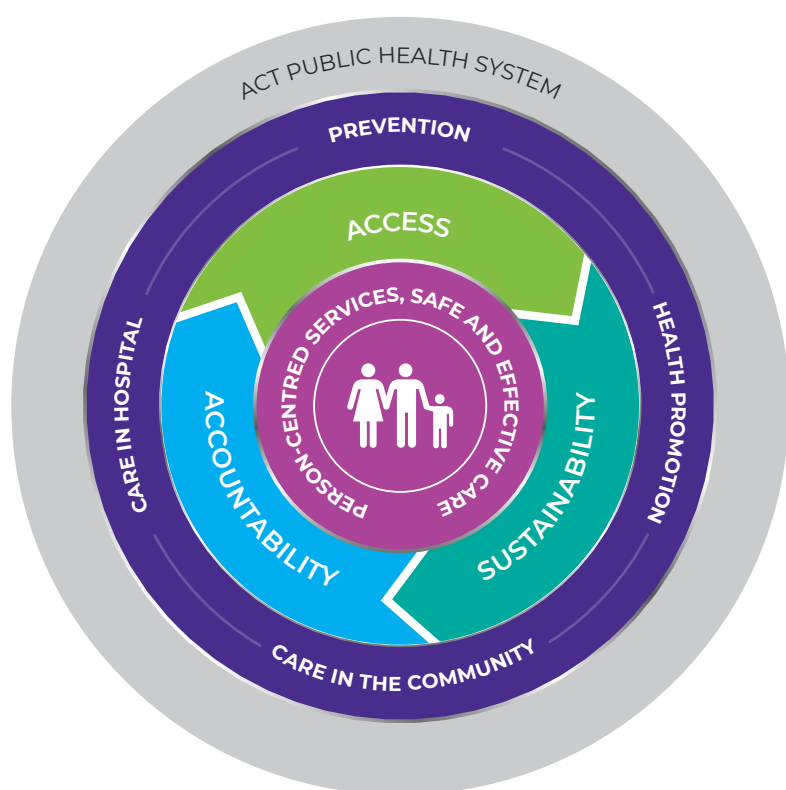


Accessible, Accountable, Sustainable: A Framework for the ACT Public Health System 2020–2030



The ACT Government is providing a strong policy and population health capability based on a foundation of world-leading health and medical research.

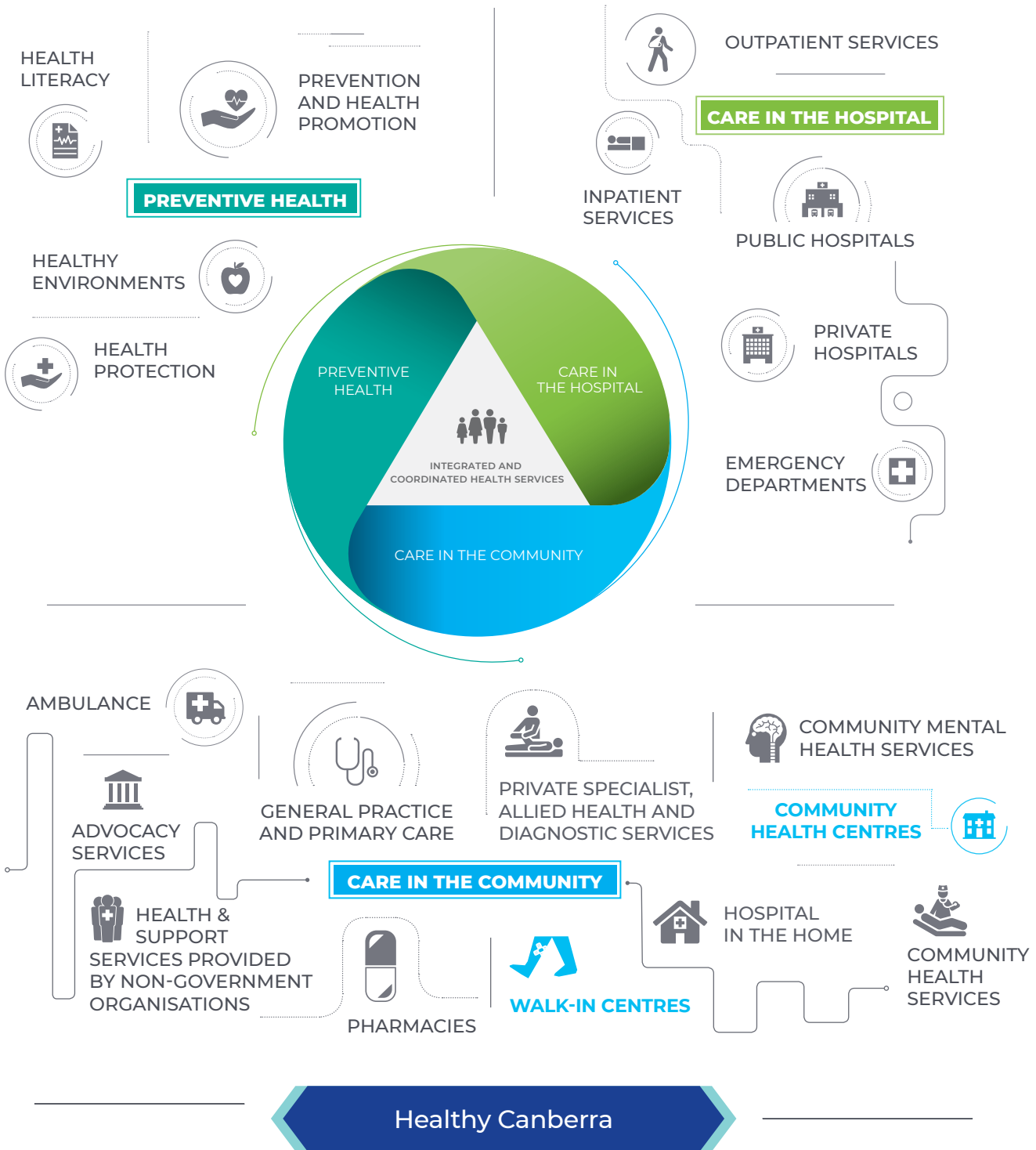
This Framework anchors the Government's vision and provides the foundation for a person-centred, innovative, high performing public health system for the Territory. The Framework is focused on integrating services across three areas of health—preventive health, community based services and care in hospital. The Government is working to ensure our public health system is innovative, effective and sustainable now and into the future. The ACT Health Directorate is responsible for the health system in the ACT and for implementing the Framework's priorities in partnership across governments and community.



Person-centered health system

Person-centred is a way of thinking and doing things that sees healthcare users as equal partners in planning, delivering and monitoring safe, quality health services that meets their needs. This means putting people at the centre of decisions and seeing them as experts, working alongside health professionals to achieve the best outcomes. By shifting the culture from “doing to” to “doing with” significant clinical improvements can be made.

Services across our health system



We want people to live healthy and active lives and stay well and productive. Through the *Healthy Canberra: ACT Preventive Health Plan 2020–2025*, we are focusing on addressing the risk factors for chronic conditions and supporting Canberrans to make healthy and active living a way of life.

We are identifying prevention opportunities in health settings across the service spectrum to keep people healthier. We are also working

to ensure that people can access the right services where and when they need them. This includes investing in more Walk-In Centres to support people accessing care outside the hospital setting and expanding Hospital in the Home services. We will continue to explore opportunities for care to be provided closer to home whilst also ensuring that people are able to access care in the hospital when they need it.

Priority population groups

Whilst the ACT community generally experiences good health, some population groups are at increased risk of poor health as a result of a range of socio-demographic factors and pre-existing conditions. Facilitating access for the following population groups has been identified as a priority and we will continue working to provide better and easier access to services for these groups.

- Aboriginal and Torres Strait Islander peoples
- Children and young people
- Families with complex needs
- People with chronic conditions including mental illness
- People with disability
- LGBTIQ community
- Culturally and linguistically diverse peoples
- Older people
- Carers

Strategic priorities

In planning for the future, a set of strategic goals and key strategies has been developed to guide the development of new services and redesign of existing services. The ACT Government is investing in programs and services across the ACT public health system to deliver on these strategies.

HIGH PERFORMING AND SAFE HEALTH SYSTEM		
PERSON-CENTRED SERVICES; SAFE AND EFFECTIVE CARE		
<p>Strategic Goal 1: ACCESS</p> <p>Providing the right service, at the right time, in the right place, by the right team—every time</p>	<p>Strategic Goal 2: ACCOUNTABILITY</p> <p>Robust and transparent decision making that supports the health system</p>	<p>Strategic Goal 3: SUSTAINABILITY</p> <p>Strategic investment to support health services now and into the future</p>
<p>Key strategies</p> <ul style="list-style-type: none"> • Territory-wide Health Service Plan • Infrastructure Planning • Regional Mental Health and Suicide Prevention Plan 	<p>Key strategies</p> <ul style="list-style-type: none"> • ACT Health Workforce Strategy • ACT Health Quality Strategy 2018–2028 • Performance, Reporting and Data Management Strategy 	<p>Key strategies</p> <ul style="list-style-type: none"> • Research Strategy • Healthy Canberra: ACT Preventive Health Plan 2020–2025 • Digital Health Strategy 2019–2029

Strategic partnerships

The ACT Government recognises the impact of a wide range of social factors on the health and wellbeing of individuals and communities. The ACT Health Directorate and Canberra Health Services will continue to work with critical delivery partners, including ACT and Commonwealth agencies, Calvary Public Hospital Bruce, the Capital Health Network, consumers, carers, non-government organisations, professional bodies and education and research institutions to continue to improve services and support better health outcomes.

Delivering on the Framework

ACCESS

Strategic Goal 1: Providing the right service, at the right time, in the right place, and by the right team—every time

Territory-wide Health Service Plan	Infrastructure Planning	Regional Mental Health and Suicide Prevention Plan
<p>The Territory-wide Health Service Plan will set the direction and priorities for a system wide approach to health services in the ACT that is person-centred, culturally safe and integrated. The Plan will identify service and infrastructure requirements to meet the needs of the population.</p>	<p>The ACT Government is committed to planning for future health infrastructure requirements, supporting the delivery of safe, timely and effective health services. The Canberra Hospital Master Plan and the Northside Hospital Services Scoping study, currently under development, will form part of an infrastructure strategy providing a blueprint for Government's future investment in health and hospital infrastructure.</p>	<p>The joint regional ACT Mental Health and Suicide Prevention Plan (ACT Plan) is a five-year plan that identifies local mental health and suicide prevention program and service planning priorities and actions. The ACT Plan outlines the challenges facing us as a community and what we will do to address these challenges, working in partnership over the next five years to improve mental health outcomes for people in the ACT.</p>

ACCOUNTABILITY

Strategic Goal 2: Robust and transparent decision making that supports the health system

ACT Health Workforce Strategy	ACT Health Quality Strategy 2018–2028	Performance, Reporting and Data Management Strategy
<p>The ACT Health Workforce Strategy will provide the workforce goals to ensure the ACT public health system develops the capability, skills, culture and leadership needed in our workforce to deliver person-centred, safe and quality care. The implementation plan will focus on ensuring that the ACT health workforce has the skills and capacity to flexibly respond to future service demands while providing safe and high quality services.</p>	<p>The Quality Strategy identifies strategic priorities to improve person centred care, proactively reduce harm and provide evidence based, effective and reliable care across the Territory. The Strategy will be implemented through continuous quality improvement programs at the health service and system level and through ongoing performance monitoring against a range of quality measures built into service agreements and operational plans.</p>	<p>The Performance, Reporting and Data Management Strategy will provide a foundation for embedding best practice data, reporting and analytics to inform evidence-based decisions and drive system performance. This will enable transparency and accountability for health data used by clinical service providers and for reporting key service data to the public.</p>

SUSTAINABILITY

Strategic Goal 3: Strategic investment to support health services now and into the future

Digital Health Strategy 2019–2029	Research Strategy	Healthy Canberra: ACT Preventive Health Plan 2020–2025
<p>The Digital Health Strategy outlines the direction in building the digital capabilities needed to support a sustainable, innovative and world-class health system for the ACT. The strategy establishes principles to guide the design and development of digital health capabilities to support the delivery of safe and high quality person-centred care.</p>	<p>The Research Strategy will establish an approach to improving research capacity and quality in partnership with academic partners. Implementation of the strategy will drive evidence based decision making, supporting the ACT's future health workforce and delivering a sustainable healthcare system for Canberra.</p>	<p>The Healthy Canberra: ACT Preventive Health Plan aims to support all Canberrans to be healthy and active across all stages of life. The Plan sets the foundations for government-led action and a platform for collaboration with community partners.</p>