



STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES  
CHRIS STEEL MLA (CHAIR), ELIZABETH KICKERT MLA (DEPUTY CHAIR), VICKI DUNNE MLA,  
CAROLINE LE COUTEUR MLA, MICHAEL PETERSSON MLA

**Inquiry into referred 2016–17 Annual and Financial Reports  
ANSWER TO QUESTION TAKEN ON NOTICE  
15 November 2017**

Asked by Mrs Dunne:

In relation to: Patient Navigator

What is the role of Patient Navigators in the Capital Health Network?

Ms Fitzharris: The answer to the Member's question is as follows:–

There are two projects currently being conducted by CHN that involve patient navigators.

**A. Transition of Care Pilot**

CHN has jointly developed with ACT Health a Transitions of Care Service Delivery Model (the Model) which adopts an evidence-based system to the challenges faced by patients when transitioning from the hospital to home setting. Using the Model, the CHN and ACT Health are conducting a Transition of Care Pilot project which commenced in April 2017 and is expected to conclude in June 2018.

The transition of care between hospital and home is a key point in health care delivery where adverse events and disruptions to continuous and comprehensive care often occur. Poor transitions of care can impact on patient safety, the quality and experience of care and the overall performance of the ACT's health system.

The Transition of Care Pilot includes:

- target patient enrolment – aimed at patients with complex and chronic conditions and considered at risk of hospital readmission;
- transition coordination support from the hospital to home setting so individuals sustain continuity of care through (re)connecting with general practice and primary health care services, outpatient, community health and care services;
- patient education and self-management support; and
- a small pool of flexible funds to facilitate access to health and community based services.

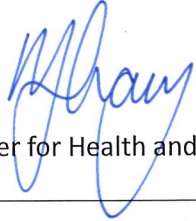
**B. Mental Health Service Navigation and Vocational Support Program**

CHN has introduced the Mental Health Service Navigation and Vocational Support Program (the Program) to ensure that clients' other health and recovery needs are being addressed. The Program is aimed at young people with or at risk of a severe mental illness and adults with moderate to severe symptoms of a mental health condition and complex needs. The Program is delivered by Catholic Care and provided to clients participating in another CHN program, the CHN Next Steps program.

Under this Program, the Youth Service Navigator is responsible for providing short term coordination activities to young people with or at risk of developing a severe mental health condition and their families.

Approved for circulation to the Standing Committee on Health, Ageing and Community Services

Signature:



Date: 27/11/2017

By the Minister for Health and Wellbeing, Meegan Fitzharris MLA