

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

**SERVICE EXAMPLE:**

## **NORTH QUEENSLAND HEALTH WORKFORCE ALLIANCE STRATEGIC WORKFORCE PLAN**

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<b>Client</b>	<b>North Queensland PHN</b>
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<b>Services</b>	<b>Facilitation, clinical governance, strategic planning, workforce capacity development, stakeholder engagement</b>
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<b>Context</b>	<p>Primary Health Networks (PHNs) have an implicit, strategic role to support workforce planning, retention and development activities matched to the population health needs of their communities.</p> <p>Building on the development of a Strategic Investment Framework (SIF), North Queensland Primary Health Network (NQPHN) sought to develop a strategic approach to workforce and capacity development in the NQPHN region to serve as a foundation for the SIF.</p> <p>NQPHN commissioned AHHA to work with the newly established North Queensland Health Workforce Alliance (NQHWA) to facilitate the development of a strategic approach to workforce and capacity development in the NQPHN region to address health workforce shortages and build workforce capacity.</p>
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<b>Approach</b>	<p>AHHA used an interactive approach to develop a customised workforce development strategy for the North Queensland Health Workforce Alliance. The project included the following stages:</p> <ul style="list-style-type: none"><li>■ Rapid review of evidence, and interviews with key stakeholders, to clarify workforce and capacity gaps and identify possible solutions for both immediate requirements and longer-term reform.</li><li>■ From the rapid review a discussion paper was developed that outlined a proposed framework for workforce and capacity development within the region.</li><li>■ A facilitated roundtable with key stakeholders was then held to test and socialise the proposed framework with feedback consolidated into a draft strategy.</li><li>■ With the onset of COVID-19 in March 2020 AHHA and NQHWA shifted the work of the alliance to digital platforms. Small working groups and one on one interviews were held virtually to review the draft strategy, and ensure alignment with organisational, state and federal workforce agendas.</li><li>■ The final strategy was then delivered with AHHA presenting the final document to the NQPHN Board and executives virtually.</li></ul>
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- Regular meetings with NQPHN were held through the life of project, and with key stakeholders in the NQHWA as required.
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**Result**

Structured and effective stakeholder collaboration, built on the establishment of a shared workforce agenda, has enabled the North Queensland Health Workforce Alliance Strategic Workforce Plan to be developed. The Plan provides the region with a clearer picture of local health workforce capacity and identifies key strengths and challenges, along with the capabilities of existing workforce development and support services within the region.

NQPHN and NQHWA now have a roadmap for ongoing coordinated activities to strengthen the region's health workforce. Alignment of the Plan with the June 2020 National Rural Health Commissioner's report has placed NQPHN and the NQHWA in a position to respond quickly and strongly to opportunities arising from the Commissioner's recommendations and other workforce development programs.

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**Date completed**   October 2020

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