

WESTERN SYDNEY PRIMARY HEALTH NETWORK

Western Sydney's Population
1,154,083¹

39.4% of the Western Sydney population speak a language other than English at home²



1.7% of Western Sydney residents identify as Aboriginal and Torres Strait Islander³

Top 5 non-English-speaking places of birth of Western Sydney residents are: India, China, Philippines, South Korea and Sri Lanka³

10.1% of the Western Sydney population are Health Care Card holders³

COMMISSIONING & FINANCE MANUAL

The WentWest Commissioning & Finance Manual was established in 2019, launched in 2020, with full implementation in 2021. It assists in driving the daily operations of the planning, procurement and evaluation components of our Commissioning Framework (right), while aligning our activities with the WentWest Core Values and our Quadruple Aim. This enables a consistent approach to high quality, and high performing commissioned services for the Western Sydney community.



PURPOSE

The Commissioning & Finance Manual was designed to improve health outcomes for the Western Sydney population by procuring appropriate, safe, effective organisations to provide exceptional quality services across our identified priority areas and population groups.

The outcomes we were aiming to achieve through the Manual were:

- Reframing our impact toward outcome-based commissioning
- Realignment of our structure, expectations and processes to develop a fit-for-purpose commissioning model
- Supported by the WSPHN Quadruple Aim: Improved patient experience of care, improved provider satisfaction, quality and population health, and sustainable cost
- Aligned with the AHPF (Australian Health Performance Framework) Health System Dimensions: Accessibility, Effectiveness, Safety (including Cultural Appropriateness), Responsiveness, Continuity of Care, and Efficiency & Sustainability

October 2019
Design idea, establishment of Core Design Team, workshops with consultant and WW teams



November 2019 – January 2020
Internal (Health Intelligence Unit, Finance, Executive Team) and External Stakeholder consultations (Consumer & Carer Representatives, Commissioned Service Providers, ACCHOs, CALD Community Representatives)



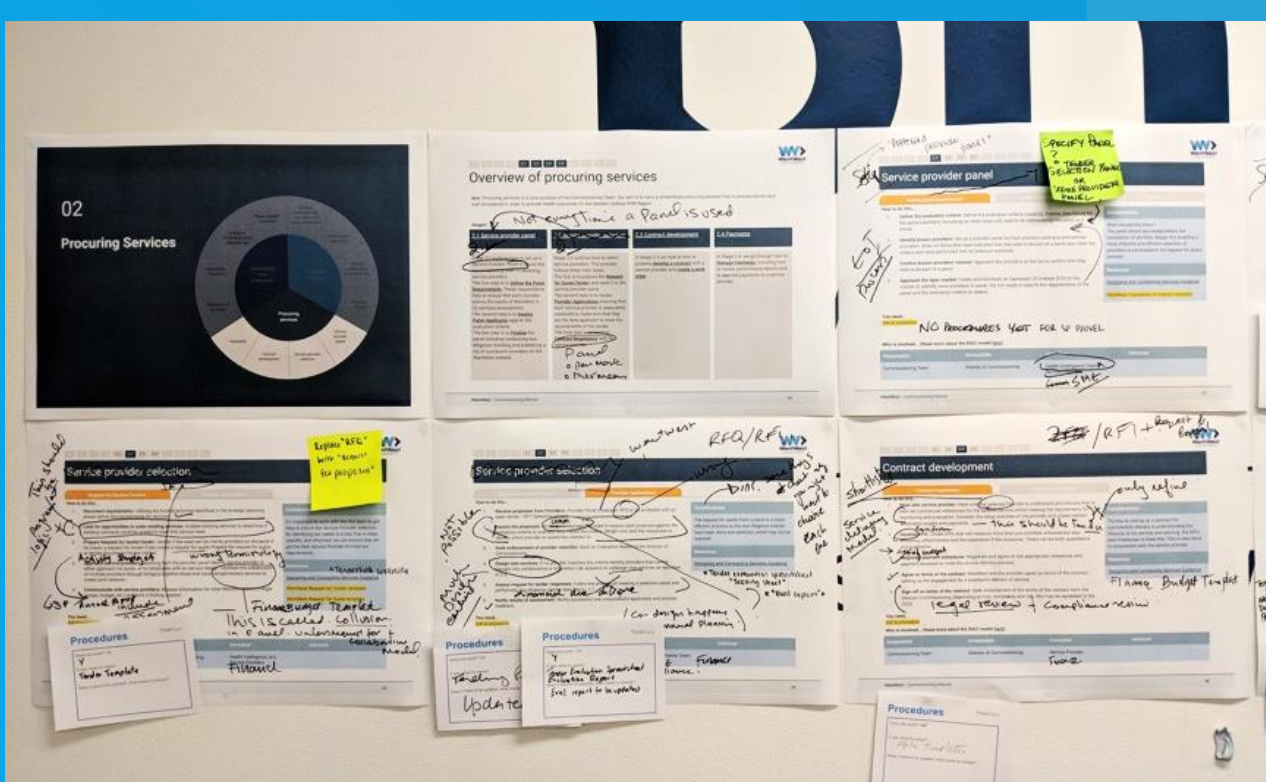
January - August 2020
Compilation of stakeholder feedback, drafting of manual, testing usability, comprehensiveness, and evaluating the efficacy of pilot implementation



September 2020
Implementation of Commissioning & Finance Manual into operations



March – June 2021:
Evaluation of implementation of the Commissioning & Finance Manual into practice, and identification of additional detailed processes required for seamless commissioning



September 2021
Implementation of Commissioning & Finance Manual and associated procedures, into day-to-day practice



IMPACT AND INFLUENCE

- Improved processes, productivity, and accountability, which has allowed agile and adaptive collaboration across teams within WentWest
- Development of outcome-driven services which achieve better client outcomes
- More efficient procurement and contract management systems
- Enhanced capability and flexibility of WSPHN to meet the health needs of the region
- Ability to commission and deliver services in a timely manner in case of emerging environmental factors, as demonstrated by our rapid COVID-19 response
- The new commissioning approach has enhanced the delivery of a range of services to the Western Sydney community – resulting from more consistent and efficient collaboration between internal teams and external stakeholders, documented approaches to identifying needs, and greater collaboration
- Improved relationships with commissioned service providers through a hands-on commissioning approach to monitor and support them through all stages of the commissioning process
- Increased understanding among commissioned providers of performance and reporting expectations
- Validating compliance with audit, governance and quality guidelines and requirements
- Achievement of all these outcomes was possible due to support and collaboration across all levels of the organisation

1. ID Community - Consulting population projections (2021). <https://forecast.id.com.au/zhsCtaTracking=36199906-fbd6-471b-ab90-b490c0969e9c%7Cf33fb701-3078-4e4f-8953-151d0ca729372>
2. Western Sydney Local Health District (2020). Year in Review. https://www.wslhd.health.nsw.gov.au/ArticleDocuments/1232/NSW%20Health_WSLHD_Year%20in%20Review_2019-20.pdf
3. PHIDU (2021). <https://phidu.torrens.edu.au/>