

HNECC PHN STRATEGIC PLAN 2018-2023

VISION

Healthy People and
Healthy Communities

PURPOSE

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

VALUES

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

Key Strategic Areas



Flagship Services For Communities

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



A Healthier System

- Engaging Clinicians
- Fostering innovation
- Connecting care through Digital Health
- Facilitating alliances & partnerships to improve care



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

Key Priorities

Our Key Objectives

1. 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
4. To develop high quality care pathways that improve access to local primary care services and keep people out of hospitals
5. 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
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

Priority Groups

Aboriginal Health, Mental Health
Aged Care, Healthy Start at Life

Priority Areas

Disease Prevention, Chronic Disease
Potentially Preventable Hospitalisation, Health System Improvement

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KEY STRATEGIC AREA	KEY PRIORITIES	OUR KEY OBJECTIVES	WHAT WE WILL ACHIEVE
FLAGSHIP SERVICES FOR COMMUNITIES	<ul style="list-style-type: none">• Staying Well• Accessing Services• Experiencing Quality Primary Care• Engaging Communities• Engaging Aboriginal Communities	<ol style="list-style-type: none">1. To improve access by commissioning coordinated and effective primary health services2. To engage with our communities to implement effective prevention and self-management strategies3. To pioneer new models of care that will consolidate our reputation as a leader in innovative primary care design	<ul style="list-style-type: none">• We will develop, implement and coordinate communications to promote wellness and prevention.• We will commission culturally safe programs and services that are, easy to navigate and access.• We will support and develop Primary Care providers to implement effective person-centred care, including prevention and self-management strategies.• We will collaboratively develop a primary care workforce that is skilled and delivers efficiently with available resources.• We will know our communities, including vulnerable groups, and use information provided by them to inform our programs.• We will pioneer new models of care that will consolidate our reputation as a leader in innovative primary care design.• We will drive health transformation across the region by generating new solutions to improve the health of our communities.

Healthy **People** | Healthy **Communities**



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A HEALTHIER SYSTEM	<ul style="list-style-type: none">Engaging CliniciansFostering innovationConnecting care through Digital HealthHealth system improvementFacilitating alliances & partnerships to improve care	<ol style="list-style-type: none">To develop high quality health care pathways that improve access to local primary health services and keep people out of hospitalsTo demonstrate improved clinical outcomes and experiences in primary care services through primary care improvement and digital health strategiesTo improve patient journeys of care through alliances and partnerships with the key primary care stakeholders in our region	<ul style="list-style-type: none">We will be informed by clinicians in identifying locally relevant solutions and ensuring sustainable decisions are made.We will collaborate with LHD alliances and other partners, consumers, families and carers, to continue to implement high quality health care pathways that improve the journey of care in our region.We will support the effective use of health information by primary care practices to facilitate quality improvement (QI) and improve their ability to deliver high quality health care and outcomes.We will work with Aboriginal and Torres Strait Islander people, communities and primary care providers to increase access to culturally appropriate and responsive care.

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A FIT AND HIGH PERFORMING BUSINESS	<ul style="list-style-type: none"> Measuring and Demonstrating Success Embedding Culture & Values Designing for Rural & Urban Flexibility Raising Our Voice Building Aboriginal Cultural Responsiveness Agile and Efficient Operation Sustainability 	<ol style="list-style-type: none"> 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 To implement strategies to develop the financial and operational sustainability of the PHN To collaborate nationally to strengthen primary health care and the PHN program 	<ul style="list-style-type: none"> We will measure the efficiency, effectiveness and value of primary health services by using tools designed to report on the health and well-being of the population. We will measure the experience of consumers and providers so we can support and drive performance improvement. We will ensure funded health services and systems represent value for money. We will live our culture and values through everyday actions and conversations. We will engage locally and nationally to develop and share 'stories' that underline the importance of primary care services, 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.