

# Strategic Plan Overview

2023

**phn**  
WESTERN NSW

An Australian Government Initiative

## OUR VISION

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

## OUR VALUES

Integrity      Respect  
Collaboration      Innovation  
Professionalism

## OUR PURPOSE – QUINTUPLE AIM

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

## OUR STRATEGIC GOALS

## OUR STRATEGIC PRIORITIES



### Engage with communities and stakeholders to improve health and well-being in our communities

Effective community and stakeholder engagement is central to both delivering and building trust in a place-based approach to primary health care. In the WNSW PHN region, this requires ongoing efforts to improve engagement with small communities across the region, particularly Aboriginal communities. Services need to meet the needs, circumstances and resources available in different communities.

#### Strategies:

- Collaborate and engage with communities and stakeholders
- Continue to engage with remote communities
- Support Aboriginal communities
- Build successful partnerships



### Strengthen health system reform through service integration, innovation and place-based initiatives

Working in partnership to 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.

#### Strategies:

- Collaborate with stakeholders and partners to develop innovative evidence-based solutions
- Establish collaborative commissioning opportunities
- Support innovative workforce models in partnership with stakeholders
- Disaster Preparedness and Response



### Lead evidence-based commissioning

Service commissioning is undertaken based on a gap analysis of our region to improve equity and access to local services. Service solutions are identified, monitored and evaluated to ensure service impact is improving health for our communities who have limited access to services.

#### Strategies:

- Design and procure services that meet local needs
- Co-design and co-commission service solutions
- Monitor and evaluate performance and outcomes to inform future commissioning
- Innovate through research and advocate for health system improvement



### Support high-quality, sustainable primary health care

Advocate with partners and stakeholders to support high-quality, person-centered sustainable primary health care in Western NSW.

#### Strategies:

- Facilitate sustainable primary health care models in partnership with stakeholders
- Promote the use and adoption of digital and technology health solutions
- Drive quality improvement in general practice
- Support the primary health care workforce



#### Commonwealth priorities

- Aboriginal and Torres Strait Islander Health
- Mental Health
- Alcohol and other Drugs
- Older People
- Population Health
- Health Workforce
- Digital Health



#### Key policy documents

- 10 Year Primary Care Plan
- Regional Health and Medicare Task force
- Aged Care Review



#### Local priorities

- Sustainable Primary Care
- Collaborative commissioning-Diabetes
- First 2000 Days
- Chronic Disease

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### Engage with communities and stakeholders to improve health and well-being in our communities

Effective community and stakeholder engagement is central to both delivering and building trust in a place-based approach to primary health care. In the WNSW PHN region, this requires ongoing efforts to improve engagement with small communities across the region, particularly Aboriginal communities. Services need to meet the needs, circumstances and resources available in different communities.

#### Strategies:

- **Collaborate and engage with communities and stakeholders**

Engage with communities including consumers, patients, carers, people with lived experience, priority populations to develop innovative solutions to improve access and health outcomes. The design of services should be place-based with communities targeting resources available including support to virtual care.

- **Continue to engage with remote communities**

Engage with remote communities to develop innovative solutions to improve access and health outcomes.

- **Support Aboriginal communities**

Develop strategies in partnership with communities and ACHOOs to improve access to primary care and specialist services for Aboriginal people and communities. We will support and work with ACCHOs to support commissioned services such as Integrated Team Care, Mental Health services and AOD services to ensure improved equity and access to culturally-safe place-based services.

- **Build successful partnerships**

Partner with local health organisations, local government, universities, service providers, not-for-profits and the private sector to support a joint approach across the health care system.



### Strengthen health system reform through service integration, innovation and place-based initiatives

Working in partnership to 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.

#### Strategies:

- **Collaborate with stakeholders and partners to develop innovative evidence-based solutions**

The WNSW PHN will advocate for new models of place-based primary care which better support General Practice. Review, implement and update joint Mental Health and Suicide Prevention plans including alcohol and other drugs, and explore future joint planning work. Work in partnership with the LHDs to undertake our Regional Health Needs Assessment and share data to create LGA Health Snapshots to support health system planning in primary care and communities.

- **Establish collaborative commissioning opportunities**

Lead and development of the Western NSW Health Alliance supporting Collaborative Commissioning projects with the LHDs and partner organisations. This alliance supports the integration of healthcare through the development of key projects that have been identified as needing a collaborative approach across both primary and secondary care to meet the needs of priority populations and support continuity of care.

- **Support innovative workforce models in partnership with stakeholders opportunities**

Enable multi-disciplinary teams to work together across primary care to support population groups at risk of poorer health outcomes. A team-based approach will improve access and enable a focus on preventative health enabling teams to work to their full scope of practice.

- **Disaster Preparedness and Response**

Develop a disaster preparedness and response plan that is supported by a multi-sectorial response and ensures the integration of primary health care needs.



### Lead evidence-based commissioning

Service commissioning is undertaken based on a gap analysis of our region to improve equity and access to local services. Service solutions are identified, monitored and evaluated to ensure service impact is improving health for our communities who have limited access to services.

#### Strategies:

- **Design and procure services that meet local needs**

Understand our region's needs through joint needs assessment, population health data, service mapping, stakeholder consultation and contract reporting measures. Ensure our priorities are supported by an evidence-based understanding of local health needs and gaps in our existing health care services in the Western region.

- **Co-design and co-commission service solutions**

Integrate co-design and collaboration with key stakeholders including people with lived experience and consumer representative groups early in the planning phase. Consider co-commissioning of services through joint planning opportunities and shared resources to foster innovative opportunities.

- **Monitor and evaluate performance and outcomes to inform future commissioning**

Measure performance of contracts against key performance indicators and monitor the impact on priority populations, health outcomes, access, and service experience.

- **Innovate through research and advocate for health system improvement**

Undertake best-practice research and evaluation with partner organisations that advocates for health system improvements.



### Support high-quality, sustainable primary health care

Advocate with partners and stakeholders to support high-quality, person-centered sustainable primary health care in Western NSW.

#### Strategies:

- **Facilitate sustainable primary health care models in partnership with stakeholders**

Facilitate innovative place-based primary health care models in partnership with General Practice and ACCHOs, through enabling multidisciplinary teams to work together across the primary care and acute system to improve continuity of care and lead to improved health outcomes. Support the management of complex chronic disease through flexible funding approaches for people who need it most.

- **Promote the use and adoption of digital and technology health solutions**

Promote and enable an uplift to primary care IT infrastructure, including the use and adoption of digital health technologies such as improved access to My Health Record and virtual tools (e.g. telehealth) building primary care capacity.

- **Drive quality improvement in general practice**

Engage and support practices in data-driven quality improvement, including providing practice data feedback. Continue to support practices with accreditation and improve access to clinical and service navigation support tools.

- **Support the primary health care workforce**

Build primary care workforce capacity and capability with increased support for practice managers, practice nurses, allied health providers, Aboriginal health workers and pharmacists to better support our diverse mix of practices.