KEY STRATEGIC

AREAS



VISION

Healthy People and Healthy Communities

KEY PRIORITIES

- Staying Well
- Accessing Services
- Experiencing Quality Primary Care
- Engaging Communities
- Engaging Aboriginal Communities

OUR KEY OBJECTIVES

- To improve access by commissioning coordinated and effective primary health services
- 2. To engage with our communities to implement effective prevention and self-management strategies
- 3. To pioneer new models of care that will consolidate our reputation as a leader in innovative primary care design

PURPOSE

To keep people well in our communities, through innovation, performance, collaboration and local engagement



FLAGSHIP SERVICES FOR COMMUNITIES

A HEALTHIER SYSTEM

- Engaging Clinicians
- Fostering innovation
- Connecting care through Digital Health
- Facilitating alliances & partnerships to improve care
- 4. To develop high quality care pathways that improve access to local primary care services and keep people out of hospitals
- To demonstrate improved clinical outcomes and experiences in primary care services through primary care improvement and digital health strategies
- 6. To improve patient journeys of care through alliances and partnerships with the key primary care stakeholders in our region

VALUES

Respect, Innovation, Accountability, Integrity, Cooperation, and Recognition

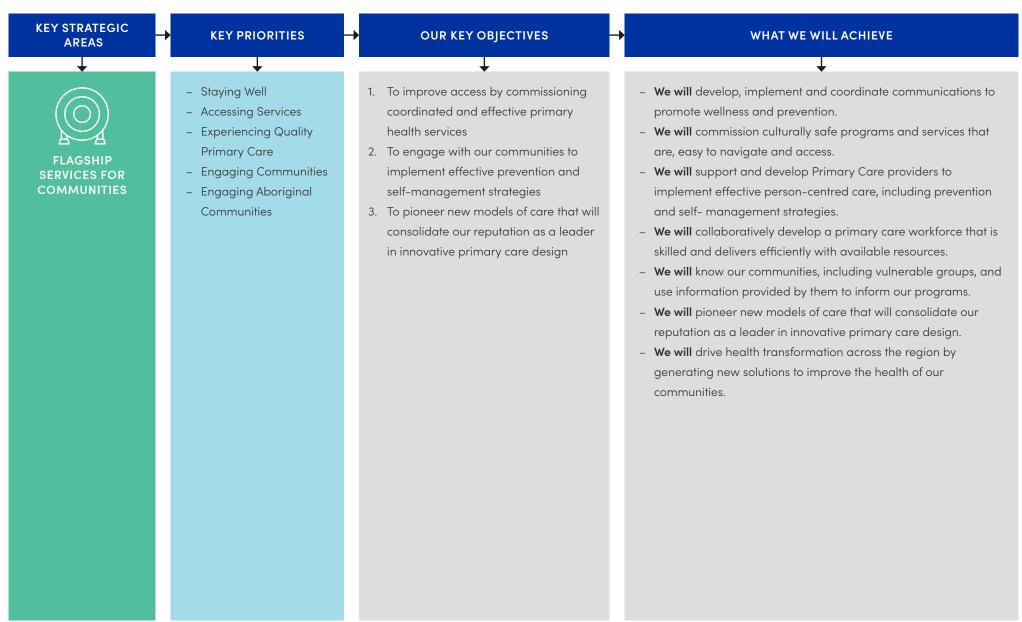


A FIT & HIGH PERFORMING BUSINESS

- Measuring and Demonstrating Success
- Embedding Culture & Values
- Designing for Rural & Urban Flexibility
- Raising Our Voice
- Building Aboriginal Cultural Responsiveness
- Agile and Efficient Operation
- Sustainability

- 7. To focus performance on the Quadruple AIM through measurement of clinical, operational and patient experience metrics, and health outcomes for indigenous and non-indigenous populations
- 8. To implement strategies to develop the financial and operational sustainability of the PHN
- 9. To collaborate nationally to strengthen primary health care and the PHN program







KEY STRATEGIC OUR KEY OBJECTIVES KEY PRIORITIES WHAT WE WILL ACHIEVE **AREAS** 4. To develop high quality health care - We will be informed by clinicians in identifying locally relevant **Engaging Clinicians** pathways that improve access to local solutions and ensuring sustainable decisions are made. Fostering innovation - We will collaborate with LHD alliances and other partners, - Connecting care through primary health services and keep Digital Health people out of hospitals consumers, families and carers, to continue to implement high quality health care pathways that improve the journey of care in - Health system 5. To demonstrate improved clinical **SYSTEM** outcomes and experiences in primary improvement our region. - Facilitating alliances care services through primary care - **We will** support the effective use of health information by & partnerships to improvement and digital health primary care practices to facilitate quality improvement (QI) improve care strategies and improve their ability to deliver high quality health care and 6. To improve patient journeys of care outcomes. through alliances and partnerships - We will work with Aboriginal and Torres Strait Islander people, with the key primary care stakeholders communities and primary care providers to increase access to in our region culturally appropriate and responsive care.



KEY STRATEGIC OUR KEY OBJECTIVES KEY PRIORITIES WHAT WE WILL ACHIEVE **AREAS** - We will measure the efficiency, effectiveness and value of - Measuring and 7. To focus performance on the **Demonstrating Success** Quadruple AIM through measurement primary health services by using tools designed to report on the - Embedding Culture of clinical, operational and patient health and well-being of the population. & Values experience metrics, and health - We will measure the experience of consumers and providers so A FIT AND HIGH - Designing for Rural & outcomes for indigenous and non we can support and drive performance improvement. **PERFORMING Urban Flexibility** indigenous populations - We will ensure funded health services and systems represent **BUSINESS** Raising Our Voice 8. To implement strategies to develop the value for money. - Building Aboriginal financial and operational sustainability - We will live our culture and values through everyday actions and Cultural Responsiveness of the PHN conversations. - Agile and Efficient 9. To collaborate nationally to strengthen - We will engage locally and nationally to develop and share primary health care and the PHN Operation 'stories' that underline the importance of primary care services, - Sustainability program and our role in supporting and positively transforming primary care. We will actively seek opportunities for co-investment to enable growth and organisation sustainability. - We will review and implement operational systems, processes and resources to ensure operational efficiency which enables innovative health solutions and is in line with best practice and industry developments. - We will develop and implement research partnerships to assist the PHN and primary care providers to improve the health of our communities.