

# Strategic Plan 2018-2020

## Vision

Making a difference by building healthier communities through connected, responsive and sustainable primary health care.

## Purpose

We work to understand the primary health care needs of our communities and, with our partners, we support an integrated primary care system that delivers better health outcomes for the people of the Darling Downs and West Moreton communities.

## Values

- Integrity
- Innovation
- Respect
- Transparency
- Collaboration
- Accountability

## Goals

### Healthy Partnerships

Primary care health partners working together to deliver better health outcomes.

#### STRATEGIES

- Understand the health needs of our communities
- Commission services to address health needs, particularly for vulnerable people
- Collaborate with and strengthen relationships with all stakeholders who can contribute to better outcomes
- Maximise available resources for maximum outcome
- Champion clinical and consumer leadership to inform models of care and approaches

### Healthy Systems

Coordinated, integrated care delivered in the right place, at the right time.

#### STRATEGIES

- Continued roll out of evidence-based health pathways
- Collecting and reporting data for continuous improvement and performance tracking
- Drive informed use of digital health
- Strengthen integrated care governance structures and systems
- Improve service efficiencies and business processes through program evaluation and consumer feedback

### Healthy People

A well-trained and supported health workforce delivering better health outcomes.

#### STRATEGIES

- Improved health literacy for consumers to better self-manage and prevent poor health outcomes
- Understand localised social determinants of health and work with stakeholders to address issues
- Build health workforce capability through professional development opportunities
- Increase clinical and staff satisfaction through a culture of results-based accountability and supportive and inspirational leadership

## Enablers

### Funding



### Relationships



### Governance



### Data



### People

