

Is there anything that we would like to change/add about the Key Principles? Page 7

The principles of the *ACT Primary Health Care Strategy 2006-2009* have been revised and updated to reflect consultation with the ACT community.

The key principles for the *ACT Primary Health Care Strategy 2011–2014* are:

Principle 1 – Empowered person centred care

The primary health care system focuses on the needs of the individual and works in partnership with individuals and families to support their needs. Information and resources are provided to enable individuals to make informed decisions about their health and well being.

Principle 2 – Focus on disease prevention and promote a holistic understanding of health as wellbeing rather than absence of disease

Health promotion, illness prevention and early intervention are a central focus of the primary health care system.

Principle 3 – Services are evidence-based, safe, appropriate, effective and efficient

Consumers have access to safe, high quality primary health care services that deliver evidence based care and accountability for outcomes, support continuous quality improvement and reward research and innovation.

Principle 4 – Equity and access

The primary health care system acknowledges the importance of equity in health care, prioritises services to the most in need and promotes accessible, acceptable and affordable services.

Principle 5 – Collaborative model of team based coordinated care

Primary health care services provide team based services in consultation with consumers to deliver an effective, appropriate and coordinated service.

Principle 6 – Integration and collaboration

Collaborative, strong partnerships are developed with consumers, carers, public and private primary health care services, secondary and tertiary sectors and the wider sector responsible for housing, justice, employment, education and planning.

Do we have comments on the key Priority Areas identified? Page 22

3. Summary of Key Priorities

This document identifies seven priority areas for action. The first four priorities focus on improving outcomes and addressing the shortcomings of current arrangements. The last three priority areas focus on providing enablers or building blocks which are essential to achieve improvement. The key priorities are based on those identified in the National Primary Health Care Strategy.

Priorities	Key Direction for Change	Action Areas
Improving access and reducing inequity	<i>Primary Health Care is delivered through an integrated service system which provides more uniform quality care across the ACT. It actively addresses service gaps and the needs of specific population subgroups.</i>	<ul style="list-style-type: none"> • Access to Primary Health Care Services • Vulnerable Groups
Improving continuity and coordination of care especially for chronic disease	<i>Consumers, particularly those with multiple, chronic and complex conditions, experience primary health care services which are coordinated across multiple care providers and settings. This care is actively managed and supports continuity.</i>	<ul style="list-style-type: none"> • Role delineation and coordination • Multidisciplinary and team based practice • Integration of services

<p>Increasing the focus on health promotion, prevention, early intervention and consumer empowerment</p>	<p><i>Strengthen the existing framework for promotion, prevention and early intervention in primary health care, to encourage more systematic approaches. This includes regular recall and follow up, which is coordinated and integrated with other preventive activities. These activities will include a focus on improving health literacy within local communities.</i></p>	<ul style="list-style-type: none"> • Prevention and health promotion • Consumer empowerment
<p>Improving quality safety, performance and accountability</p>	<p><i>Establish a strong framework for quality and safety in primary health care, based on improved information and quality assurance systems. These systems will support measurement, feedback and quality improvement for providers, and greater transparency for consumers and funders.</i></p>	<ul style="list-style-type: none"> • Promoting quality and safety
<p>Information Management</p>	<p><i>Primary health care service arrangements benefit from greater sharing and improved access to health information, clinical knowledge resources and emerging technologies to support consumer-centred care</i></p>	<ul style="list-style-type: none"> • Sharing information
<p>Workforce</p>	<p><i>The primary health care workforce is flexible and well trained with clear roles and responsibilities built around core competencies. The workforce works together to deliver best care to patients cost-effectively, and continues to build skills through effective training and team work.</i></p>	<ul style="list-style-type: none"> • Support for Primary Health Care Workforce
<p>Infrastructure</p>	<p><i>The right physical facilities and equipment are important catalysts for new models of primary health care delivery. Physical infrastructure facilitates integration, enables teams to train and work together, and supports different models of care to improve access</i></p>	<ul style="list-style-type: none"> • Strategic, collaborative approach