

Strategic Framework 2021–2024

Vision



A healthy community,
a healthy system

Mission



Better care, every
day in every way

Values



- Equity
- Respect
- Collaboration
- Innovation

Our Priorities

Commonwealth priorities

- Mental Health
- Aboriginal and Torres Strait Islander Health
- Alcohol and Other Drugs
- Older People
- Population Health
- Health Workforce
- Digital Health

Local priorities

- Children, Young People and Families
- Chronic Conditions
- LGBTIQ Health and Wellbeing
- Culturally and Linguistically Diverse Communities

Strategic Objectives



Transform primary health care

Support the delivery of high-quality, integrated and person-centred primary health care services in the north western Melbourne region



Evidence-based commissioning

Undertake strategic, evidence-based and targeted commissioning for priority populations that improves health outcomes, delivers high-quality, equitable and accessible care, that demonstrates value



Activate community and partnerships

Contribute to the development of an interconnected health care system in the north western Melbourne region through our community and stakeholder engagement, research activities and partnerships



Organisational excellence and impact

Strive for excellence in our organisational capability and culture to deliver impact

Strategies

- Facilitate integrated care
- Encourage adoption of the person-centred medical home primary health care model
- Promote the use and adoption of digital and technology health solutions
- Drive quality improvement in general practice
- Support the primary health care workforce
- Ensure our priorities are evidence-based
- Target our investment to greatest need
- Co-design and co-commission solutions
- Commission for value and outcomes
- Measure and monitor our impact
- Engage community participants in all that we do
- Develop partnerships that support innovation and connectivity
- Research, innovate and advocate for health care system improvements and connectivity
- Be well governed
- Make data and insight-driven decisions
- Nurture our workforce
- Maintain financial solvency and sustainability

Quadruple Aim Outcomes



Improved
Patient
Experience



Improved
Provider
Experience



Population
Health



Sustainable
Cost

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Strategic Objectives



Transform primary health care

Support the delivery of high-quality, integrated and person-centred primary health care services in the north western Melbourne region.

Strategies

- **Facilitate integrated care**

Enable multidisciplinary professionals to work together across the primary and acute interface to improve the healthcare journey.

- **Encourage adoption of the person-centred medical home primary health care model**

Support the adoption of person-centred models of care across the north western Melbourne region that are comprehensive, accessible, coordinated and safe.

- **Promote the use and adoption of digital and technology health solutions**

To enhance information exchange which supports the delivery of high-quality integrated health care services.

- **Drive quality improvement in general practice**

Collaborate with general practice to facilitate data-driven quality improvement.

- **Support the primary health care workforce**

Build primary health care workforce capacity and capability for a world class primary care system.



Evidence-based commissioning

Undertake strategic, evidence-based and targeted commissioning for priority populations that improves health outcomes, delivers high-quality, equitable and accessible care, that demonstrates value.

Strategies

- **Ensure our priorities are evidence-based**

Ensure our priorities are underpinned by an evidence-based understanding of our population's health needs and gaps in current health care services in the north western Melbourne region.

- **Target our investment to greatest need**

Target our commissioning to meet our priority populations health needs and gaps in primary health care services.

- **Co-design and co-commission solutions**

Incorporate co-design and collaboration with key stakeholders early in the commissioning process and foster the co-commissioning of services and fund pooling to develop innovative and integrated health care solutions.

- **Commission for value and outcomes**

Include reliable, quantified reporting measures in our contracts that demonstrate value and outcomes for our population.

- **Measure and monitor our impact**

Measure the performance of our contracts and monitor the impact on our priority populations' health outcomes, service access and experience.



Activate community and partnerships

Contribute to the development of an interconnected health care system in the north western Melbourne region through our community and stakeholder engagement, research activities and partnerships.

Strategies

- **Engage community participants in all that we do**

Engage community participants (consumers, patients, carers, people with lived experience, priority populations, community leaders) in all that we do.

- **Develop partnerships that support innovation and connectivity**

Partner with local health organisations, hospitals, human service agencies, universities, not-for-profits, social enterprises and the private sector to support innovation and connectivity across the health care system.

- **Research, innovate and advocate for health care system improvements and connectivity**

Undertake research to encourage innovation, promote best practice and advocate for health system improvements and connectivity.



Organisational excellence and impact

Strive for excellence in our organisational capability and culture to deliver impact.

Strategies

- **Be well governed**

Maintain governance structures, policies and procedures, planning and review processes that demonstrate organisational excellence.

- **Make data and insight-driven decisions**

Develop and utilise consistent data, analytics and insights capability in all levels of decision making and commissioning throughout the organisation.

- **Nurture our workforce**

Support a skilled, diverse, engaged and culturally-safe workforce which is responsive, and values-oriented.

- **Maintain financial solvency and sustainability**

Deliver our expenditure to budget, increase our revenues year on year and maintain rigorous balance sheet processes.