

### Our Investment in Primary Care

1. Services are delivered where and how people want them

Complex conditions & multi-factorial needs managed in general practice

Post-acute early discharge in the home  
Suites of GP, nursing, allied health delivered in -home

Assessments: personalised, home-based  
Gp-bases specialists / nurses

Pathways and entry points  
Concierge / navigation service

Evidence base for good health  
Independent lifestyle advice

Compassionate communities

2. People can find and get what they need

3. People understand and build fundamental habits for best health & wellbeing

4. Communities are supportive of each other

A service system that offers . . .

**Self-determination** = Customised and tailored to individual needs

**Affordability** = Blends of public and private funding

**Certainty** = Predictable and sufficient supply & access

**Coherence** = Well coordinated and integrated

**Ease** = User friendly and understandable

So that we achieve best health for all, including . . .



### Our Goals

### Our Roles

### Our Strategies

**A** **Community Activation** Support our community to self-determine and help itself

- Grow health literacy to enable self-determination
- Enable health advocacy on highest-impact determinants of health
- Facilitate communities to mutually support one another

**B** **System Transformation** Catalyse change by enabling new approaches to health and healthcare

- Develop new partner and business initiatives
- Redesign services to heighten Quadruple Aim
- Build digital system enablers

**C** **Commissioning** Attract and distribute resources to provide services that people need most

- Carry out targetted health planning
- Leverage service improvements through commissioned services

**D** **Member & Provider Support** Build capacity for all providers of primary healthcare to adopt new tools, deal with disruption and improve outcomes

- Provide core practice support for quality improvement
- Develop future change and skills capability

**E** **An Exceptional Organisation** Develop excellence in our operations, our people and our visibility

- Communicate our purpose and achievements powerfully
- Grow the capabilities and culture of our people
- Develop financial and information systems that support ongoing investment & growth

### Our Values

Innovation

Collaboration

Accountability

Respect

Excellence