

Transforming Care

Ovens Murray and Goulburn Chronic Care Strategy

EXECUTIVE SUMMARY

1 Overview

This strategy is intended to guide the actions of a wide range of public and private organisations and health professionals as well as organisations beyond the health sector who play critical roles in the prevention of chronic conditions, and then support, care and manage people living with chronic conditions in the Ovens Murray and Goulburn areas.

Vision: Communities of the Ovens Murray and Goulburn areas are enabled to live healthier lives through improved prevention, partnerships that focus on outcomes, culturally responsive services and effective management of chronic conditions.

Policy Context: A number of strategic policy documents, National and State, have informed the strategy development. Most significant is the *National Strategic Framework for Chronic Conditions (2017)*, which highlights the need to strengthen primary health care, particularly to better manage the large numbers of patients with multiple chronic conditions.

3 Systems Thinking

Systems approaches encourage a rethinking of organisations and structural issues, including how partners operationalise actions in relation to each other. A systems approach to chronic care requires strategic thinking about priorities and outcomes, and recognition that integrated approaches are necessary for effective primary health care. Specifically, the pillars of systems integration are organisational partnerships, professional interactions and consumer engagement, all of which are necessary elements for improved outcomes.

2 Underlying Quality Principles

- Good governance and leadership
- Integrated population approaches
- Access and equity
- Health literacy
- Workforce are drivers of change
- Evidence and research
- Monitoring and evaluation
- Self-management and person-centred care
- Planned and coordinated health promotion and prevention.

Priority Populations Equity and the broader Determinants of Health are key considerations in the implementation of this strategy.

4 Expanded Chronic Care Model

The Expanded Chronic Care Model (Figure 1) provides a framework to recognise the range of areas where improvements should be made within the health system and also throughout the community to improve population health and clinical outcomes.

5 Collective Impact Framework

Collective Impact is 'the commitment of a group of important actors from different sectors to a common agenda for solving a specific social problem.'¹ The five components of the Collective Impact Framework are Common Agenda, Shared Measurement, Mutually Reinforcing Activities, Continuous Communication, and Backbone Organisation.

6 Objectives and Strategic Priorities

Figure 1: Expanded Chronic Care Model



Source: Victoria Bar, Sylvia Robinson, Brenda Marin-Link, Lisa Underhill, Anita Dotts and Darlene Ravensdale (2002). Adapted from Glasgow,R, Orleans,C , Wagner,E, Curry,S, Solberg,L, (2001)

Objectives	Strategic Priorities
1. Deliver a transformative prevention platform to reduce future burdens from chronic conditions and align investments with priorities	1.1. Population based Health Promotion and Prevention
	1.2. Early childhood programs across the Ovens Murray and Goulburn
	1.3. Monitoring of success and effectiveness
2. Strengthen the efficiency, effectiveness, cultural responsiveness and appropriateness of services to support people with chronic conditions and optimise their quality of life	2.1. Chronic care systems are improving outcomes
	2.2. Promote organisational health literacy to increase consumer engagement and knowledge
	2.3. Streamlined access to self-management resources
3. Target priority populations to ensure focus on those most in need of care and who are most likely to benefit from prevention initiatives.	3.1. Risks for potentially avoidable hospitalisations are targeted
	3.2. Aboriginal people receive culturally appropriate chronic conditions care integrated with social care
	3.3. Care of people with mental illness challenges and chronic disease is integrated.

¹ Kania and Kramer 2011