

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:

STATE OF GENERAL PRACTICE QUALITY IMPROVEMENT PROJECT

Client	Western NSW Primary Health Network
Services	Stakeholder engagement, data analysis, survey, quality improvement training
Context	<p>In preparation for the anticipated launch of the Healthcare Homes initiative, Western NSW PHN commissioned JustHealth Consultants to undertake a series of activities to support the transformation process required to achieve high performing, sustainable and patient-centred primary health care.</p> <p>These aims of the project were to:</p> <ul style="list-style-type: none">■ Build the skills and capacity within general practice to implement innovation■ Develop a profile of general practice and Aboriginal Medical Service stakeholders in Western NSW to inform a stakeholder engagement strategy■ Identify the support and engagement expectations and requirements Western NSW general practices have of the PHN■ Facilitate strategic discussions with the Board, and with the Western NSW general practice community to develop effective relationships to implement new models of care, leveraging opportunities presented in existing funding streams.
Approach	<p>To achieve the aims of this project, AHHA undertook a broad range of activities including:</p> <ul style="list-style-type: none">■ Delivering Lean Healthcare and Clinical Improvement training workshops in 4 locations across Western NSW■ Developing a self-assessment tool for general practices to understand their capacity and aptitude for innovation■ Conducting an audit of general practice and Aboriginal Medical Services via data analysis and targeted survey

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- Developing a set of recommendations and engagement strategy to allow Western NSW PHN to have more effective interactions with their clinical practices to support implementation of innovative models of care.
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Result

As a result of this project, Western NSW PHN has a better understanding of the capacity, scale and scope of activity available within their region. The ability to innovate within general practice has been boosted and the PHN has a formal strategy to encourage further innovation.

Date completed March 2018
