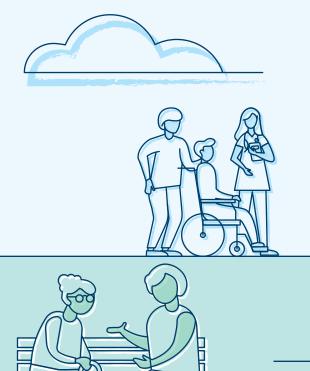




# PATH TO IMPACT

Creating opportunities for people in south east Melbourne to live their healthiest lives







SEMPHN acknowledges the Bunurong and Wurundjeri peoples of the Kulin Nation, the Traditional Owners and Custodians of the lands, waters, and skies in which we work.

We pay our respects to their Elders past and present. We also acknowledge all First Nations peoples with whom we work. Sovereignty was never ceded!



## **Vision**

Creating opportunities for people in south east Melbourne to live their healthiest lives.

## **Pillars**



Our strategy focuses on five pillars:



#### Population health and service demand

We are building evidence, translating insights, and responding equitably to current and emerging health needs.



#### Consumerfocused healthcare

We are making what consumers value in their healthcare central to what we do.



# Vibrant primary health services

We are building capacity for high quality, accessible, integrated primary health care, informed through strong partnerships and insights.



**Purpose** 

# Innovation and system reform

We foster and support a more

equitable, person-centred and

east Melbourne communities.

seamless health system to positively impact the health outcomes for south

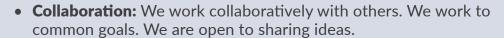
We are playing a purposeful, influential and innovative role in local and regional health services reform and integration.

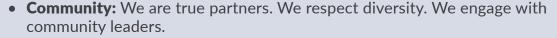


# Excellence and sustainability

We are building our organisational excellence and positive culture.

## **Values**



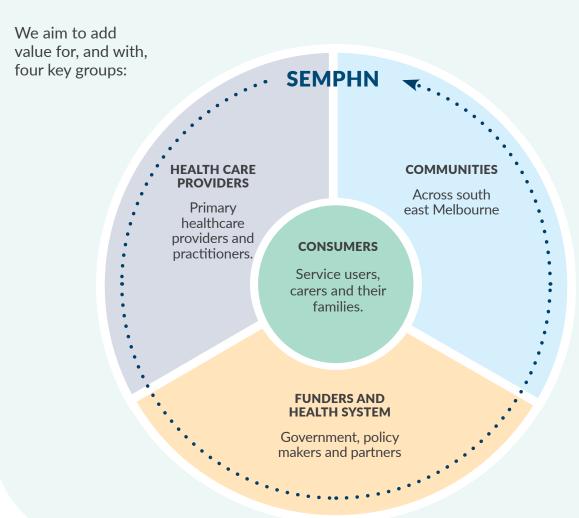


- **Accountability:** We understand what is expected. We take responsibility for our actions. We do what we say we are going to do. We go the extra mile.
- **Respect:** We treat others fairly. We approach difference of opinion constructively. We are empathetic and embrace diversity.
- **Excellence:** We strive for continual improvement. We are flexible and adaptive. We aim to be the best we can.
- **Solution-focused:** We work to improve health outcomes. We have clarity about our goals. We are problem solvers.





## **Stakeholders**



## **Core services**

We positively impact health outcomes by providing:

- 1. Evidence, planning, influencing services to meet population health needs.
- 2. Capacity building services to grow primary health and its workforce in our region.
- **3. Commissioning services** to translate national and state policy into local services and the regional health system.









- Consumers have unmet and unequal health service needs.
- Consumers want to be considered in their healthcare decisions.
- The healthcare system is fragmented for consumers, healthcare professionals, policy makers and funders.



#### We focus on...

- Population health and service demand.
- Consumer-focused healthcare.
- Vibrant primary health services.
- Innovation and system reform.
- Excellence and sustainability.



#### That results in...



- Improved consumer healthcare journey and outcomes.
- Improved primary health service quality and accessibility.
- Improved integration, innovation and coordination across the health system.
- Sustainable, people centric, highperforming organisation.



- Lead regional population health planning and translate evidence into practice.
- Embed consumer values in our work.
- Build primary care capacity to deliver quality care.
- Partner with health and government agencies to find innovative solutions for health system integration and reform.
- Enable a fit-for-purpose, efficient organisation.



## That leads to...

- Better health and wellbeing for individuals, families, and communities.
- Consumer-focused healthcare delivered across the region.
- A more integrated healthcare system.





## SEMPHN Strategic Plan 2023 -2028



#### **Pillar**

We focus on...



#### **Initiatives**

To achieve this we...



## POPULATION HEALTH AND SERVICE DEMAND

We are building evidence, translating insights, and responding equitably to current and emerging health needs.

## Lead regional population health planning and translate evidence into practice.

- Drive population health planning in south-eastern Melbourne
- Generate and translate insights that support primary health evidence-based decisions and practice.



# CONSUMER-FOCUSED HEALTHCARE

We are making what consumers value in their healthcare central to what we do.

#### Embed consumer values in our work.

- Cultivate a consumer voice and experience in program and service design and delivery.
- Ally with consumers and communities consistent with 'nothing for us without us.'



## VIBRANT PRIMARY HEALTH SERVICES

We are building capacity for high quality, accessible, integrated primary health care, informed through strong partnerships and insights.

#### Build primary care capacity to deliver quality care.

- Develop and foster a long-term general practice strategy.
- Foster a long-term strategy for the development of Primary Health's response to key health priorities and groups.
- Develop and adopt a long-term primary health workforce sustainability strategy.
- Define our three core services and use evidence to innovate and continuously improve our customer centricity.









#### Goals

That results in...

#### **Indicators**

Signposts to success

#### Measures

Work we can measure

Improved local knowledge and evidence-based planning, services and practice.

- Population health knowledge.
- Delivery of evidencebased programs and services.
- → Health equities in service access.
- Number and type of needs assessments, evidence reviews, and evaluations conducted to identify local and regional needs and service demand.
- Proportion of programs and services addressing current and emerging local health needs and service demand.
- Proportion of program and services delivered to population and community groups with greatest need.

Improved consumer healthcare journey and outcomes.

- 1 Lived experience participation in service design and delivery.
- Consumer experience.
- Consumer health outcomes.
- Proportion of programs and services with lived experience participation in service design and delivery.
- Proportion of consumers who report a positive experience participating in a programs and services.
- Proportion of consumers who report improved health outcomes on completion of care.

Improved primary health service quality and accessibility.

- ↑ Access to the right care at the right place and the right time.
- Patient-centred care coordination.
- Quality care changes delivered.
- Proportion of consumers who access appropriate care within an acceptable time and location.
- Proportion of consumers reporting improved care coordination.
- Number and type of activities delivered to enable GPs (General Practitioners) and healthcare providers to improve quality of care.





#### **Pillar**

We focus on...



#### **Initiatives**

To achieve this we...



## INNOVATION AND SYSTEM REFORM

We are playing a purposeful, influential and innovative role in local and regional health services reform and integration.



- Establish and maintain strong partnerships that support health system integration, innovation, and reform.
- Undertake a regional research agenda for primary healthcare.
- Partner with other PHNs to drive health system integration, innovation, and reform.
- Champion primary care as the foundation for a high performing and sustainable health system.



## EXCELLENCE AND SUSTAINABILITY

We are building our organisational excellence and positive culture.

# **Enable a fit-for-purpose efficient SEMPHN organisation**

- Deliver a fit-for-purpose, customer centric, innovative, and evidence-driven operating model.
- Foster a data driven organisation, build and integrate reporting and analytics capabilities.
- Attract, retain, and develop a highly engaged, dynamic workforce.
- Improve financial sustainability to continue to make financially informed decisions.
- Execute digital strategy.
- Embed continuous improvement and risk management across the business.















That results in...



#### **Indicators**

Signposts to success



#### **Measures**

Work we can measure

Improved integration, innovation and coordination across the health system.

- 1 Opportunities to integrate health reform efforts.
- ↑ Local and regional primary healthcare research to evaluate innovation.
- Capacity for state and commonwealth health reform.
- Number and type of health reform focused engagements with PHNs, primary health services, hospitals, and NGOs.
- Number and type of translational research projects delivered for health reform and innovation.
- Number and type of health reform and innovation partnership activities and submissions.

Sustainable, peoplecentric, high-performing organisation.

- Business operations and capability.
- → Finance and resource efficiency.
- ↑ Staff engagement.
- Number of business functions with significant (≥1point) improvement in capability.
- Operating cost to income ratio.
- Staff engagement survey results improvement.

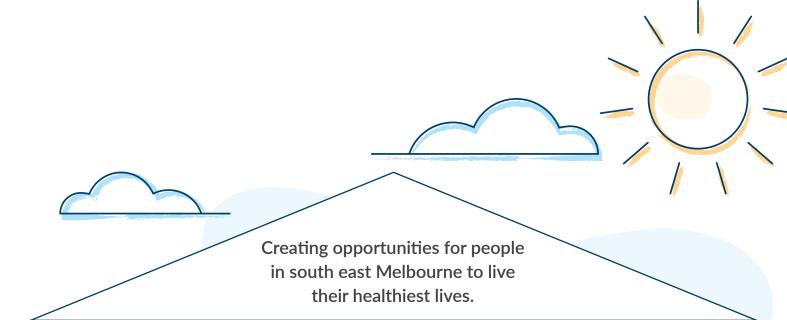














#### Population health and service demand

Improved local knowledge and evidence-based planning, services and practice.

Lead regional population health planning and translate evidence into practice.



#### Consumerfocused healthcare

Improved consumer healthcare journey and outcomes.

Embed consumer values in our work.



## Vibrant health services

Improved primary health service quality and accessibility.

Build primary care capacity to deliver quality care.



# Innovation and system reform

Improved integration, innovation and coordination across the health system.

Partner with health and government agencies to find innovative solutions for health system integration and reform.



## Excellence and sustainability

Sustainable, people centric, high-performing organisation.

Enable a fit-forpurpose efficient organisation.



#### Core services

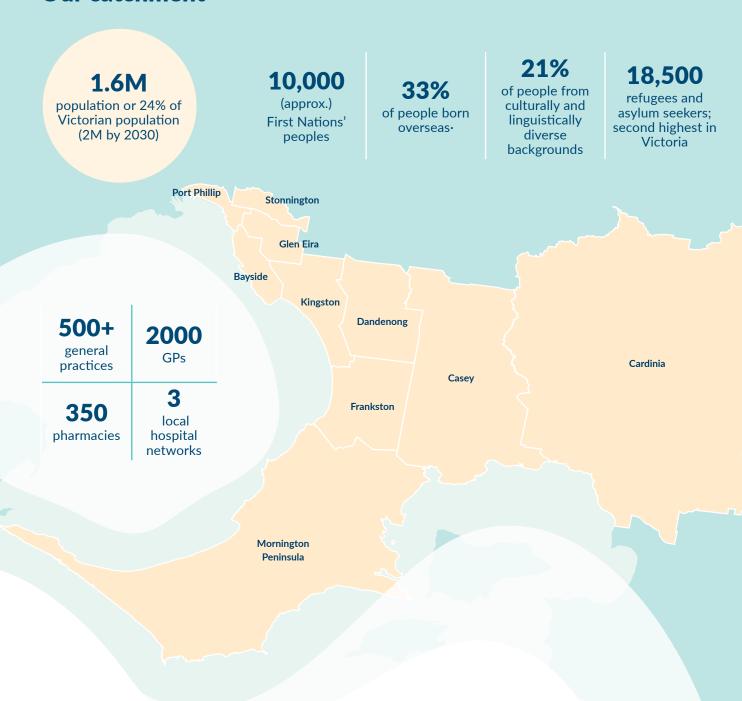
Provide evidence, planning and influence. Capacity building. Commission services.



#### **Values**

Collaboration. Community. Accountability. Respect. Excellence. Solution-focused.

## **Our catchment**



Our catchment covers **3,000km**<sup>2</sup> across **10 Local Government Areas**, stretching from St Kilda to Sorrento to Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

