

OUR AMBITION

AN EFFECTIVE AND CONNECTED PRIMARY HEALTH CARE SYSTEM FOR EVERYONE IN THE ACT.

OUR PURPOSE

WE WORK IN PARTNERSHIP TO INTEGRATE HEALTH CARE, STRENGTHEN HEALTH EQUITY AND IMPROVE HEALTH OUTCOMES.

OUR PARTNERS

WE RECOGNISE OUR OUTCOMES CAN ONLY BE ACHIEVED THROUGH COLLABORATION WITH CONSUMERS, MEMBERS, FUNDERS, RESEARCHERS, HEALTH AND COMMUNITY PARTNERS. WE RECOGNISE OUR SHARED AMBITION AND COMMIT TO INVESTING IN THESE RELATIONSHIPS.



OUR VALUES

DIVERSITY



EMPOWERMENT



AGILITY



OUR OUTCOMES



BETTER HEALTH:

Improved health outcomes for our communities.

BETTER CARE:

Improved experiences for health care consumers in a system that responds to the social determinants of health, reduces barriers to access and care and facilitates equity in health outcomes.



BETTER SUPPORTED WORKFORCE:

A skilled, capable and productive workforce that is delivering safe, high quality and effective services.

BETTER VALUE:

Address need, meet gaps and influence the primary health system to deliver better value.



CAPITAL HEALTH NETWORK

OUR OUTCOMES AND STRATEGIES TO ACHIEVE THIS



BETTER HEALTH:

IMPROVED HEALTH
OUTCOMES FOR OUR
COMMUNITIES.

TO ACHIEVE THIS OUTCOME, CHN WILL:

- » Undertake evidence-based population health needs assessments and research to understand our communities
- » Work with consumers, health professionals, researchers and community partners to identify priorities
- » Partner with health and community providers to build the capacity of the health care system and deliver innovative programs that improve health outcomes
- » Evaluate programs and measure performance to inform ongoing planning and future investment.

WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN:

- » CHN’s activities address the priority needs that are identified in needs assessments and planning activities
- » The services that are commissioned by CHN are outcomes focused.



BETTER CARE:

IMPROVED EXPERIENCES FOR HEALTH CARE
CONSUMERS IN A SYSTEM THAT RESPONDS TO THE
SOCIAL DETERMINANTS OF HEALTH, REDUCES BARRIERS
TO ACCESS AND CARE AND FACILITATES EQUITY IN
HEALTH OUTCOMES.

TO ACHIEVE THIS OUTCOME, CHN WILL:

- » Develop and implement services that recognise the impact of the social determinants of health, the role of preventative approaches, and the need to improve access to quality healthcare for all our communities
- » Promote collaborative approaches that support integration across primary health organisations and with other health and human services sectors
- » Involve consumers and carers in health planning and commissioning processes including co-design
- » Ensure that the experiences of health care consumers and carers are recognised as a key indicator of success across the health system.

WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN:

- » The services that are commissioned by CHN result in improved outcomes for people accessing these services
- » People have better access to the care they need in the community, including timely referrals and care.
- » People who access the services commissioned by CHN are satisfied with the level of care they receive.



BETTER SUPPORTED WORKFORCE:

A SKILLED, CAPABLE AND PRODUCTIVE WORKFORCE
THAT IS DELIVERING SAFE, HIGH QUALITY AND EFFECTIVE
SERVICES

TO ACHIEVE THIS OUTCOME, CHN WILL:

- » Enhance the capability of the primary health and human services workforces through providing education and professional development
- » Promote innovation through piloting of new approaches and supporting the workforce to access and embrace evidence-based initiatives
- » Support primary health practitioners to use digital health and data to improve care provision
- » Encourage quality improvement of the primary healthcare sector by providing tools, resources and networks, and through co-design and sharing good practice.

WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN:

- » CHN is providing a range of education and supports to general practice teams and other primary health care professionals
- » Primary health care professionals are using digital health platforms and the My Health Record to provide quality care.



BETTER VALUE:

ADDRESS NEED, MEET GAPS AND INFLUENCE
THE PRIMARY HEALTH SYSTEM TO DELIVER
BETTER VALUE

TO ACHIEVE THIS OUTCOME, CHN WILL:

- » Invest in our governance, people, technology and data to deliver organisational excellence and sustainability
- » Build and leverage meaningful connections with members and other partners
- » Undertake values-based commissioning that achieves outcomes, is scalable and cost effective
- » Shape the market to build capacity and improve impact, including co-commissioning with partners for outcomes
- » Build evaluation capability and capacity to measure experience, outcomes and economic value.

WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN:

- » Primary health care professionals are satisfied with and value the services and support provided by CHN
- » CHN has a stable, skilled and effective staff team and a positive work culture
- » Commissioning activities ensure value for money, efficient service delivery, improve the system and include the use of co-commissioning to better integrate services
- » CHN embraces and promotes technology to improve efficiency and cost.