

# Strategic Plan 2020-2023

## Vision:

**A community where good health  
is available for everyone**

## Mission:

**We work with others to create and  
deliver the best possible health  
and community care system for  
the people of our region**



## Goals:



### Be informed and led by community voice

#### Strengthen the voice of consumers and carers:

As an organisation, the PHN is dedicated to listening to our community

#### Build capacity of people and communities:

We endeavour to build the capacity of people and communities to influence and lead system design.

#### Acknowledge self-determination for First Nations people:

We particularly acknowledge our responsibility to ensure self-determination for First Nations peoples.



### Re-orient the health system toward care close to home

#### Translate evidence into practice:

The PHN seeks to translate evidence into practice to support care closer to home.

#### Rebalance investment in community based services:

Moving care closer to home requires a rebalanced investment into community based services including in-home care.

#### Empower consumers to better manage their own care:

Australians prefer to live healthy lives, in their own homes, as long as possible, and greater power and knowledge in the hands of consumers to better manage their own care.



### An accountable, high performing organisation

#### Be well governed:

We maintain strong corporate governance to support the achievement of outcomes.

#### Focused on building people and culture:

We focus on building organizational capability and aim for high standards of performance.

#### Committed to continuous quality improvement:

We are evidence based and use data and insights to learn and continuously improve.



### Build capacity of providers to meet health needs of our region

#### Promote joint planning and collective impact approaches to align services toward common goals:

Evidence shows that the best population health outcomes are achieved in systems with strong investment in primary healthcare.

#### Commission a wide range of health services aimed at identified gaps in current health service delivery:

We undertake targeted commissioning for priority populations to improve outcomes.

#### Build quality and increase integration of services:

In order for care to be provided closer to home, the capacity of community based services such as general practice, allied health, pharmacy and community aged care need to be enhanced. The PHN provides a range of complimentary services aimed at building quality and increasing integration of service.

## Values:

### Collaboration

We build strong and enduring relationships to achieve our shared goals

### Diversity

We are inclusive, fair and responsive to different needs

### Integrity

We are transparent, respectful and work to the highest standards

### Courage

We lead new approaches, learn and improve

### Impact

We deliver outcomes for our community

## Quadruple Aim Outcomes:



Patient experience of care



Population health



Sustainable costs



Provider experience

## Our priorities

- Mental health
- Alcohol and other drugs
- Aboriginal and Torres Strait Islander health
- Population health
- Children's health
- Older people
- Service system (including digital health and health workforce)

## Catchment area:

North Brisbane and Moreton Bay

