

Strategic Plan 2019–2024

VISION

Improved health and wellbeing for the people in our community.

MISSION

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

STRATEGIC OBJECTIVES	1. Increased capacity and influence of Primary Care	2. Culture of quality improvement and outcome focus	3. Coordinated services within and across sectors	4. Consumers engaged in all we do	5. Organisational excellence and impact
STRATEGIES	<p>1.1 Foster strong engagement and leadership with primary healthcare providers to inform and shape healthcare priorities and improvement.</p> <p>1.2 Identify, build and strengthen partnerships and alliances with key stakeholders and influencers in the health and non-health sectors to augment benefits.</p> <p>1.3 Support the development of a skilled and sustainable local primary healthcare workforce and clinical leaders.</p> <p>1.4 Undertake strategic planning to address regional health priorities.</p>	<p>2.1 Collaborate with general practice to facilitate data driven quality improvement.</p> <p>2.2 Support primary healthcare providers to implement models of care that reflect best practice, support wellness and are culturally appropriate.</p> <p>2.3 Monitor and evaluate activities to drive high quality outcomes in service delivery.</p> <p>2.4 Participate in primary healthcare research in collaboration with others.</p>	<p>3.1 Facilitate primary, secondary and tertiary health sectors to work together to improve the healthcare journey.</p> <p>3.2 Design solutions in collaboration with others to improve access to efficient and effective healthcare.</p> <p>3.3 Support the utilisation of digital health to improve continuity of care.</p>	<p>4.1 Embed consumer and community participation and influence in the work of our organisation to support patient-centred primary healthcare.</p> <p>4.2 Apply health equity and consumer health literacy principles to all our activities.</p>	<p>5.1 Embed governance and business systems that reflect best practice and enhance efficiency and organisational improvement.</p> <p>5.2 Support a skilled, engaged and culturally-safe workforce which is responsive and values oriented.</p> <p>5.3 Increase revenue diversity and grow flexible revenue streams to further our vision and enable financial sustainability.</p> <p>5.4 Share our learning and promote our achievements.</p>

GUIDING PRINCIPLES

A continuing effective relationship between an individual and their preferred primary care provider.

A care model that ensures people receive the right care in the right place at the right time and that they are part of their own care outcomes.

Effective and efficient health services for consumers, particularly those at risk of poor health outcomes.

OUTCOMES



PRIORITY AREAS										VALUES					
	Underserved & Disadvantaged Communities	Aboriginal Health	Mental Health	Healthy Ageing	Drug & Alcohol Addiction Support	Population Health	Health Workforce	Digital Health	Disaster Management		Respect	Ethical Practice	Continuous Improvement	Collaboration	Quality