

STRATEGIC PLAN

2022 Extension – Reset – Reimagine – Refocus

Our communities, our people and our organisation have responded to the devastating bushfires of summer 2020 and the coronavirus pandemic's ongoing impacts with care, competence and immense courage.

Despite the massive challenges of the past year, we have made progress with the actions outlined in our 2018 – 2021 Strategic Plan.

Murray PHN has grown significantly, funding and establishing services for the most vulnerable in our community, targeting specific needs and addressing gaps such as mental health, and access to after-hours and emergency care.

General practice is at the heart of primary health care, and our relationship with general practice has strengthened. The GP Investment Strategy is delivering results, and there is a greater understanding in general practice of Murray PHN's role in quality and change.

The pandemic saw an expansion in the use of telehealth and digital health literacy is growing in the region. Our education programs shift from face-to-face delivery to online has expanded their reach with participation growing in programs such as infection control, workplace collaboration, self-care and facilitation skills.

Organisationally we discovered new ways of working through COVID-19. Our people have been extraordinary and have risen to every challenge during this time of unprecedented change. Our sound operational and financial management is key to the Commonwealth Government's confidence in our ability to deliver on its behalf.

Through our partnerships and improved reporting, we are developing and using deep and rich data sets. This data contributes to our knowledge and understandings of the health needs and service delivery arrangements in our region, and reveal opportunities and issues to address.

We look forward to sharing this data with our communities and health providers and services. Your input strengthens our commissioning and co-ordination capabilities and improves our region's health outcomes.

In recognition of the extreme and continuing demands of the pandemic, Murray PHN is extending our Strategic Plan by a year. We know how hard our people and our partners have worked throughout this period. That hard work doesn't stop. But an additional year in our current strategic plan will help us deliver on our current commitments.

It will also give us time to think deeply and consult widely about the next Murray PHN strategic direction.

Better health, better care, better systems

Murray PHN's focus is on the health issues with the greatest impact on the lives of our community and working with our partners to target health improvement activities across our region. In the initial years of our Strategic Plan, we developed new frameworks and new ways of working. In 2021-2022 we will continue our focus on putting these into practice. We will:

- Continue to embed relational commissioning, our collaborative approach to commissioning services to better meet local needs
- Implement and extend *Together: A Regional Approach to Mental Health, Alcohol and Other Drugs and Suicide Prevention Foundation Plan* to better integrate services and pathways for people at risk of mental illness or suicide, while informing evidence-based service development to address gaps and regional priorities
- Embed the Murray PHN clinical governance framework, to ensure quality and safety of clinical care to support patient experience and health outcomes
- Continue our work with general practice and the broader primary care system to support better care co-ordination and quality system improvements including HealthPathways, telehealth and screening, and building a skilled workforce
- Embed our approach to continuous improvement across the organisation.



Fabian Reid

Fabian Reid, Chair



Matt Jones

Matt Jones, CEO



Leadership



Collaboration



Knowledge



Innovation



Accountability

RESET, REIMAGINE, REFOCUS

Strategic Plan 2022

Make a difference



Everything we do, every day, is geared towards making a difference in the health of our community. It is the sum of all our work.

Make it better



Improve coordination of care for mental health patients

Increase the number of people receiving care coordination services for severe and complex mental illness; the follow-up rate of people referred to services for risk of suicide; and the effectiveness and integration of intake, assessment and referrals across the mental health system.

Improve Murray PHN's engagement with, and understanding of, Reconciliation

Better, more culturally responsive health care for First Nations peoples begins with understanding and a focus on relationships, respect, responsibility and reciprocity.

Make it happen



COVID-19 vaccine roll-out

Co-ordinate and monitor the local implementation of the National COVID-19 Vaccination Strategy to ensure our primary health sector's readiness and capacity to deliver.

Strengthen population health knowledge and planning

Improve and enhance our population health needs assessment with broader, deeper and better aligned data sets, to ensure primary health care is targeted, effective and informed.

Digital health strategy

Develop a digital health strategy to support providers to respond to emerging new care models, changing consumer expectations and shifts in public policies.

Make it together



Build community understanding of health needs and priorities in our region

The *Murray Health Report*, published twice a year, will share insights and information from the data we collect with our communities about the health priorities that matter most to them.

Develop the 2023 – 2025 Murray PHN Strategic Plan in partnership with stakeholders

Consult and engage widely with general practice, Aboriginal Community Controlled Health Organisations, communities and health service providers, Murray Health Voices, local governments, peak bodies, advisory councils, and our people to create a next Strategic Plan that reflects the aspirations and needs of our region.

Make us stronger



Prepare a Cultural Development Plan

Invest effort and resources to describe Murray PHN, culture, agreed behaviours and our approach to relational commissioning.

Prepare an Organisational Development Plan to lift capacity and capability

Ensure Murray PHN has the right resources, people and systems in place to grow and respond to emerging local needs.

Lessons from the pandemic and bushfires

Undertake a review of our response to COVID-19 and the 2019/20 summer bushfires to document what went well and what we learned to inform future emergency responses.