

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:

STRATEGY AND BUSINESS PLANNING AND REVIEW

Client CheckUP

Services Corporate governance, stakeholder engagement, operational efficiency

Context As a quality improvement focused organisation, CheckUp commissioned JustHealth Consultants to undertake a strategic review of their delivery and management of Commonwealth Government funded Outreach Services. The aim of the review was to ensure the services are managed in the most efficient and effective manner allowing CheckUp to continue to deliver value to both the communities it serves and to its funders.

Approach A three-phase approach was applied. The initial phase consisted of a desktop review of governance, decision-making processes and service planning, implementation and monitoring processes. The findings of this phase were presented as a discussion paper to highlight preliminary recommendations and highlight areas for further investigation. In the second phase, focus groups were conducted with internal and external stakeholders to examine opportunities for improvement and the associated barriers and enablers. The final phase delivered a report detailing the findings of the review and a series of practical and achievable recommendations addressing aspects of corporate governance, strategic and operation management, organisational structure, service provider engagement and accountability, and stakeholder engagement.

Result As a result, governance structures were reviewed to provide greater focus and distinction between strategic and operation functions, role descriptions were updated to accurately reflect responsibilities and accountabilities and business policies and processes were refreshed to support improved accountability and management of commissioned service providers.

Date completed July 2019
