

Commissioning

Country SA PHN has two primary objectives...



Increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes.



Improving coordination of care to ensure patients receive the right care, in the right place at the right time.

To best achieve our objectives we commission health services.

Commissioning involves planning, procuring services (identifying need, design, selecting and contracting), monitoring and evaluating health services for communities.

Throughout this process we are committed to:

- Commissioning high quality, locally relevant, patient centred, efficient and effective health services to country South Australians; and
- Monitoring and evaluating all contracted services to ensure they are improving patient care and access for all.

As commissioners it's important that we:

- Lead
- Listen
- Collaborate with communities and health professionals
- Integrate and co-ordinate with existing health services in regional South Australian communities

Our heart is in the health of the country

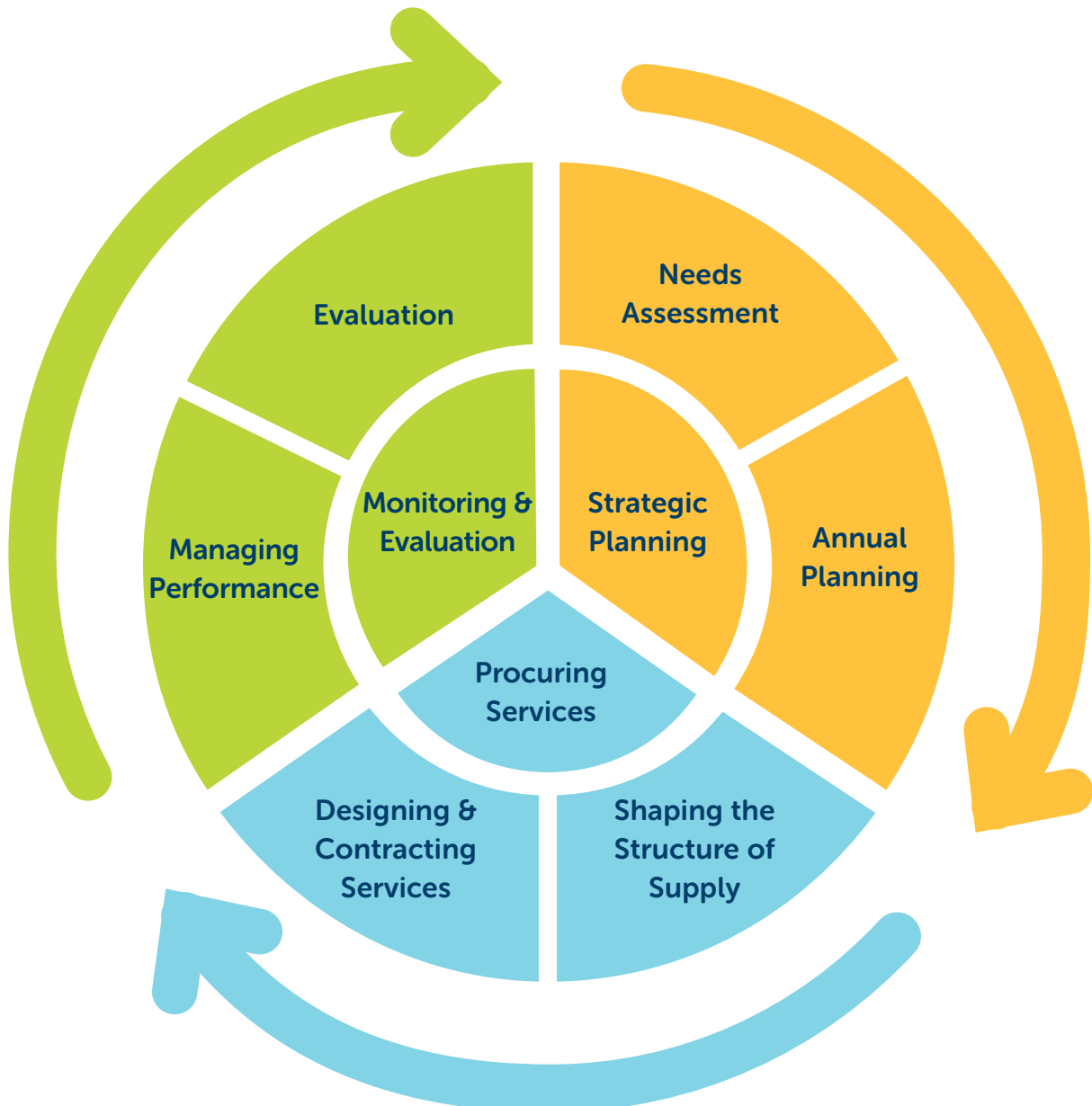
Our Commissioning Cycle



We use our commissioning cycle to help us achieve our aims in accountability, due process, probity and consistency in the use of funding for primary health services. Our commissioning cycle encompasses the development of our health service delivery from the health planning stage, through procurement and contracting activities, to evaluation of programs and services.

Throughout our commissioning cycle we engage in:

- **Strategic Planning:** assessing the needs of the community and available health services and determining priorities based on service analysis and professional and community input;
- **Procuring Services:** purchasing health services in line with the outcome of strategic planning, our objectives and our local and national priorities; and
- **Monitoring and evaluation:** assessing the efficiency and effectiveness (including value for money) of health services and implementing strategies to address gaps and underperformance.



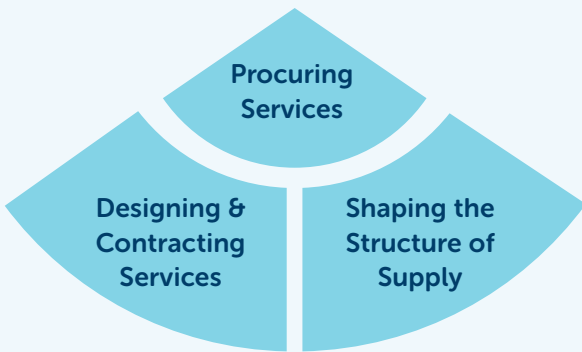


Needs Assessment:

Establishing prioritised needs and existing provision; identifying priority gaps to be addressed.

Annual Planning:

Identifying the kinds of services or interventions that might address gaps and prioritising those that deliver the greatest impact.



Designing & Contracting Services:

Further developing the prioritised actions from the previous stage through a process of co-design, procuring or commissioning.

Shaping the Structure of Supply:

Procuring services is the act of acquiring, buying or contracting services from an external source. These health services need to be appropriate, high quality, locally relevant, patient centred and cost effective.



Managing Performance:

Monitoring service delivery targets, program management, reporting against annual plan, governance criteria and finance management.

Evaluation:

Assessing the quality of delivery, outcomes and impact, the degree to which the intended goals have been achieved; the contribution the service has made to community health and well-being; costs, effectiveness and efficiency; and reporting results for making improvements.

Our Commissioning Process



At all stages of commissioning, we ensure:



Accountability



Transparency



Probity



Flexibility



Innovation



Sustainability of services

We commission high quality, locally relevant and effective health services for country South Australians and achieve expected outcomes in an efficient and cost-effective manner.

We have established an Independent Commissioning Committee (ICC) to provide independent expert advice to endorse, review and recommend procurement of service delivery activity.

The Committee's role is an integral part of our monitoring and evaluation process.

As no single tender process suits all situations, the particular nature of each procurement activity and the prevailing market conditions are considered.

We meet our key commissioning objectives by ensuring:

- Contracted services adhere to best practice;
- Services are provided to priority areas of community need;
- Service distribution is equitable and provides for optimum access for all;
- Robust processes exist for accountability of the service provider and evaluation of the activities;
- Conflict of interest matters are managed throughout the contracted activity; and
- Compliance under the PHN Performance Framework.

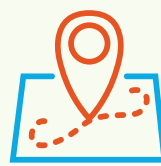
To ensure the commissioning process is patient-centred, cost-effective, locally relevant and aligned to community experiences and expectations we engage with:



Health service providers



General Practices



Local Health Clusters



Clinical Councils



Community Forums



State government



Aboriginal Community Controlled Health Organisations



Health Specific Community Forums

