluation on the received applications against the advertised evaluation criteria.

Applications that contain insufficient and incomplete information will not be as well considered.

4.1 Mandatory criteria

Applications that respond as a **No** to the **mandatory criteria** will not proceed to evaluation.

Criterion	Description	Response
Organisation eligibility	The applicant is eligible to apply as specified in 3.1 eligibility criteria and has provided insurance certificates.	Yes / No

4.2 Evaluation criteria

Criterion	Description	Weighting
Outcomes	How will the funding improve outcomes for your organisation and for patients receiving care?	50%
Risk considerations	Please outline the risks you have identified and associated mitigation strategies for implementing the funded activities.	25%
Value for money	Outline how the funding options selected will add efficiency and effectiveness to your organisation	25%
Total		100%

5. Procurement timeframe

Primary Health Tasmania endeavour to complete this procurement activity within the following timeframe:

Key events	Date/timeframe
Applications open	Monday, 22 March 2021
Close date and time (Tasmanian time)	Thursday, 27 May 2021 – 5:00 pm AEDT
Evaluation and notification	Within three weeks of receiving application

6. How to apply

To apply for this opportunity your organisation needs to do the following:

- go to <https://www.engagepht.com.au/dig>
- download and complete the application form (provide by Primary Health Tasmania)
- upload your completed application form and insurance certificates
- ensure you keep a copy of your application after you have submitted.

Please note there is a limit of one application per organisation. Organisations that have previously applied that were unsuccessful are welcome to re-apply.

Late applications will not be accepted.

Tips for applying:

1. read and follow all the application steps

2. use the template form provided and do not exceed the word limit
 3. double-check your budget to ensure it aligns with the options you are applying for
 4. ensure your application is clear and concise and doesn't contain repetitive information
 5. ask someone you trust to read over the application before you submit it
 6. provide only what is requested on the application form
 7. allow yourself enough time to gather all the information so that you can contact us if there are any last-minute issues
 8. ask a question if something is unclear.
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7. If your application is successful

If your organisation is successful, the following steps will occur.

1. Primary Health Tasmania will advise by **email** that your organisation has been successful.
2. Primary Health Tasmania will **express post the contract** to the organisation.
3. Organisation to **sign contract** and return to Primary Health Tasmania.
4. Primary Health Tasmania to **execute contract** and send a copy for your records.
5. Organisation to issue a **Tax Invoice** for the **approved grant value** to Primary Health Tasmania.

Key requirements for a successful organisation

- The maximum value available (dependent on eligibility) is \$7,000 (GST exclusive).
 - You will be asked to complete a final report and provide an unaudited financial statement and a signed declaration. Upon the receipt of the financial statement, Primary Health Tasmania will invoice your organisation for repayment of any unspent funds. These funds must be expended no later than 30 June 2021 and must be acquitted by 31 August 2021.
 - You may be asked by Primary Health Tasmania to share your experience or story with our staff or via our media platforms.
 - You are required to attend mandatory attendance to three digital health training sessions, to increase awareness of national and state digital health infrastructure. The topics covered may include, but are not limited to:
 - The digital health guide
 - Tasmanian HealthPathways
 - eReferral systems.
 - You will be required provide data and participate in the evaluation of this grant program and liaise with the evaluation consultant engaged by Primary Health Tasmania.
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8. Contract information

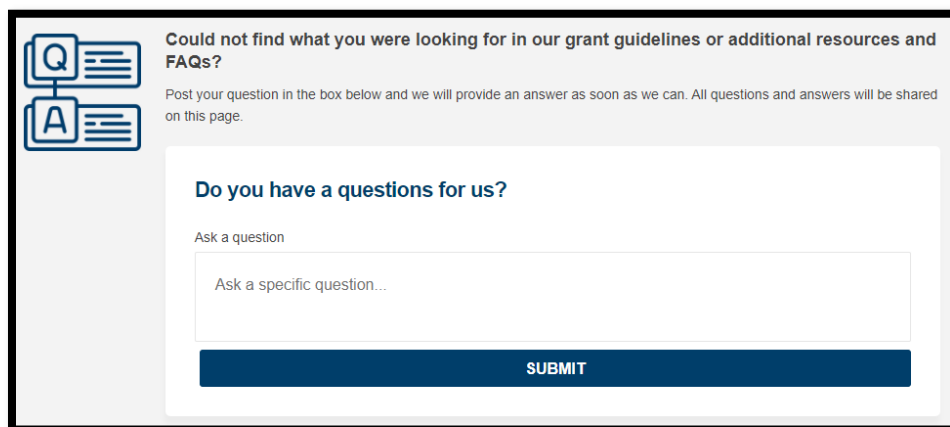
A small grant service agreement will be formed between Primary Health Tasmania and successful applicant. The proposed contract term is to commence upon contract execution to 30 June 2021.

9. Do you have any questions?

Primary Health Tasmania encourage organisations to seek clarity on this grant opportunity with the following options available should you have any questions:

Ask a question on the Q&A forum:

- To post a question type a question in the box below and click submit. We will respond to the question on the Q&A forum within 48 hours.

A screenshot of a web-based Q&A forum interface. On the left, there are two icons: a 'Q' in a box and an 'A' in a box, representing questions and answers. The main content area has a heading 'Could not find what you were looking for in our grant guidelines or additional resources and FAQs?' followed by a sub-heading 'Do you have a questions for us?'. Below this is a text input field with the placeholder 'Ask a specific question...'. At the bottom of the form is a dark blue button labeled 'SUBMIT'. A small note above the input field states: 'Post your question in the box below and we will provide an answer as soon as we can. All questions and answers will be shared on this page.'

Discuss questions or obtain help to apply:

- If you would like to discuss these grants or need help applying, please contact Thomas Mosely on tmoseley@primaryhealthtas.com.au

General questions:

- Please direct any other queries in writing to Bron Lewis - Procurement Manager via email procurement@primaryhealthtas.com.au.
- We will then post these questions and our response to the Q&A forum on your behalf if applicable.

Questions are monitored by Primary Health Tasmania procurement Monday to Friday 9.00am to 5.00pm.

10. Procurement Terms and Conditions

(1) Definitions

Advertisement is the duration the market release is advertised

Application is the written response submitted via Engage HQ.

Close date and time is the final closing date and time (Tasmanian time) to submit an Application.

Disqualification means a Respondent has breached the procurement terms and conditions and will not be authorised to submit an Application.

Market Release refers to any requests issued through the Engage HQ.

Non-conforming where the Application and additional requirements have not been completed or responded to correctly within timeframes.

Engage HQ refers to electronic website PHT uses to manage a Market Release.

PHT is Primary Health Tasmania

Respondent is an authorised delegate who can submit an Application on behalf of a business.

Requirement means what the Respondent must address in Market Release documents.

RFP is Request for Proposal.

RFQ is Request for Quotation.

RFT is Request for Tender.

EOI is Expression of Interest.

(2) Competition and Consumer Act

Section 45 of the Competition and Consumer act prohibits contracts, arrangements or understandings that are likely to substantially lessen competition in a market, even if that conduct does not meet the stricter definitions of other anti-competitive conduct such as cartels.

Cartel Behaviour includes behaviour below by parties that are, or would otherwise be, in competition with each other:

- price-fixing; or
- restricting outputs in the production and supply chain; or
- allocating customers, suppliers or territories; or
- bid-rigging

In the event that the supplier becomes aware of, or is approached by anyone on any matter which contravenes the foregoing or any statutory legislation, regulations or authority under Commonwealth and/or State laws, the service provider shall immediately give written notice to Primary Health Tasmania.

(3) Information for respondents

Respondents are required to familiarise themselves with all components of this Market Release including, if issued, responses to questions and addendums to ensure the Application meets PHTs requirements.

PHT will not be liable for any costs and expenses incurred by Respondents associated with the development and preparation of the submission including subsequent presentations, meetings and additional information required by PHT.

To the extent not prohibited by law, no Respondent, whether successful or unsuccessful, shall be entitled to make any claim against PHT for any costs, expenses, losses or damages.

PHT reserve the right to withdraw from, or alter, the requirements described in this document at any given time.

(4) Application preparation

Respondents must follow the instructions within this document and ensure attachments are in a Microsoft word, excel or PDF format.

Incomplete or hard copy will not be accepted by PHT.

The Respondent must complete the mandatory requirements as specified in this consultant specification, failure to address these requirements may result in the Application being non-conforming.

(5) Submitting an Application

Please consider the time zone difference if applying from other states and/or territories.

PHT is not obligated to accept any Applications that have not been completed on time or caused by complications such as technical failures.

(6) Validity of a submission

All Applications must remain valid and open for acceptance for a minimum of 90 days from the closing time.

This period may be extended by mutual agreement between PHT and the Respondent.

(7) Acknowledgement of Application

Upon the receipt of a Submission, Procurement Central will issue an email notification confirming the submission has been received.

If you have not received this the same business day as the Close Date and Time, please contact Procurement Central.

(8) Late Application

Any attempt to lodge an Application outside of Engage HQ or after the Close Date and Time will not be accepted by PHT.

(9) Evaluation panel

PHT will form an evaluation panel comprising of members chosen for their relevant expertise and experience and may include external parties to evaluate or provide advice.

(10) PHT clarification

A Respondent may be requested to supply additional information during the evaluation phase. Clarifications will be issued as an RFI (Request for Information) and PHT will contact the contact listed in the listed in the Application which may require a response in a short timeframe.

Failure to fully complete and submit an RFI within the specified timeframe without negotiation will render the submission non-conforming.

(11) Right to negotiate

PHT reserves the right to negotiate with short listed respondent(s) after the Close Date and Time to allow alterations to an Application.

(12) Conflict of interest

The Respondent must declare to PHT any matter or issue which is, may be perceived to be or may lead to a conflict of interest regarding their submission or participation in the supply of services described.

If a potential conflict of interest is identified respondent will be responsible to include in the submission how the conflict of interest may be managed.

Evaluation panel members will be required to identify any potential or perceived conflict of interest which will be managed in accordance with PHT's Conflict of Interest Policy.

(13) Confidentiality

The Respondent shall not, without the written approval PHT, use any information PHT's provided other than in the development of the Application and any documents must be destroyed in an appropriate secure manner.

Respondents Application will be regarded as confidential and will not be disclosed to a third party without the prior written consent of the Respondent.

(14) No legal binding contract

No legal relationship will exist between the PHT and a Respondent relating to the supply of goods or services unless and until such time as a binding agreement is executed by both parties.

(15) No publicity

The recipient of this Market Release must not make any public announcements or do any advertising relating to this Market Release.

(16) Outcome notification

Respondents will be formally advised in writing and soon as practicable by the Manager – Procurement.

(17) Feedback requests

Feedback requests (debriefing) will not be offered on this occasion.