



PHN Program Performance and Quality Framework

Appendix A – Program Logics July 2018

Table of contents

PHN Program program logic	
Mental Health program logic	4
Aboriginal and Torres Strait Islander Health program logic	5
Population Health program logic	6
Workforce program logic	7
Digital Health program logic	8
Aged Care program logic	9
Alcohol and Other Drugs program logic	10
Version History	11

PHN Program program logic

PHN Program Objectives: Increase the efficiency and effectiveness of medical services, particularly for patients at risk of poor health outcomes; Improve coordination of care to ensure patients receive the right care in the right place at the right time

Theory of Change: PHNs improve health outcomes for people through targeting unmet local health needs with tailored services and improving access to health care providers; supporting GPs and local health care providers to improve quality of care and coordination of care; and leading integration of primary health system as part of broader health system.

Intermediate Longer-Term **Participants** Activities Outputs Inputs Outcomes Outcomes PHN organisation Australian Provide general practice General practices and PHNs support general Government support including quality other health care practices and other PHNs support Community providers engaged in health policy improvement health care providers local primary stakeholders quality improvement to provide quality care health care PHN Program Support and training to activities to patients services to be other health care providers policy and Local health care efficient and support providers including Local network of People in the PHN effective. allied health providers health providers Facilitate relationships region receive meeting the PHN Program within local primary health established coordinated, culturally needs of funding Local health care system appropriate services patients at risk stakeholders including Prioritised plan for from local health care of poor health Other funding local hospital networks addressing local Conduct needs providers outcomes and peak health health and service assessment, data needs, including Data organisations collection, analysis and PHN activities and determinants prioritisation initiatives address Patients in local Health workforce Patients at risk of poor local needs Local health activities region receive health outcomes Develop innovative commissioned and the right care in Australian strategies to address health People in the PHN monitored (including the right place People in PHN region primary health needs region are able to mental health, AOD, at the right time care system access general ITC for Indigenous Other local Commission services practices and other Health) Overarching stakeholders relevant (including mental health, services as Australian health to addressing health AOD and ITC for appropriate Also refer to General practices and matters care system Indigenous Health) other health care Priority Area PHNs support general program logics providers supported to Determinants of Facilitate appropriate practices and other for outputs and provide appropriate health access to general practice health care providers outcomes access for people in and other health care to provide appropriate PHN region providers after hours access

Mental Health program logic

Priority Area: Mental Health

Theory of Change: PHNs contribute to better mental health outcomes by improving access to primary mental health and suicide prevention through commissioning, and supporting the integration of these services within the broader health care system.

Intermediate Longer-Term Inputs **Participants** Activities Outputs Outcomes Outcomes PHN organisation Australian Local mental health Government activities mental health Local population at Low intensity mental risk of mental health policy Plan, deliver and health services issues Mental health commission a range of People in PHN People in PHN region workforce Patients receiving services to address mental Early intervention for region enjoy access mental health mental health services health needs of PHN region children and young better mental services appropriate to Australian people health and their individual needs primary health Mental health service social and Clinical care providers care system emotional PHN commissioned coordination for wellbeing mental health services Mental health peak Overarching people with severe improve outcomes for and complex mental Australian health bodies patients care system illness Local health care Culturally appropriate PHN Program providers Develop and commission and safe mental health policy and culturally appropriate Local health mental health services for services for Aboriginal support stakeholders including Aboriginal and Torres Strait and Torres Strait PHN Program local hospital networks Islander people Islander people funding and peak health Health care providers Regional approach to organisations Work with other health care in PHN region have an providers to develop mental health care integrated approach to and suicide prevention Families, carers and regional approaches to mental health care mental health care and community groups and suicide prevention suicide prevention

Aboriginal and Torres Strait Islander Health program logic

Priority Area: Aboriginal and Torres Strait Islander Health

Theory of Change: PHNs contribute to the provision of culturally safe and accessible primary health care for Aboriginal and Torres Strait Islander people by working with the primary health care sector to improve access and delivery of mainstream health services, collaborating with Aboriginal and Torres Strait Islander health care providers.

Inputs

Australian Government Indigenous health policy

Australian primary health care system

Overarching Australian health care system

PHN Program policy and support

PHN Program funding

Health workforce

Participants

PHN organisation

Aboriginal Community Controlled Health Services

Aboriginal and Torres Strait Islander peak health bodies

Local health care providers including allied health providers

Local health care stakeholders, including local hospital networks and peak health organisations

Other local stakeholders relevant to addressing health matters

Aboriginal and Torres Strait Islander population

Activities

Work within primary health care system to raise level of cultural awareness and appropriateness in providing health care to Aboriginal and Torres Strait Islander people.

Support capacity and capability building for Aboriginal and Torres Strait Islander identified health workforce.

Commission delivery of services as part of ITC activity.

Commission other health services to meet needs of Aboriginal and Torres Strait Islander people.

Work to foster and develop relationships between mainstream and Aboriginal and Torres Strait Islander health services.

Outputs

Local health care providers educated on culturally appropriate practices

Aboriginal and Torres Strait Islander identified health workforce is able to access training required

Provision of ITC services to improve coordination of care and access for Aboriginal and Torres Strait Islander people with chronic conditions

Local solutions to health needs of Aboriginal and Torres Strait Islander people

Intermediate Outcomes

Local health care providers provide culturally appropriate services to Aboriginal and Torres Strait Islander people

Aboriginal and Torres Strait Islander identified health workforce capability and capacity matches needs of regions

Aboriginal and Torres Strait Islander people with chronic conditions receive coordinated care

PHNs address needs of Aboriginal and Torres Strait Islander people in their region

Aboriginal and Torres Strait Islander people are able to access primary health care services as required Longer-Term Outcomes

PHNs contribute to closing the gap and Aboriginal and Torres Strait Islander people experience improved emotional, social and physical wellbeing

Population Health program logic

Priority Area: Population health

Theory of Change: PHNs contribute to improving population health by working with GPs, other health care providers and stakeholders to identify and address factors that affect a person's health; and commission activities to address specific population health issues.

Longer-Term Intermediate **Participants** Activities Outputs Inputs Outcomes Outcomes PHN organisation National and Commission services Local health activities state/territory addressing local population on population health population health Local health care health issues, including issues campaigns/ providers including preventative health services/policies/ allied health providers initiatives interventions PHNs support health Local health Work with stakeholders Stakeholders in PHN care providers to Health workforce stakeholders including region work together who have an impact on address factors local hospital networks health to influence their to address factors impacting population and peak health impacting population Australian approach to population health primary health organisations health health care system Improved health People in PHN region Provide support to general General practices and outcomes for all practices and other health health care providers Overarching population Australian health Patients at risk of poor care providers on informed on groups in the health outcomes identification and identification. care system PHN region management of population prevention and Fewer preventable **PHN Program** health factors management of Community hospitalisations in stakeholders population health policy and PHN region for people support matters with chronic and Other local vaccine preventable **PHN Program** stakeholders relevant diseases funding to addressing health matters Determinants of health

Workforce program logic

Priority Area: Workforce

Theory of Change: PHNs contribute to the provision of a skilled and accessible health care workforce which meets the needs of people in the PHN region, the health care system and changing models of care through identifying workforce gaps and supporting health care providers to improve their skills.

Intermediate Longer-Term **Participants** Activities Outputs Inputs Outcomes Outcomes PHN organisation Australian Liaise and consult on Government workforce issues, and facilitate relationships and Better understanding health policy Local health care network building within of local workforce Health care providers including PHN region needs and issues workforce allied health providers Identify and address health Health workforce to Australian Health workforce workforce gaps and meet PHN region primary health associations and emerging needs needs care system bodies Local workforce has Facilitate linkages between Health care providers suitable cultural and Overarching Health training Aboriginal and Torres Strait work together to clinical skills to Australian health providers Islander health care and improve access to address health needs other health care providers care system services by Aboriginal of PHN region People in PHN People in the PHN and Torres Strait PHN Program Islander people region region are able policy and to access a high Commission and/or deliver Health workforce support quality, training to local workforce receives tailored culturally safe PHN Program including for cultural training in clinical and and funding awareness cultural awareness appropriately trained Health training workforce PHNs support general sector practices and other Provide support to general General practices and health care providers practices and other health other health care to provide quality care care providers providers engaged on to patients quality improvement

Digital Health program logic

Priority Area: Digital Health

Theory of Change: PHNs contribute to the use of new digital systems and technologies to improve patient assessment, sharing of patient information and coordination of patient care through education and support to general practices and other health care providers.

Intermediate Longer-Term **Participants** Activities Outputs Inputs Outcomes Outcomes PHN organisation Range of awareness Australian Deliver digital health Government awareness sessions to sessions with health Health care providers digital health improve capacity and care providers to are aware of digital capability of primary, support adoption of policy health systems and Local health care community and allied digital health systems technologies providers and allied health workforce including including My Health National digital on My Health Record Record health health providers infrastructure Australian Engage with health providers and people to Local health care primary health Digital health PHNs support health care system stakeholders including encourage digital health enables better use, including My Health local hospital networks Increased adoption of care providers to use coordinated and peak health digital health systems Record Overarching digital health systems care and better Australian health by general practices to improve patient organisations informed and other health care care system care and treatment Develop and commission providers communication decisions PHN Program strategies to improve People in PHN region adoption of digital health policy and systems, including testing support new models of care **PHN Program** funding General practices and PHNs assist general Improved data quality Telecommunpractices and other health within General other health care providers use data to ications care providers to increase Practice Clinical improve care infrastructure data quality Information Systems

Aged Care program logic

Priority Area: Aged care

Theory of Change: PHNs contribute to improving older people's health outcomes and quality of life by supporting general practices and other health care providers in providing quality and coordinated care for older people.

Intermediate Longer-Term **Participants** Activities Outputs Inputs Outcomes Outcomes PHN organisation Australian Commission services to Local health activities Government address the health care addressing older aged care health Older people needs of older people in people's health needs Older people in the PHN region policy PHN region are Aged health care service providers supported to access Aged care health Older people in workforce (including residential Encourage provision of Range of primary primary health care the PHN region aged care and appropriate health services health care services services that meet are supported to their needs including Australian community based to older people in available in residential enjoy a greater residential aged care self-care in the home primary health aged care) aged care quality of life care system Aged care peak Fewer preventable Provide support to general Overarching bodies General practices and hospitalisations in the Australian health practices and other health other health care PHN region for older Local health care care providers to providers deliver best care system people understand and address practice services in providers PHN Program needs of older people addressing health Local health Local health and other policy and Local health including palliative care needs of older people care system stakeholders including support provides care providers are local hospital networks coordinated, supported to deliver PHN Program and peak health quality care to coordinated, effective funding organisations older people and appropriate care to older people in the Families, carers and PHN region community groups

Alcohol and Other Drugs program logic

Priority Area: Alcohol and Other Drugs

Theory of Change: PHNs contribute to better health outcomes by improving access to alcohol and other drug services through commissioning, and supporting the integration of these services within the broader healthcare system.

Longer-Term Intermediate **Participants** Activities Outputs Inputs Outcomes Outcomes PHN organisation Australian Plan, deliver and People in PHN region commission range of drug Government Drug and alcohol are able to access alcohol and other Local population at and alcohol services to services for PHN appropriate drug and risk of harm from drug drugs policy address needs of PHN region alcohol treatment Decrease in and alcohol misuse region services harm to Alcohol and other population in drugs health Drug and alcohol PHN region service providers workforce from drug and Health care providers Work with drug and alcohol alcohol misuse in PHN region have an Alcohol and other drug Network of providers Australian service providers to integrated approach to primary care working to integrate peak bodies integrate services within drug and alcohol system services primary health system treatment services Local health care Overarching providers including Australian health allied health providers care system Local health PHN Program stakeholders including policy and local hospital networks support and peak health organisations PHN program funding

Version History

Version	Description of change	Author	Effective date
1.0	Initial release	Department of Health	1 / 7 / 18

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