



Gold Coast Primary Health Network

STRATEGIC PLAN 2019 – 2022

BUILDING ONE WORLD CLASS HEALTH SYSTEM
FOR THE GOLD COAST

phn
GOLD COAST

An Australian Government Initiative

Characteristics



Values



SUSTAINABLE
Efficient, Effective, Viable



COLLABORATIVE
Partnerships, Integrated, Engaged



INNOVATIVE
Flexible, Pioneering, Evolutionary



ACCOUNTABLE
Respect, Responsible, Outcomes



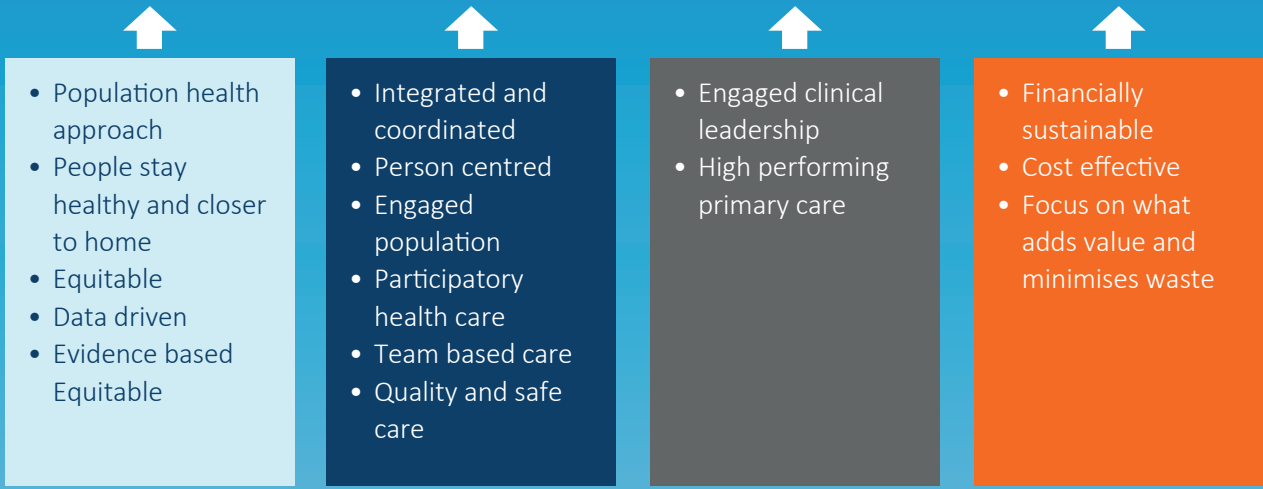
EVIDENCE-BASED
Research, Documenting, Transparent



INFLUENTIAL
Visible, Valued, Courageous

'BUILDING 1 WORLD CLASS HEALTH SYSTEM FOR THE GOLD COAST'

CHARACTERISTICS OF A WORLD CLASS HEALTH SYSTEM FOR THE GOLD COAST



GOAL 1



GOAL 2



GOAL 3



GOAL 4



HEALTH SERVICE STRATEGIES

- Developing a comprehensive, high performing primary health care sector that enables the person centred medical home.
- Integrating and coordinating services by developing innovative models of care with Gold Coast Health and other partners.
- Fostering participatory health towards achieving outcomes that matter to people.
- Supporting the development of the primary care workforce and change in the sector.

ENABLING STRATEGIES

- Providing leadership and influence (healthcare and broader social determinants of health) through partnerships and alliances.
- Establishing efficient, accountable and effective governance and commissioning systems.
- Developing digital health and ICT infrastructure that supports service navigation and health pathways.
- Providing analytics and health intelligence that supports value based decisions.

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OUTCOMES

- Outcomes readiness – completion rates for clinical outcome measures.
- Clinical outcomes for people receiving PHN-commissioned low intensity mental health interventions.
- Clinical outcomes for people receiving PHN-commissioned psychological therapies delivered by mental health professionals.
- Rate of contracts for commissioned health services that include both output and outcome performance indicators.

EXPERIENCE OF CARE

- Measure of patient experience of access to GP.
- Rate of GP team care arrangements/case conferences.
- Number of clients completing satisfaction/experience surveys and results.
- Number of clients experience an improvement in their mental health/wellbeing/achievement of identified goals/or outcome measures (scores).

PROVIDER EXPERIENCE

- Number of providers/referrers completing satisfaction/experience survey reporting.
- Support provided to general practices and other health care providers.
- Various program/service/project satisfaction/experience surveys for our products and services (e.g. clinical placements/Tier 4).
- Workforce Training/information events attendee satisfaction/experience surveys (ensure part of our events/training activity process or contract requirement).

VALUE

- Average cost of PHN commissioned low intensity psychological intervention services.
- Average cost of PHN commissioned psychological therapy services delivered by mental health professionals.
- Average cost of PHN commissioned clinical care coordination services for people with severe and complex mental illness.
- Cost of educational event per health professional.

Summary of programs and activities by Strategic Goal

GOAL 1

Improve **COORDINATION** of care to ensure people receive the **RIGHT CARE** in the **RIGHT PLACE** at the **RIGHT TIME**, by the **RIGHT PERSON**



- Access to information and resources (HealthyGC online)
- Clinical Placements Program (Medical and Nursing Students)
- Digital Health (including My Health Record Expansion)
- Education and Training (including events and workforce development)
- Enhanced primary care in residential aged care
- Immunisation promotions
- Integrated Team Care
- Indigenous Health
- Mental Health - Suicide Prevention Regional Plan
- General Practice Support - general helpdesk and Tiers 1 and 2
- General Practice Support quality improvement projects and Tiers 3 and 4
- Primary Sense Population Health Management
- Stakeholder engagement
- Transfer of Care (General Practice Liaison Unit)
- Turning Pain into Gain

GOAL 2

Increase **EFFICIENCY** and **EFFECTIVENESS** of medical services, particularly for those at risk of poor health outcomes



- After Hours Mental Health Severe and Complex Safe Space
- After Hours Emergency Alternatives to Hospital campaign
- AOD Transition and SACS
- Greater Choice for At Home Palliative Care
- Mental Health - headspace general (Child and Youth)
- Mental Health - Low intensity services
- Mental Health - Partners in Recovery/ continuation of support
- Mental Health - Psychosocial Services
- Mental Health - Severe and Complex Clinical Coordination
- Mental Health - Stepped Care Approach
- Mental Health - Suicide Prevention
- Need Assessment and Planning

GOAL 3

Actively **ENGAGE** and **ADVOCATE** for **GENERAL PRACTICE** and **OTHER STAKEHOLDERS** to facilitate improvement in our local health systems



- After Hours Hospital Avoidance - InterAct Program
- Alcohol and other Drugs Treatment Services for Indigenous
- Alcohol and other Drugs Treatment Services - Mainstream
- Cancer Screening promotions
- Mental Health - headspace and Early Psychosis Youth Services program
- My Health For Life program
- Mental Health - Indigenous including suicide prevention
- Mental Health - Psychological Services
- Palliative care in residential aged care
- Pathways for young people in alternate care
- Psychological Services in residential aged care
- The Advance Project

GOAL 4

Operate as a **HIGH PERFORMING, EFFICIENT** and **ACCOUNTABLE** organisation



- Communications and promotions
- Governance (includes Clinical and Community Advisory Council)
- HR/Training and Development
- Information Management
- Integrated Care Alliance
- PHN general program management
- Performance, Quality and Risk
- Procurement and Contracting



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“Building one world class health system for the Gold Coast.”

Primary Care Gold Coast (ABN 47152953092), trading as the Gold Coast Primary Health Network.

Level 1, 14 Edgewater Court, Robina 4226 | PO Box 3576 Robina Town Centre QLD 4230

P: 07 5635 2455 | F: 07 5635 2466 | E: info@gcphn.com.au | www.healthygc.com.au

*GCPHN gratefully acknowledges the support from the Australian Government Department of Health.
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Gold Coast Primary Health Network gratefully acknowledges the financial and other support from the Australian Government Department of Health.