

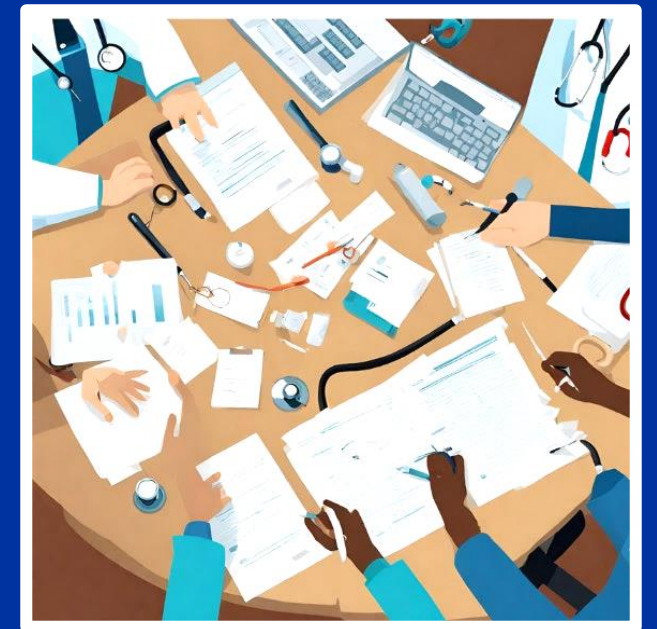
# The PHN's Sustainability & Viability Initiative

## SAVI

Allison Bull

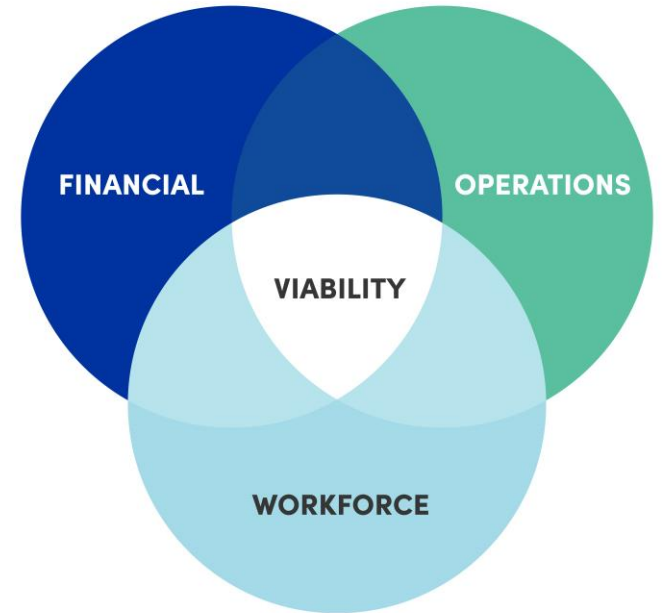
Project Lead Sustainability & Viability Initiative

WE ACKNOWLEDGE THE TRADITIONAL OWNERS & CUSTODIANS OF THE  
LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY.



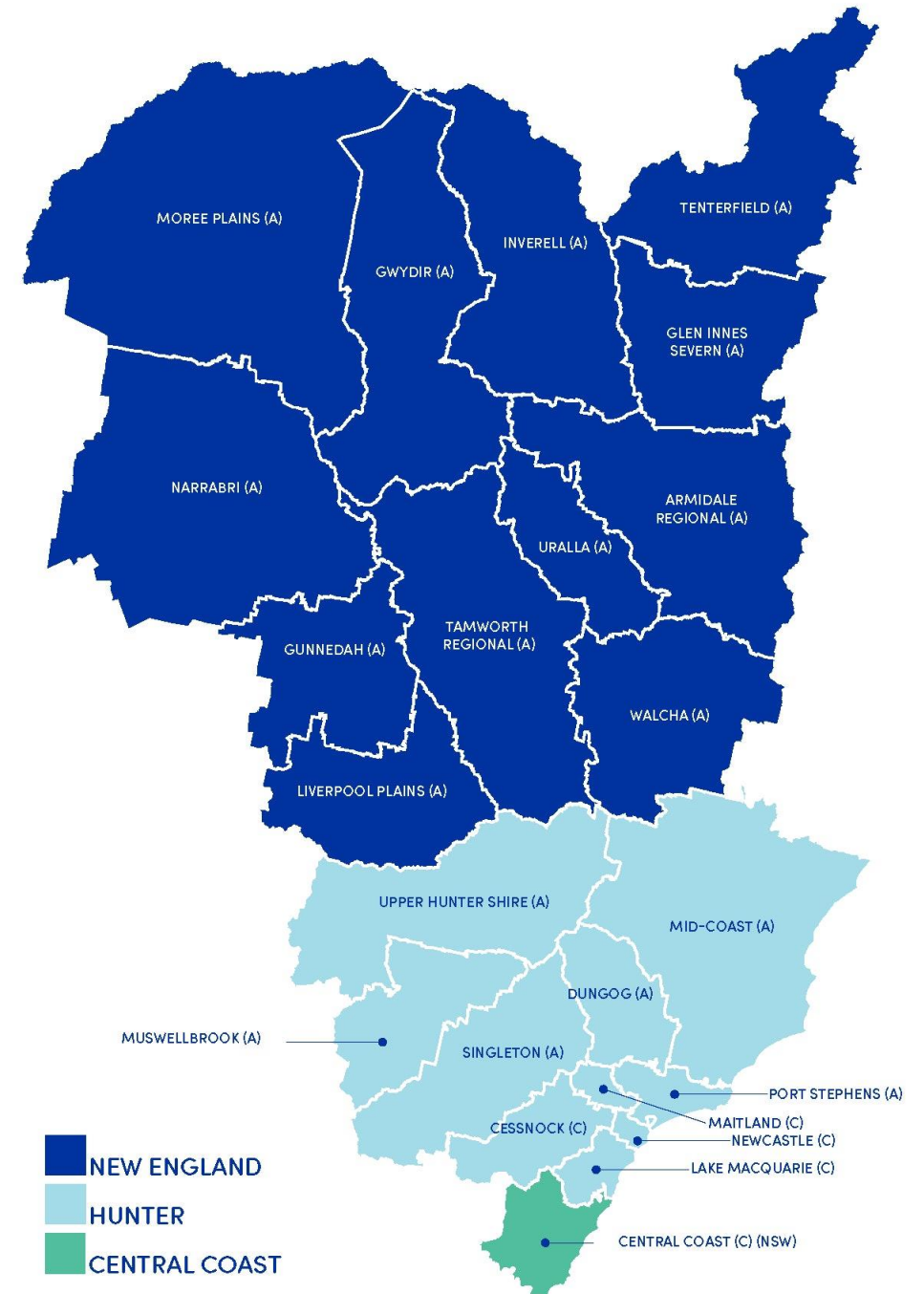
# LEARNING OUTCOMES

1. Understand how your practice can actively participate in and support SAVI's continued development.
2. Learn how working with SAVI can benefit Practice Managers, Owners and their teams.
3. See how SAVI is shaping the future of viability and sustainability for the general practice sector and the support given to general practice.
4. Learn the next steps for you and your practice.



# WHAT IS SAVI?

- SAVI is a long-term initiative, developed as part of the PHN's 2023 – 2028 strategic plan
- The PHN's most significant project for General Practice Business
- SAVI reflects our vision for healthy people, and healthy communities and our purpose which is to increase equity of access to primary care services
- Viable and thriving general practice businesses



## SAVI – Benefits

- ✓ Evaluate the financial, operational, and clinical aspects of your practice and identify areas of improvement.
- ✓ An opportunity to receive, intentional and tailored support relevant to your Practice's specific needs.
- ✓ Make informed decisions to enhance the long-term viability and sustainability.
- ✓ Improved business confidence
- ✓ Revenue optimisation through appropriate application of the MBS and income stream diversification
- ✓ PHN leveraged partnerships to empower general practice owners and leaders



✓ *Stable, thriving, profitable General Practice Businesses*

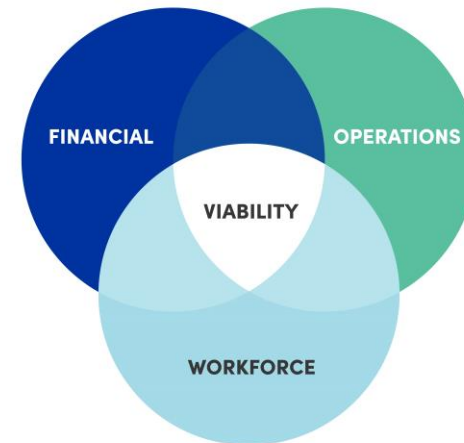
✓ *Improved access to timely and high-quality general practice health care services  
For every person in the region*

## SAVI Launch & first steps

- Viability Assessment Platform
- You have Mail!
- Strictly confidential
- 10 minutes .....
- Click submit
- Gain
  - Valuable business insights
  - Tailored support and opportunities
  - Improved business performance
  - Benefits the whole practice team



**FEBRUARY 02 2024**  
**SAVI's Viability Assessment Platform (VAP) and survey NOW LIVE**  
Taking time to review business performance is fundamental for long-term success and can pay dividends for general practice business owners. SAVI's Viability Assessment Platform (VAP) and survey is officially live, and we invite all general practice businesses to participate.



## SAVI - Emerging themes

- Team dynamics
- Respect
- Reduced patient load
- Patient abuse
- Staff competencies
- Wellbeing

**“Just the stress alone of working in GP currently brings down the morale and vibe of the clinic”**

*“Operational issues caused by either morale within admin team or lack of knowledge”*

**“Respect and the staffs mental health is paramount to them feeling happy about coming to work”**

## SAVI - Emerging themes

- Time management
- Miscommunication
- Income streams
- Enthusiasm for business support
- Resilience and determination

*“decline staff have made it difficult to perform QI activities, implement new procedures or investigate other possible income streams due to lack of available time”*

“Government should be talking to people within the industry (people that are on the ground)”

SAVI; partner with us

*“Every general practice  
deserves to make a  
profit”*

“I’m happy for you to fix  
everything...”





## SAVI – What’s on the radar?

- A second interactive platform with predictive analytics for general practice businesses
- Support for Practice Managers
- Coaching and mentoring
- Partnerships with peak bodies
- Specialist tailored support for individual practices

### PROJECT PARTNERS



- External stakeholders
- Expert advisory group
- External consultants and software developers



PRIMARY  
HEALTH  
NETWORK

## SAVI – First steps to success

- Viability Assessment Platform
- **You have Mail!**
- Strictly confidential
- 10 minutes ....
- Click submit
- Gain
  - Valuable business insights
  - Tailored support and opportunities
  - Improved business performance
  - Benefits the whole practice team

*The Viability Assessment Platform and survey provides us a mechanism to better understand what is happening in the general practice sector across our region.*

*This will help us to identify the issues that are negatively impacting viability and profitability, and take appropriate next steps to support your business.*



**PRIMARY  
HEALTH  
NETWORK**

**phn**  
HUNTER NEW ENGLAND  
AND CENTRAL COAST  

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An Australian Government Initiative