

Strategic Plan Overview

Our Vision

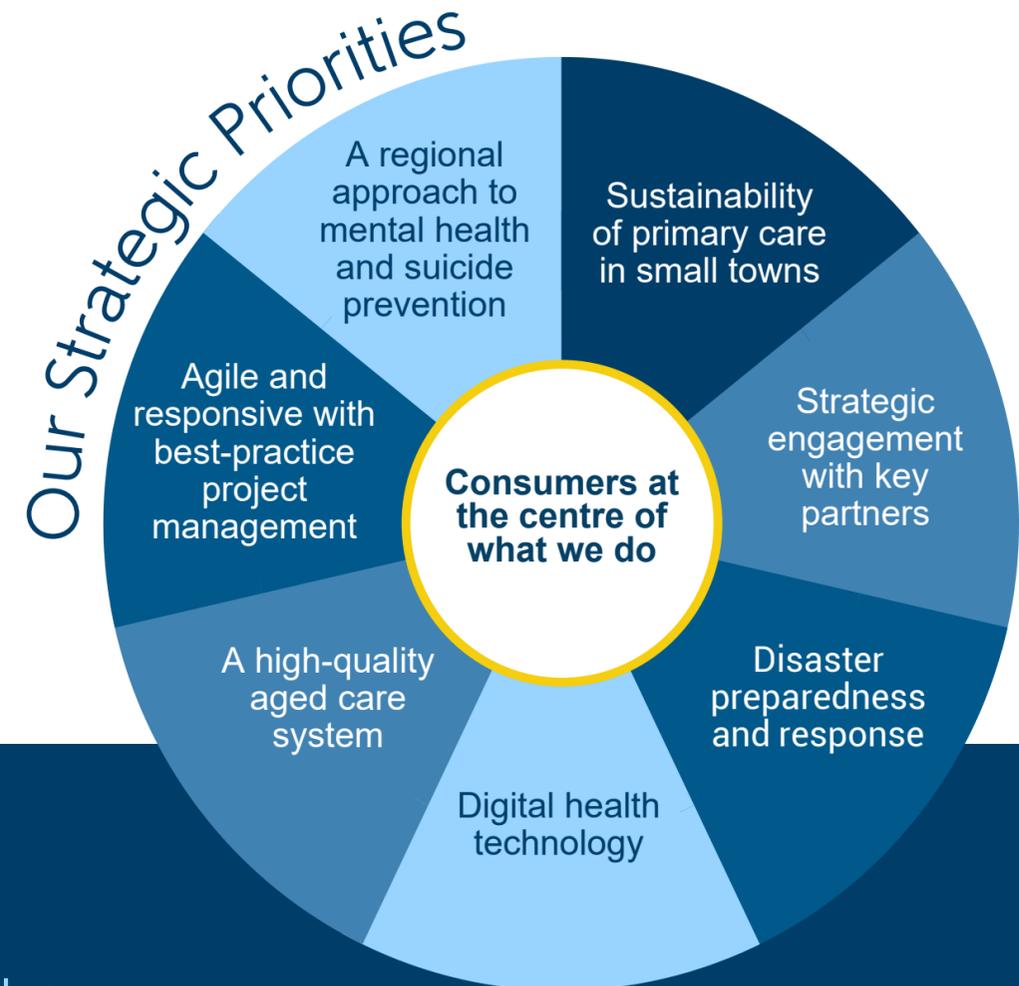
Lead, support and strengthen person-centred primary health care for our region

Our Values

- Integrity
- Collaboration
- Professionalism
- Respect
- Innovation

Our Purpose

- Better health outcomes
- Improved consumer experience
- Improved provider satisfaction
- Sustainable costs



Our Strategic Goals

1. Enhance capacity and improve health outcomes for Aboriginal people

We commit to working in collaboration with our region's Aboriginal Communities and Peoples to improve their health, social and emotional wellbeing in the spirit of partnership. We continue to strengthen our engagement and collaboration with Aboriginal Community Controlled Health Organisations, Bila Muuji, Murdi Paaki and the Three Rivers Regional Assemblies, with a commitment to closing the gap. Our Aboriginal Engagement Framework 'Waluwin,' ensures engagement with Aboriginal people is done in the 'proper way.'

We will commission services that empower self-determination in the future health outcomes for Aboriginal people and support service providers to deliver culturally safe services.

Our 'Reflect' Reconciliation Action Plan (RAP) shares the organisation's vision and prepares us for successful reconciliation initiatives. We are committed to achieving these outcomes and progressing to an 'Innovate' RAP that strengthens our relationships and further empowers Aboriginal people.

2. Strengthen health-system reform through service integration and innovation

Working in partnership we boldly pursue health system reform as enablers of change. We are committed to regional planning with our stakeholders to integrate services and reduce duplication through joint needs assessment (including place-based), shared data for decision making and evaluation of outcomes together.

With a one-health-system approach we can lead transformational change to address place-based need, chronic disease prevention and first 2000 days of life.

Establishing an internal Project Management Office and embedding co-commissioning practices will further support our agility to drive innovation and reform.

3. Lead regional value-based commissioning

As regional commissioners, we lead an understanding of our communities and prioritise those that are vulnerable and lack equitable access to care. We apply value-based commissioning for outcomes to deliver services that are high quality, effective and efficient. The value of consumer engagement is embedded in how we consult, collaborate, co-design and evaluate services.

With our partners we pursue collaborative commissioning, which goes beyond current healthcare structures and encourages shared models of care, integrated pathways and pooling of resources.

Strengthening our service providers capacity and capability through collaborative relationships is central to how we commission.

4. Support a high-quality primary health system

We work across the spectrum of primary care providers to support high-quality services for our communities; the right care, right place and right time. This includes valued assistance in quality improvement, workforce support, professional development and the use of technology. We enable providers to showcase best-practice and test innovation in our region.

Western NSW faces unique workforce challenges. We are committed to innovative GP-led models and payment reform that will deliver sustainable care in small communities. We are responsive to the Government's primary care reform agenda and facilitate the implementation of change at a local level.

Our Strategic Priorities

What success looks like

- Consumer voices embedded in our commissioning
- Established partnerships with consumers, carers and people with lived experience
- Deliver better models of consumer-centred care

- Develop and implement innovative business models for small towns
- Support payment reform for local sustainability
- Lead regional planning to address workforce needs

- Implementation of the joint Regional Mental Health Plan to integrate services with a 'one health system' mindset
- Aboriginal communities empowered to address local need
- Improved consumer and provider experience through centralised intake

- The go-to organisation for co-commissioning and implementation of the Government's reform agenda through a best practice project management function
- Organisational structure and skills support responsiveness and efficient operations
- A culturally safe workplace

- Sustainable primary care workforce models for RACFs including access and capacity building
- Support the implementation of Government reform and quality standards

- Define and deliver our value proposition for general practice
- Develop a plan in partnerships with ACCHOs that delivers measurable outcomes to close the gap
- Investment in building our relationships

- Recognised as regional coordinator of primary health care response before, during and after disasters
- Effective regional emergency response plans
- Work collaboratively with regional partners in delivering a whole of system COVID response

- Embedded utilisation of digital health strategies to improve clinical outcomes and experience in primary care
- Empowered primary care workforce confidently using digital health technologies to enhance care
- Local solutions designed within and across sectors to improve access to efficient and effective healthcare

