
POSTER ABSTRACT**A coordinated collaboration approach to enhancing integrated health care within Primary Health Care at North Richmond Community Health**

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A collaborative approach in Community Health is essential for clients to achieve their optimal health and wellbeing goals. At North Richmond Community Health (NRCH) the Dietetics, Diabetes and Oral Health Services have collaborated to establish an integrated referral and service system.

NRCH supports a diverse population of the community including 4,000 residents from the Richmond Public Housing Estate, located in close proximity to the health service. As an organisation, NRCH is committed to working with refugees, asylum seekers, newly-arrived migrants, people of different cultural and linguistic backgrounds, people who inject drugs and people of all socio-economic backgrounds.

Initially the need for an integrated service had been identified by key staff in the Dental, Diabetes and Dietetics team due to the complexity of referral pathways, difficulty with information sharing due to different information technology platforms and the diverse needs of the community accessing the service. The dietetics team had also identified that there were less referrals to the service for the 65 years age and above age group. Recent research has identified that up to 35% of this age group are at risk of malnutrition. As a result of this identified need a Dental, Diabetes and Dietetics Collaboration was established at NRCH in February 2019 with membership from key staff and management at NRCH.

The Collaboration focussed on creating better flow of clients between dental, diabetes and dietetic departments. A preventative health model and work flow was developed to capture clients who have or are at risk of chronic disease or have or are at risk of oral health issues was developed. The health model and work flow is in the implementation phase.

A number of key documents were used to inform the process of developing these processes. The Joint Position Statement on Oral Health and Nutrition, October 2015, between Dietitian's Association of Australia and Dental Health Services Victoria and the Role of Credentialed Diabetes Educators and Accredited Practising Dietitians in the Delivery of Diabetes Self Management and Nutrition Services for People with Diabetes, December 2008, Australian Diabetes Educators Association and Dietitian's Association of Australia.

Collaboration within health organisations is essential in the development of systems to support integrated services to achieve health and wellbeing. NRCH continues to support the development and implementation of systems and resources to link services for the community.