

## Media Release

Tuesday, 24 September 2024

# My Care Partners continues to bolster quality patient care with new care coordination provider

South Western Sydney Primary Health Network (SWSPHN) has commissioned EACH to provide the care coordination component of the My Care Partners program.

My Care Partners was launched in April 2021 as a joint initiative by SWSPHN and South Western Sydney Local Health District (SWSLHD) to assist general practices in supporting patients with chronic and complex health conditions to prevent hospitalisations.

As the new service provider, EACH will play a pivotal role in this program by supporting general practices in delivering coordinated team-based care to patients across the region.

SWSPHN Chief Executive Officer, Dr Keith McDonald PhD, said the new service provider was an important measure to continue to enhance the quality of care for patients in South Western Sydney suffering from chronic disease.

“A key goal of the partnership is to reduce potentially preventable hospitalisations,” he said.

“EACH will focus on boosting team-based care models and improving communication among care teams to ensure patients receive complete and organised care.

“EACH’s vision, mission and values align closely with the objectives of SWSPHN, making them an ideal partner for this program.”

With over 50 years of experience as a responsive, community-based organisation, EACH provides service to more than 65,000 customers from 58 locations across Australia.

As part of its service objectives, EACH will provide care coordination and care navigation services to at-risk patients and assist general practices in facilitating patient enrolment and engagement in My Care Partners activities.

The new service provider will improve communication among patient care team members and promote collaboration between different healthcare services to strengthen care models for at-risk patients.

To find out more about My Care Partners, [visit our website](#)

South Western Sydney PHN is a not-for-profit organisation dedicated to supporting general practitioners, practice nurses and other primary health providers to deliver the best possible care for their patients. Our aim is to improve access to quality local healthcare for all residents living in the Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee LGAs. We acknowledge the traditional custodians of the land, water and skies of South Western Sydney, the Darug, Dharawal and Gundungurra peoples, and pay our respects to Elders past and present.