



Health and social exclusion

Presentation to COTA Social Inclusion Forum

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If the socially excluded and those at risk acquired average hospital use characteristics \implies savings of nearly a quarter of the total public hospital budget

- \$1.22 billion for the socially excluded
- \$773 million for at risk groups

Mangan, John, Implications for the Queensland Economy from current world economic conditions. University of Qld (on behalf of QCOS) 2009

The Challenges?

Clients	Complex needs, difficulty accessing and navigating system, limited opportunities to shape their care; often feel invisible and discriminated against
Providers	Limited evidence about what works; lack of flexibility; few incentives for partnerships working around clients with complex needs; Clients fall between the gap or revolve through the system; artificial divide between clinical and social models of care Lack awareness skills and training
Planning and measurement	Often low priority Health and well being outcomes do not reflect the complexity of socially excluded clients needs and circumstances



Health System Response

Comprehensive primary health care

A primary health care system based on a social and economic understanding of health including:

- Local Participation – planning and organisation of primary health care
- Multidisciplinary service delivery
- Prevention and health promotion processes;
- Services which empower the population to prevent risk behaviours and better self-manage chronic conditions;
- Strategies to improve health literacy; and
- Evidence-based services and programs delivered by qualified practitioners.



Opportunities

Medicare Locals

- Identify groups of people missing out on GP and primary health care or services that a local area needs and better target services to respond to these gaps.
- Health promotion and preventative health programs targeted to risk factors in communities.
- Population level planning



Community led responses

Neighbourhood and Community Centres

- Can connect people to reduce isolation and build supportive communities