

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**

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

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

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.