

Virtual Services Priority Groups

PROJECT BENEFICIARIES

Identified priority groups within the HNECC region.



IDENTIFIED REGIONAL HEALTH NEED

Project will be tailored to suit the unique needs of one of the identified priority groups.

2023/2024 PROJECT OBJECTIVES

1. Identify Priority Group: Analyse region demographics, health conditions, and socio-economic factors.
2. Develop User Personas: Draft detailed user profiles for priority groups, delving into their unique needs, goals, and motivations through consultations.
3. Identify Tailored Solution: Research, collaborate, and define features and standards for virtual services, exploring collaborations and present pilot ready solutions.
4. Test Pilot Service: Choose a vendor, initiate a pilot with a sample priority group, collect feedback, and refine the service.
5. Evaluation of Pilot: Assess efficiency gains, customer satisfaction, and pain points, paving the way for expansion and enhancements in the region's healthcare landscape.



CLINICAL AND COMMUNITY GUIDANCE REQUIREMENTS

Consultation with Clinical Councils and Community Advisory Committees, priority groups and community stakeholders.

PROJECT PARTNERS

- Primary Health Care Providers
- Technology vendors
- External consultants



RESPONDING TO WHICH STRATEGIC CHALLENGE

Demonstrate exceptional commissioning through leadership and performance.

Enhance the primary care workforce and incorporate digitally assisted services.

HNECC PHN PROJECT KEY CONTACT

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