

Care Navigation Support Program

CNSP - Coaching & Coordinating Care

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Acknowledgement

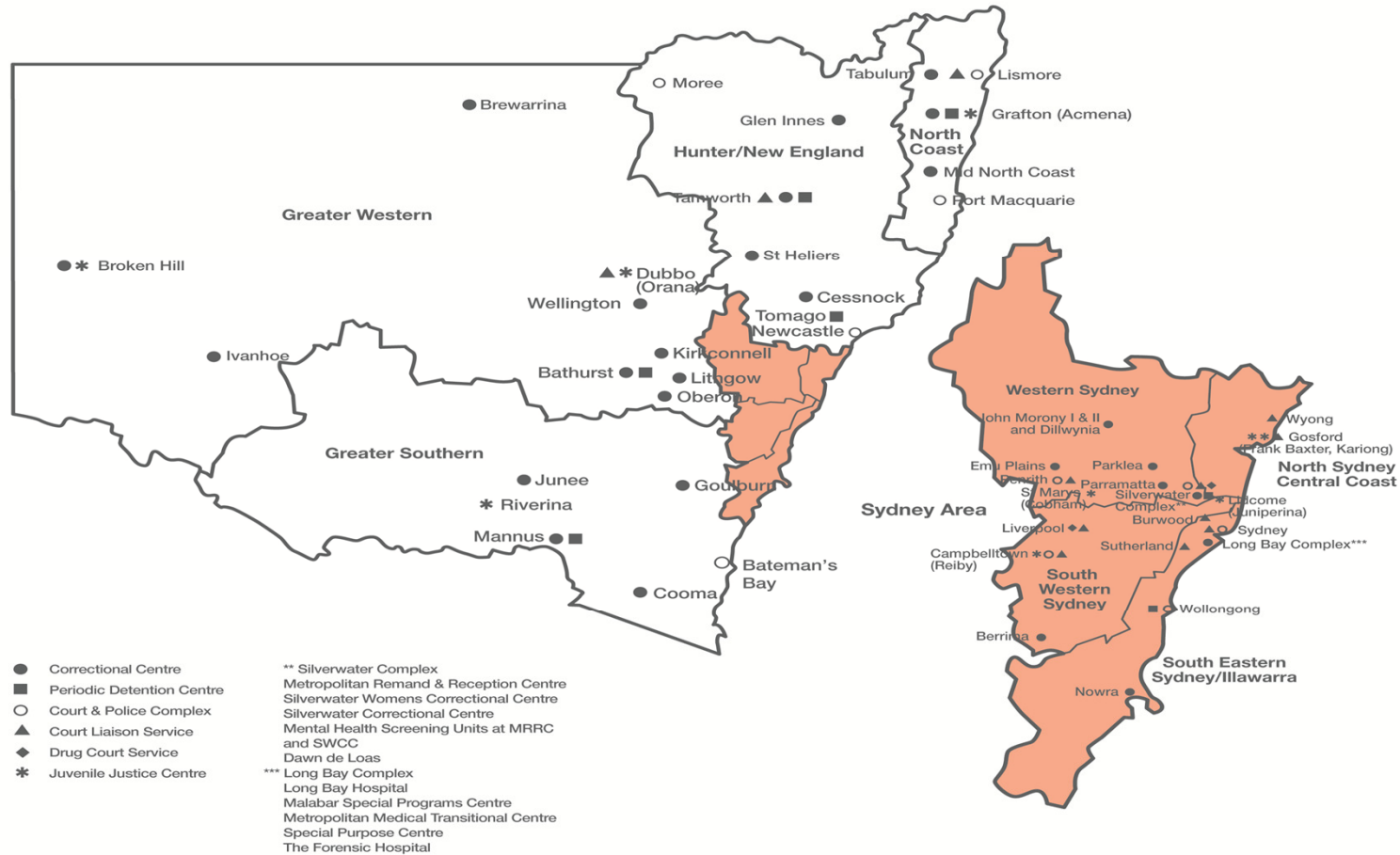
Presentation Outcomes

- **Brief overview of Justice Health**
- **Overview of Care Navigation Support Program**
- **Overview of issues regarding health care provision to Aboriginal people in custody**
- **The CNSP and health care provision for at-risk Aboriginal people in custody**

Justice Health and Health Centre Locations

- **Justice Health is responsible for the provision of health care to the custodial population within Adolescent Health, Forensic Health and Adult Health Centres within NSW.**
- **JH Vision: International best practice health care for those in contact with the criminal justice system.**

Justice Health – Health Care Locations



CARE NAVIGATION SUPPORT PROGRAM NSW HEALTH

CNSP - COACHING & COORDINATING CARE



Do you have a chronic health condition or complex health needs?
If yes, you may be able to enrol in the Care Navigation Support Program (CNSP)

PLEASE SEE A NURSE IN YOUR HEALTH CENTRE
WHO WILL DISCUSS YOUR HEALTH CARE NEEDS AND
REFER YOU TO THE CNSP IF APPROPRIATE

CNSP Hotline 1800 880 894

Patients enrolled on the CNSP will have access to a hotline
(during business hours) to discuss health concerns with a Care Navigator

JUSTICE HEALTH
STATEWIDE SERVICE

NSW HEALTH

What is the Care Navigation Support Program (CNSP)?

- The CNSP is a four year funded program by the NSW Department of Health designed to better manage patients with chronic disease and/or complex health needs
- The aim is to ensure a smooth patient journey from entry to exit from the custodial system and thereafter

Why do we need a CNSP?

Some patients with chronic disease and/or complex health needs have become ill as a result of a breakdown in follow up care or communication.

The CNSP will:

- Improve coordination of care
- Improve release planning
- Facilitate continuity of care to the community
- Provide more support to front line staff
- Achieve better health outcomes
- Improve cost effectiveness (effective CD management)

Chronic Disease Prevalence: Custody VS Community

	Custody (IHS)		Community (Australia)	
	Males	Females	Prevalence	Burden of disease
Asthma	26%	40%	10%	2%
Arthritis	13%	19%	15%	4%
Cancer	2%	7%	2%	19%
Cardiovascular disease	19%	24%	5%	18%
Diabetes/high blood sugar	12%	16%	5%	6%
Hepatitis C	28%	45%	1%	?
Kidney disease/markers	5%	13%		?
2+ chronic diseases	28%	47%		

Aims of the CNSP

- Improved identification and proactive management of patients with chronic disease and/or complex health needs is a key aspect of the program
- Coordinating multidisciplinary approaches to treatment for chronic disease
 - integrate medical, allied health and mental health care using a Care Navigation Model
- Assist patients to self manage their chronic illness, reduce complications and improve health outcomes
 - health coaching
- Transition to health care in the community upon release

CNSP Aims

The Care Navigation Support Program aims on improving chronic disease patient's health through a range of initiative such as

- **Shared Care Planning**
- **Care Coordination**
- **Health Categorisation**

Which chronic diseases are covered in the CNSP?

15 Chronic Diseases

- **Cardiology Coronary Ischemic Syndromes, Valvular Heart Disease (including Infective, Rheumatic, Atherosclerotic and Congenital Valvular heart Disease)**
- **Respiratory Asthma and COPD**
- **Internal Chronic Liver Disease, Chronic Kidney Disease, Cancer**
- **Neurology and Psychiatry Epilepsy, Stroke, Depression**
- **Rheumatology, Arthritis and Musculoskeletal Problems**
- **Endocrine - Osteoporosis and Diabetes**
- **Ancillary Eye Disease and Oral Disease**

Who are the CNSP team?

- **Program Manager (Sonya Nicholl)**
- **Data Manager – John Marshall**
- **2 temporary project officers**
 - Lynette Bradshaw
 - Jude Page
- **5 Care Navigators**
 - Recently recruited 4 Care Navigators
(Two are Aboriginal identified positions)

Aboriginal Patients in Custody

- There is an over representation of Aboriginal people within the criminal justice system (21% males; 31% females, and 49% young people) compared with 2% of the general population.
- A high proportion of these people are incarcerated in regional and remote correctional facilities.
- Health services for Aboriginal people who are incarcerated are provided by health care services drawn from mainstream health centres and health care services provided through partnerships between Justice Health and Community Care providers such as the Aboriginal Community Controlled Health Services and Local Health Networks.
- Justice Health has linkages with six (6) ACCHS (Brewarrina, Bulgarr Ngaru, Durri, Western Sydney, Winnunga Nimmityjah (ACT), Tamworth,) and three (3) Area Health Services (Sydney South West, Hunter New England, Sydney West) that provide enhanced health care services to eleven adult centres and one juvenile facility.

Aboriginal Patients in Custody

- **Frequency of services provided by Aboriginal Community Health organisations to custodial sites is dependent on factors including geographic location and the capacity of the partnering ACCHS and AHS to deliver services.**
- **Appropriate intervention and increased access to care can reduce the disparity in health between Aboriginal and non Aboriginal populations in the NSW adult and juvenile correctional environments.**

Aboriginal Patients – Areas of Concern

- **Asthma, hypertension, angina/ chest pain diabetes and kidney problems.**
- **Co-morbidity and multiple health complaints of Aboriginal inmate/patients.**
- **Only 16% have reported having no medical complaints and over 60% of patients have reported having more than 2 medical/physical health issues.**

Aboriginal Patients in Custody and the CNSP

- Aboriginal people are at higher risk of many chronic conditions due to higher rates of multiple risk factors compared to non-Aboriginal people
- The CNSP aims to work closely with the Justice Health Aboriginal Chronic Care Program (ACCP) 'Murr-roo-ma Dhun-barn' in order to ensure Aboriginal patients with chronic disease and/or complex health needs are identified and enrolled on the program.
- Health Coaching will also be offered to Aboriginal patients enrolled on the program to complement the current Health Promotion programs already established through the ACCP.

How To Identify And Enrol Patients on CNSP

- Patients are identified by the clinicians either at their initial screening or when conducting a routine health check
- If a patient has a chronic or complex disease and fits our programs criteria they can be enrolled via a referral which will be done through Justice Health's PAS system

How Do We Continue Care Once Released Into The Community

- This program is being rolled out over NSW Local Health Networks.
- Once enrolled into the program, upon release the appropriate Local Health Network in the community will be informed of the patient's release and will follow up their health and support needs

Patients Benefits

- Patients will benefit from this program by having improved continuity of care through the shared care planning system and local health network referrals
- Patients who have had investigations undertaken whilst in custody (which return an abnormal result) and are released will be followed up to ensure these patients are not lost to follow-up

Clinician Benefits

- The Care Navigation Support Program helps support health care staff in managing patients with severe chronic disease through Care Navigators who will provide advice, guidance and support and assist with care coordination.
- Health Categorisation of patients is planned for gradual implementation over a two year period (due to the complexity of this project). This will hugely benefit clinicians by reducing the need for medical holds, pre-appointment appointment clinics and movement orders related to health appointments.

Any Questions?

- If anyone has any questions please feel free to contact the CNSP team at:
- cnsps@justicehealth.nsw.gov.au
- Tel: 1800 880 894

Or CNSP Manager:

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