

OUR ACHIEVEMENTS 2017



Commissioning for Better Local Health

- Service Procurement - over \$40 million in services procured over 86 service contracts
- Service Redesign - working with local clinicians and community members to improve mental health services in Karuah & Tiligerry and work with CCLHD to revamp mobile imaging on the Central Coast
- Service capacity building - we significantly improved the capacity of drug & alcohol services in the region through the provision of 1260 new treatment places, 6 new Drug and Alcohol Services, 20 additional residential beds and new Aboriginal Withdrawal Management Services



Better Access to the Right Care

- Supported quality practice to 434 general practices across our region, with 55% accepting data agreements - the highest in the country
- Tailored professional development courses that delivered education to over 4 000 PHC clinicians through the conduct of 228 courses.
- Created opportunities to improve the number of Aboriginal people working in primary care through the implementation of 50 scholarships in health & drug and alcohol
- Improved cancer screening capacity in rural communities by awarding training 10 scholarships to Practice Nurses in Well Women's screening
- Continued to roll out the award winning Diabetes Alliance clinics resulting in 100% of participating practices meeting HbA1c targets
- Implemented an innovative eReferral system to 25 general practices



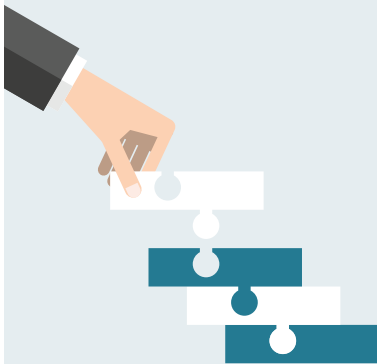
Better Patient Journeys

- Continued to roll out HealthPathways to rural clinicians with over half pathways localised for New England area and more than 55 000page views per month.
- Partnered with NSW Ambulance to trial the use of Authorised care Plans in RACFs.
- Expanded the ACE (Aged Care Emergency) program into RACFs in Tamworth & Armidale
- Demonstrated the effectiveness of our online consultation hub, Peoplebank, by engaging with over 500 consumers to complete our Mental Health Needs Assessment survey online.
- Rolled out the We-Yarn Suicide Prevention Skills Workshop for Aboriginal People in Moree, Toomelah, Armidale, Qurindi and Taree



Innovative Models of Care

- Awarded 17 Innovation grants including the conduct of “Pitch Night” that saw around 100 stakeholders and community members directly involved in distributing funding
- Developed a Healthy Weight Initiative to assist general practices develop model of care to support people to reach a healthy weight and reduce their risk of chronic disease.
- Piloted with CCLHD, Education and Benevolent Society a Family Referral Service. The service is to help vulnerable families access services that will assist in preventing escalation and foster a protective and nurturing environment



Business Fitness

- Developed a framework for measuring health outcomes in partnership with Centre for Health Equity Research and Evaluation
- Consolidated clinical and consumer involvement in our strategic planning processes through our Clinical Councils and Consumer Advisory Committees
- Validated the successful embedding of organisational values through the Best Practice Australia Survey