

PHN Performance Framework – Brisbane North PHN

We are committed to improving outcomes for our community.

The **Quintuple Aim** and nine **Organisational Competencies** guide our work to ensure a community where good health is available to everyone.

Our Performance Framework directs our commissioning activities, including the design and evaluation of the activities, whether they are delivered in partnership with other stakeholders, delivered directly by the PHN, or delivered by other organisations under a procurement arrangement.

Quintuple Aim

The Quintuple Aim drives health system performance, by requiring healthcare organisations to simultaneously pursue four dimensions of performance:

- improving the health of populations
- enhancing the patient experience of care
- sustainable cost
- health equity
- improving the work life of healthcare providers

We will deliver activities and measure outcomes in each of these dimensions to assess our performance.

Meeting the Quintuple Aim will indicate that the PHN is performing well. High performance is achieved by running a well-functioning, competent organisation.

Organisational Competencies

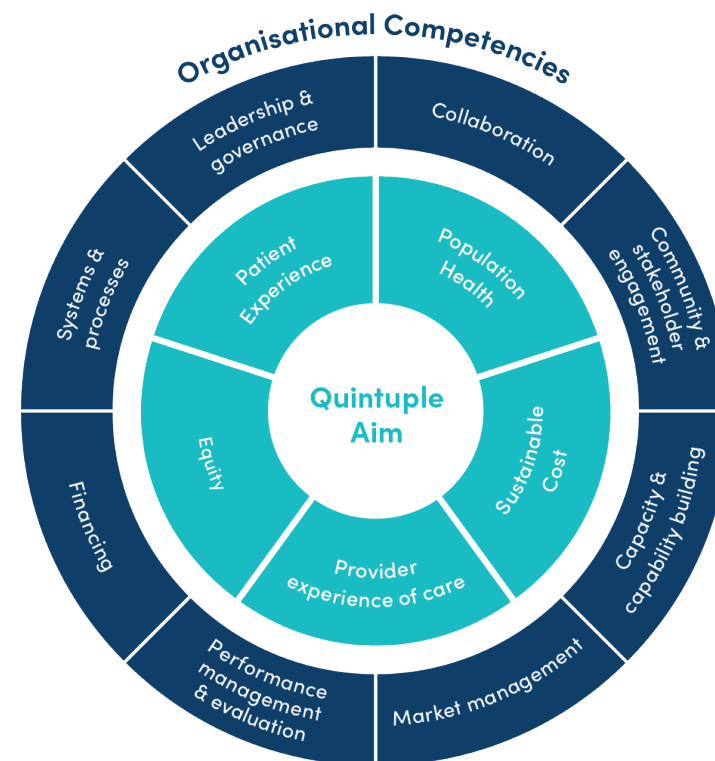
Organisational competencies are the levers or functions that are integral to high-performing commissioning organisations. Being competent in these areas enables the PHN to achieve our strategic goals and meet the Quintuple Aim.

Outcomes Statements – Quintuple Aim

The following are the outcomes that the PHN is striving to achieve, mapped to the Quintuple Aim domains.

Quintuple Aim Domain	Outcome Statement
Patient experience of care	<ul style="list-style-type: none"> · People access care when and where they need it. · People receive care that meets their needs. · People experience high quality care.
Population health	<ul style="list-style-type: none"> · Improved health outcomes. · Reduced disease burden. · Improved wellness and re-ablement.
Sustainable cost	<ul style="list-style-type: none"> · Reduced costs to other parts of the health system. · PHN commissioned services are efficient in delivery.
Improved provider experience	<ul style="list-style-type: none"> · Health care providers are engaged and find meaning in their work. · Healthcare providers' needs are met through PHN support. · Healthcare providers have the requisite skills necessary.
Equity	<ul style="list-style-type: none"> · Equity of access · Equity of outcomes

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Outcomes Statements – Organisational Competencies

The following tables list the outcomes that the PHN is striving to achieve, mapped to the organisational competencies domains.

Performance Domain	Outcome Statement
Leadership and governance	The PHN's strategic plan reflects the needs of the community, and is well understood by stakeholders
	The PHN is well respected by stakeholders
	The PHN maximises the use of available resources to achieve the PHNs mission/vision
	The PHN has a healthy organisational culture
	Communicates system awareness and negotiates within and across health teams, services and sectors to improve individual and local health outcomes.
Community and Stakeholder engagement	PHN engagement opportunities are at the appropriate level
	Communities and stakeholders are engaged with about their health and well-being needs and experiences.
Collaboration	The PHN collaborates to achieve system change
	The PHN builds functional collaborative relationships that reflect best practice partnering principles and processes.
Market Management	Our approach to market management improves quality of care and availability of care in our community
	The PHN maximises participation in procurement
Primary Care capacity and capability building	The health system is re-oriented toward care close to home
	People in the PHN region receive coordinated, culturally appropriate services from local health care providers
	Health care providers have the capacity and capability to meet the needs of the community
Financing	The structure of financing meets both short-term requirements and longer term reconfiguration needs
	Financial decisions ensure the PHN is solvent and can deliver on its responsibilities
Performance Management & Evaluation	Greater accountability for outcomes delivered
	Increased transparency on performance
	A continuous quality improvement focus which leads to better outcomes for clients
Systems and processes	Effective and efficient processes support business activities
	Security of the PHN's data assets is maintained
	Information for decision making is accessible and accurate
	The PHN's systems and processes reduce risk for the organisation