

An aerial photograph of a coastal city and harbor, showing a mix of residential and commercial buildings, green spaces, and a large body of water with a boat. The sky is filled with dramatic, white and grey clouds.

# 2023 PHN Commissioning Showcase

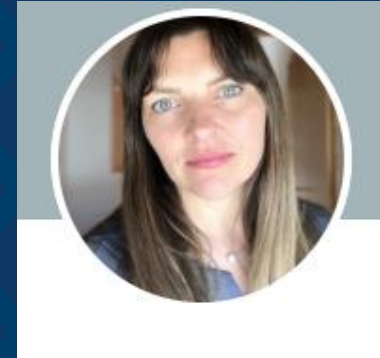
*Momentum - Accelerating outcomes and equity through commissioning*

PHN Presentation Template



# Collaborative Commissioning for a network of care finders

Care finder collaborative  
commissioning executive team



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# The Challenge



## Prior Learnings

- Provider experience of duplication, variation and fragmentation
- Difference between Stepped Care and Head to Health

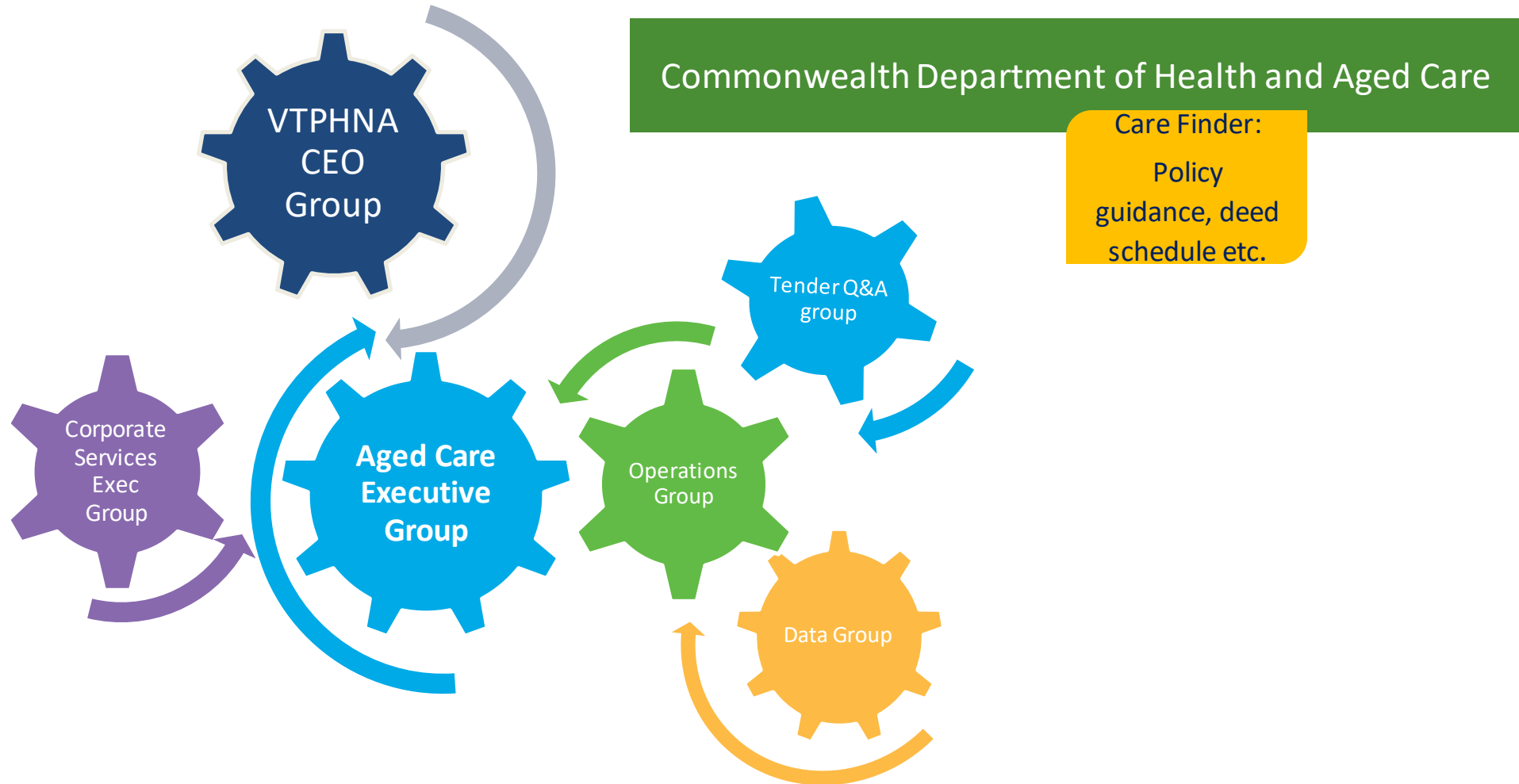
## New Market

- Once chance to make a first impression
- Complex communications required
- Learn quickly!!

## The Vision

- Consistent approach that benefits consumers, providers and referrers
- Ability to demonstrate value

# The Approach



# The Impact- Successes

## Consistency

[To a degree!!] Common tender specs, single briefing, agreed timeframes, shared tender Q&A

## Communication

Messaging to industry was consistent and collaborative. There was a single point of contact.

## New Stakeholders

We could leverage execs and staff who knew the stakeholder group. Some of us were starting from scratch.

## Post-Tender

Mostly consistent KPIs, Reporting Schedules, Performance monitoring & Payment, Communities of Practice at a State and Local level

Care finder network established!



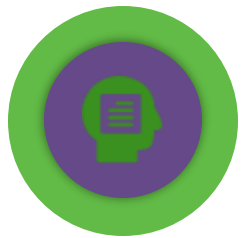
# The Impact- Limitations



# The Learnings

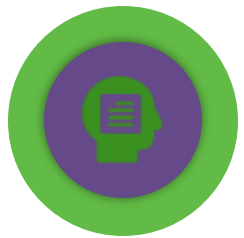


## Collaboration

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- We built on Head to Health
  - Variation is deeply rooted in our DNA
  - Collaboration takes time and leadership
  - It will be easier next time!

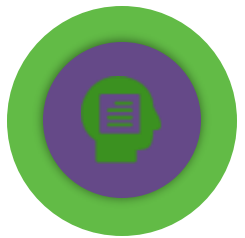


## Tender

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- Next time try principles from the beginning that will be locked in. Including board endorsement
  - Try more creative ways to approach the market to avoid the impact of a big bang approach

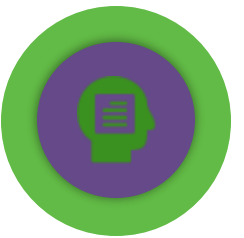


## Contract

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- Some great contracting wins- first time adopting the same performance management approach
  - We need to demonstrate our value as PHNs, not fractures
  - Room for improvement in the next iteration- & we have set ourselves up well for that



## Provider

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- Previously ACH had only the C'th to deal with – now they have many PHNs
  - Local Communities of Practice in a new field of service provision adds value
  - Have set ourselves up well to enhance our relationship with and support providers



# Contact



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**phn**  
VICTORIAN-TASMANIAN  
ALLIANCE

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