

OVERVIEW

Capital Health Network was established in 2015 as the ACT’s Primary Health Network. Under the Department of Health and Aged Care’s PHN Program, PHNs assess the needs of their community and use government funding to commission health services so that people in their region can get coordinated health care where and when they need it. PHNs have the 2 key goals of:

- improving the efficiency and effectiveness of health services for people, particularly those at risk of poor health outcomes
- improving the coordination of health services, and increasing access and quality support for people.

CHN addresses community needs by collaborating with consumers, GPs, clinicians and sector stakeholders to improve health outcomes. We are unique in our ability to support primary health care professionals and design services that fill gaps. CHN delivers our work through 3 core functions—commissioning, capacity building and coordination. These 3 functions align with health care reform initiatives and the Department of Health and Aged Care’s “PHN Strategy 2023-24”. They summarise the roles outlined for Primary Health Networks through “Australia’s Primary Health Care 10 Year Plan 2022-2032” and “Strengthening Medicare Taskforce Report”.

Commissioning

An ongoing cycle of developing and implementing services through needs assessments, planning, collaboration, funding, monitoring and evaluation.

Capacity building

Strengthening the skills, knowledge, processes and resources that our workforce, communities and our primary care system need to survive, adapt and thrive in the future.

Coordination

Organising people, information and partners through the delivery of projects and programs that address identified priorities and outcomes.

CHN defines primary care as health care people access in their community, such as GPs, pharmacies, allied health professionals, and community-sector health services.



OUR VISION AND MISSION



Capital Health Network’s vision is for a connected health system that supports the health and wellbeing of people in the ACT. Our vision is a health system that delivers:

- improved health outcomes, especially for people at increased risk of poor health
- a stable, satisfied and sustainable primary health care workforce
- a positive experience of care for consumers and improved access for people experiencing barriers to care
- value for money.

Our mission is to use local knowledge to make primary health care more accessible and effective, to enhance health for everyone in the ACT.

OUR VALUES

Respect



We engage respectfully, listen and respond.

Inclusion



We embrace diversity of thought and bring together a range of voices to inform our work.

Collaboration



We build and invest in strong and enduring relationships, focused on shared goals.

Accountability



We act with integrity, are transparent, encourage feedback, and report back to our community.

Adaptability



We are adaptive and flexible in the way we respond to community health needs. We empower our staff, service providers and partners to innovate and adapt to deliver outcomes.

OUR PRIORITIES

Commissioning for outcomes



- Understand the health needs of the ACT's communities
- Commission services for people at-risk of poor health outcomes and/or exclusion from health services
- Commission innovative, evidence-informed primary care services
- Measure and evaluate for outcomes

Performance monitoring

- People accessing CHN commissioned services experience improved health
- CHN commissioned services are reaching target populations and are accessible to those at highest risk of poor health outcomes

Building capacity across the health system



- Champion the role of primary care within the ACT health system
- Promote and share best practice, evidence-informed and innovative models of care
- Facilitate education and training for health care professionals working in primary care
- Utilise and promote the use of local data to drive high-quality, future-focused, sustainable primary care

Performance monitoring

- Primary care providers and commissioned services using data to drive high quality care
- A supported and engaged primary care workforce

Coordinating and integrating care



- Advocate for and deliver solutions that improve access and experience across the health system, especially for people at-risk of poor health outcomes and/or exclusion from health services in the ACT
- Partner to design and deliver models of integrated care that address identified, local needs
- Deliver programs, projects and solutions that improve communication and coordination of care across the health system
- Build networks across the health and social sectors in the ACT.

Performance monitoring

- Improved patient experience for those accessing CHN's commissioned services
- CHN projects improve integration across the health system

Organisational excellence



- Maintain strong corporate governance and implement systems to identify, assess and mitigate risks to achieve strategic objectives in place
- Support a strong staff culture and invest in our people
- Invest in systems and processes that promote efficiency, improve business processes and deliver value
- Embed a culture of continuous quality improvement and clear and effective communication with all stakeholders

Performance monitoring

- A stable and capable team that delivers value for the community
- Risks are identified, mitigated and monitored