CAPITAL HEALTH NETWORK

BUSINESS PLAN 2020-2021

CHN

1. OLDER PERSONS

– this priority area focuses on improving health outcomes for older people living in the community and within Residential Aged Care Facilities. Across the 2020/21 financial year, CHN will focus on strengthening their commissioning activities in this space. Activities will include needs assessment, establishment of key partnerships and development of key service improvement initiatives.

INITIATIVE	TIMEFRAME	KEY PERFORMANCE INDICATOR	OUTCOME/KEY RESULT AREA	RESPONSIBILITY
Community needs assessment	Q1 Community needs assessment	Strategies for addressing identified needs	Better health/Better care	GM Planning and Health System Improvement
Pharmacists in Residential Aged Care Facilities (PiRACF)	Q3 Implementation, including evaluation	Progress of project against contract KPIs	Better care/Better value	GM Planning and Health System Improvement
Calvary partnership	Q2 Identify collaborative project (based on identified need)	Project plan and resources for collaborative project	Better value	GM Planning and Health System Improvement
Primary care in-reach/shared care	Q3 Development Q4 Primary care in-reach/share care launch	Model developed and resources allocated	Better care/Better value	GM Primary Care Engagement

2. MENTAL HEALTH

– this priority area focuses on improving the mental health service system in the ACT and the mental health outcomes of ACT residents. Across the 2020/21 financial year, CHN will focus on strengthening partnerships in the mental health space and building on existing commissioned services to ensure the system is well integrated and accessible. Key activities will include planning for the introduction of an adult mental health hub, implementation of the Regional Mental Health and Suicide Prevention Plan and key integration initiatives across the child and adult mental health space.

INITIATIVE	TIMEFRAME	KEY PERFORMANCE INDICATOR	OUTCOME/KEY RESULT AREA	RESPONSIBILITY
Adult Hub	Q2 Planning Q4 Implementation	Joint implementation plan agreed with ACT Health Directorate, CHS and NGO sector	Better health/Better care/ Better value	GM Planning and Health System Improvement
Regional plan implementation	Q2 Implementation to commence	Co-commissioned services agreed	Better care/Better value	GM Planning and Health System Improvement
Headspace South	Q2 Implementation	Improved mental health outcomes	Better care/Better value	GM Planning and Health System Improvement
Post pandemic wellbeing	Q1 Planning Q2 Implementation	Improved mental health outcomes	Better care/Better value	GM Primary Care Engagement

Adult mental health integration	Q1 Planning Q2/Q3 Implementation	Improved mental health outcomes Improved access to the right services	Better care/Better value	GM Planning and Health System Improvement
Child mental health integration	Q2 Planning Q3/Q4 Implementation	Improved mental health outcomes Improved access to the right services	Better health/Better value	GM Planning and Health System Improvement
ACT-wide centralised intake	Q2 Planning Q3 Implementation	Improved access to the right services	Better health/Better care	GM Planning and Health System Improvement & GM Primary Care Engagement
After hours psychological support	Q1 Implementation Q3 Evaluation	Referral rates to mental health services Improved access to the right services	Better health/Better care	GM Primary Care Engagement
Mental health primary care workforce	Q1 Planning Q3/Q4 Implementation	Additional mental health workforce	Better health/Better care	GM Primary Care Engagement

3. INNOVATIVE MODELS OF CARE

– this priority area focuses on undertaking innovative, value-based commissioning initiatives for targeted populations and workforce, to achieve improved health outcomes for vulnerable populations and a higher performing health system. In 2020/21, CHN will focus on enhancing primary care in the after hours space through innovation grants, will undertake planning and service development to improve multidisciplinary care in General Practice and will undertake community led planning to better understand the needs of the LGBTIQ communities.

INITIATIVE	TIMEFRAME	KEY PERFORMANCE INDICATOR	OUTCOME/KEY RESULT AREA	RESPONSIBILITY
LGBTIQ Needs Assessment	Q1/Q2	Strategies for addressing identified needs	Better health	GM Planning and Health System Improvement
After hours – focus on enhancing existing primary care services and supporting primary care providers to deliver effective services in the after hours period	Q1 Planning Q2/Q3 Implementation	Reduction in triage cat 4 and 5 presentations to EDs 80% of after hours is directed to enhancing primary care	Better health/Better care	GM Planning and Health System Improvement & GM Primary Care Engagement
Multi-disciplinary models of care – focus on severe and complex mental health and older persons health	Q2 Planning Q3/Q4 Implementation	Improved mental health outcomes Improved physical health outcomes	Better health/Better care	GM Planning and Health System Improvement & GM Primary Care Engagement
Improving access to primary care for vulnerable populations – focus on people with financial barriers to gaining treatment and other priority populations identified through the needs assessment	Q1/Q2/Q3 Planning Q4 Implementation	Improved health outcomes	Better health/Better care	GM Planning and Health System Improvement & GM Primary Care Engagement
Shared care	Q1 Planning Q2 Implementation	TBA, based on focus area – likely improved experience and outcomes	Better health/Better care	GM Planning and Health System Improvement & GM Primary Care Engagement

4. MEMBER SERVICES

INITIATIVE	TIMEFRAME	KEY PERFORMANCE INDICATOR	OUTCOME/KEY RESULT AREA	RESPONSIBILITY
Review membership classification	Q1/Q2	Membership categories and voting rights resolutions for EGM	Better value	Board/CEO
Mapping exercise to identify and promote existing services/ products	Q1/Q2	Revised prospectus, related to needs assessment areas and member identified needs	Better supported workforce	GM Primary Care Engagement
Identify business products that have the potential to generate revenue	Q2/Q3	Business case developed	Better supported workforce	GM Primary Care Engagement
Develop products	Q3/Q4	Revenue generated	Better supported workforce	GM Primary Care Engagement

5. DATA PLATFORMS

INITIATIVE	TIMEFRAME	KEY PERFORMANCE INDICATOR	OUTCOME/KEY RESULT AREA	RESPONSIBILITY
Implementation of Primary Health Insights	Q1/Q2 Implementation	PHI utilisation rates	Better value	COO
Implement new CRM	Q1/Q2 Scoping Q3/Q4 Implementation	CRM implemented	Better value	COO
Data set compliance – ensure data holdings comply with data governance standards	Q3/Q4	Improvement in internal policy and process compliance	Better value	COO
Data maturity strategy - Data operations manager				
Develop data strategy with Winnunga Nimmityjah	Q1	Data exchange between Winnunga and CHN	Better value	CEO
Data collection and data analytics	Q1	Utilisation rates of reporting dashboard	Better value	GM Planning and Health System Improvement
Promotion of CHN evidence base (infographics, print and social media, conferences, publications)	Q2/Q3	Increased awareness of CHN expertise	Better value	GM Planning and Health System Improvement