



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

- Population health approach
- People stay healthy and closer to home
- Equitable
- Data driven
- Evidence based
- Equitable

- Integrated and coordinated
- Person centred
- Engaged population
- Participatory health care
- Team based care
- Quality and safe care

- Engaged clinical leadership
- High performing primary care

- Financially sustainable
- Cost effective
- Focus on what adds value and minimises waste

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**.

GOAL 2



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

GOAL 3



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

GOAL 4



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

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.

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

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**



- General Practice Support for Drug and Alcohol Treatment
- Turning Pain into Gain
- Wound Management
- Health Service Access for Hard to Reach Populations (Community Connectors)
- Enhanced Primary Care (Clinical Educator - Palliative)
- Primary Sense Population Health Management
- Covid-19 Respiratory and GP Clinics
- Covid-19 Training and Education for General Practices
- Primary Care Improvement Program (incl Immunisation and Cancer Screening)
- Stakeholder Engagement (including Communications and Marketing)
- Access to information and resources (GCPHN website)
- Mental Health - Regional Mental Health and Suicide Prevention Plan
- Primary Care Engagement includes Digital Health
- Integrated Team Care (Indigenous Health)
- Clinical Placements Medical and Nursing Students
- Education and Training (including events and workforce development)
- COVID-19 Immediate Support
- Digital Health ADHA

GOAL 2

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



- After Hours Emergency Alternatives Campaign
- After Hours Mental Health Severe & Complex Safe Space
- Drug and Alcohol Transition and SACS
- Drug and Alcohol Home Detox Program
- Needs Assessment
- Mental Health - Low Intensity Services
- Mental Health - Headspace Southport and Upper Coomera
- Mental Health - Severe and Complex Clinical Coordination
- Mental Health - Carers Support Program
- Mental Health - Community-based Support for People in Distress
- Mental Health - Suicide Prevention (The Way Back)
- Mental Health - Stepped Care Approach
- CQU Evaluation of Nurse Navigators
- Gold Coast Psychosocial Alliance
- Psychosocial Support (Plus Social)
- National Psychosocial Support - Interface, Transition and Continuity of Support
- Greater Choice for At Home Palliative Care
- COVID-19 Mental Health for ATSI and CALD
- COVID-19 Mental Health - Nursing for Older People

GOAL 3

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



- Alcohol and Other Drugs for After Hours Treatment Services
- Alcohol and other Drugs Treatment Services for Mainstream
- Alcohol and other Drugs Treatment Services for Indigenous
- AOD Service Integration, Capacity Building and System Efficiency
- Mental Health Gold Coast Youth Severe (Lighthouse)
- Mental Health headspace Early Psychosis Youth Program
- Mental Health Psychological Services (PSP program)
- Mental Health Indigenous Services
- Mental Health Psychological Services for residential aged care facilities
- Cancer Screening (Qld Health)
- Children In Care
- Mental Health for Hard to Reach Groups (Expanded Horizons)
- My Health For Life

GOAL 4

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



- Integrated Care Alliance
- HR / Training & Development
- Information Management
- Governance (includes Clinical Council and Community Advisory Council)
- Performance Quality & Risk
- Procurement and Contracting
- Reconciliation Action Plan Committee for GCPHN



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Gold Coast Primary Health Network

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

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

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