Strategic Plan 2016 - 2019
Our Strategic Objectives and Planned Strategies

**OUR VISION**
Improved health for the people in our community

**OUR MISSION**
Empower general practice and other healthcare professionals ... to deliver high-quality, accessible and integrated primary healthcare ... that meets the needs of our community

**OUR VALUES**
- Respect,
- Ethical Practice,
- Quality,
- Collaboration,
- Continuous Improvement

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**1. Increased capacity and influence of Primary Care**
- **1.1** Develop strong engagement with primary healthcare providers to inform and shape healthcare priorities and improvement
- **1.2** Support the development of clinical leaders and champions and enable peer to peer networking and learning
- **1.3** Identify, build and strengthen partnerships with key stakeholders and influencers in the health and non-health sectors
- **1.4** Support the development of a skilled and sustainable local primary healthcare workforce

**2. A culture of quality improvement and outcome focus established**
- **2.1** Collaborate with general practice to facilitate data driven quality improvement
- **2.2** Support primary health care providers to implement models of care that reflect best practice
- **2.3** Monitor and evaluate activities on an outcomes basis
- **2.4** Develop partnerships to enable primary healthcare research

**3. Coordinated services within and across sectors**
- **3.1** Create opportunities for primary and acute care to work together to improve the healthcare journey
- **3.2** Design solutions / collaborate with others to improve access to appropriate healthcare
- **3.3** Support the uptake of digital health to improve continuity of care
- **3.4** Promote team based approaches to care

**4. Consumers engaged in all we do and a demonstrated focus on communities with greatest need**
- **4.1** Establish safe and appropriate mechanisms to enhance consumer and community participation and influence in the work of our organisation, local primary healthcare services and the patient healthcare journey
- **4.2** Target commissioning activity to improve health equity and address prioritised local health needs

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**5. Excellence in governance, systems and staff**
- **5.1** Embed corporate and clinical governance systems that reflect best practice
- **5.2** Implement business systems that enhance operational efficiency and organisational improvement.
- **5.3** Adopt quality commissioning principles and processes
- **5.4** Recruit and support a skilled, valued and culturally safe workforce

**6. Growth in organisational sustainability & impact**
- **6.1** Increase revenue diversity and build organisational equity to further our vision and enable financial sustainability.
- **6.2** Foster innovation
- **6.3** Share our research and learnings and promote our achievements

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**GUIDING PRINCIPLES FOR OUR WORK**
- A continuing effective relationship between a patient and their preferred primary care provider.
- A care model that ensures people receive the right care in the right place at the right time.