

# Local Primary Health Care Protocol

*between*

*Darling Downs Hospital and Health Service*

*West Moreton Hospital and Health Service*

*Darling Downs and West Moreton PHN*

## Darling Downs Hospital and Health Service Local Primary Health Care Protocol

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## 1. PARTIES

The Parties to this Local Primary Health Care tripartite Protocol are:

- Darling Downs Hospital and Health Service;
- West Moreton Hospital and Health Service; and
- Darling Downs and West Moreton PHN.

## 2. PURPOSE

- 2.1. The purpose of this protocol is to promote cooperation between the Darling Downs Hospital and Health Service, West Moreton Hospital and Health Service and the Darling Downs and West Moreton PHN in the planning and delivery of services.
- 2.2. The protocol is established in line with the requirements of the Hospital and Health Boards Act 2011, and Hospital and Health Board Regulation 2012.
- 2.3. The parties also agree to work in the spirit of goodwill and mutual respect in adhering to the terms set out in the protocol.

## 3. SERVICE DESCRIPTION

### 3.1 Darling Downs Hospital and Health Service

#### **Our Vision**

To deliver excellence in rural and regional healthcare.

#### **Our Purpose**

Delivering quality healthcare in partnership with our communities.

#### **Our Values**

- Caring: We deliver care, we care for each other and we care about the service we provide.
- Doing the right thing: We respect the people we serve and try our best. We treat each other respectfully and we respect the law and standards.
- Openness to learning and change: We continually review practice and the services we provide.
- Being safe, effective and efficient: We will measure and own our performance and use this information to inform ways to improve our services. We will manage public resources effectively, efficiently and economically.
- Being open and transparent: We work for the public and we will inform and consult with our patients, clients, staff, stakeholders and community.

The Darling Downs Hospital and Health Service is an independent statutory body, established under state legislation through the provisions of the Hospitals and Health Boards Act 2011, and is governed by the Darling Downs Hospital and Health Board, which reports to the Minister for Health. Geographically, the Darling Downs Hospital and Health Service provides services across an area of approximately 90,000 square kilometres, covering the local government areas of the Toowoomba Regional Council, Western Downs Regional Council, Southern Downs Regional Council,

South Burnett Regional Council, Goondiwindi Regional Council, Cherbourg Aboriginal Shire Council and part of the Banana Shire Council [community of Taroom].

The Darling Downs Hospital and Health Service provides a comprehensive range of high-quality acute, sub-acute, mental health, residential aged care, and community health services to approximately 300,000 people. Services are delivered from 17 hospitals, 3 multipurpose health services, 6 residential aged care facilities and several outpatient clinics. In addition, the DDHHS operates the Cunningham Centre, a registered Training Organisation.

## 3.2 West Moreton Hospital and Health Service

### Our Vision

Proud to deliver healthcare excellence.

### Our Mission

To provide excellent health, excellent care and excellent value.

### Our Values

- Really care: Every day we are proud of how we care for our patients, how we work together and how we deliver our work.
- You matter: We are part of the community we serve. What is important to our community is important to us. We respond to your feedback about our work, our attitude, the services we provide and the way we provide them.
- We deliver: Our patients, their families, our colleagues, our staff, our partners and our community can be confident in our people and our services. We honour our commitments.
- Be the best: We are here to make our patients' healthcare experience the very best it can be. We aspire to realise our vision and be your partner in healthcare excellence.

West Moreton Hospital and Health Service is situated to the west of Brisbane and extends from Ipswich in the east, to Boonah in the south, north to Esk and west to Gatton. West Moreton Hospital and Health Service provides healthcare to a population of approximately 252,000 people, which is forecast to increase to over 450,000 people by 2026 (an increase of approximately 77 per cent). This projected percentage increase is the largest of any hospital and health service in Queensland. In the 2011 census, 17 per cent of the population were born outside Australia, 8 per cent speak a language other than English at home and 3 per cent are Indigenous Australians. West Moreton Hospital and Health Service's demographics are diverse and include metropolitan and small rural community settings.

West Moreton Hospital and Health Service delivers health services across the continuum of care: preventative and primary healthcare services, ambulatory services, acute care, sub-acute care, oral health and mental health and specialised services. West Moreton also provides school-based primary oral healthcare services, community mental health services for all age groups and services for alcohol and other drug illnesses. Additionally West Moreton has a large range of responsibilities for prison health services.

## 3.3 Darling Downs and West Moreton PHN

The Darling Downs and West Moreton PHN is an independent Not For Profit Company established to commission, coordinate, and facilitate Primary Health Care in the region. The company became operational from 1 July 2015. The company is jointly owned between the Darling Downs Hospital and Health Service and GP Connections and is overseen by a Board of Directors and operated as not for profit entity.

The Darling Downs and West Moreton PHN includes both the Darling Downs and the West Moreton regions, which have a combined population of over 530,000 people.

PHNs have been established with the key objectives of:

- Increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and
- Improving coordination of care to ensure patients receive the right care in the right place at the right time.

PHNs will be distinctly different from Medicare Locals, as they will:

- Effectively help to break down silos in the health care system by developing strong working relationships with Local Hospital Networks and a broad range of public and private health care providers;
- Be purchasers and commissioners of services, only providing services directly in instances of market failure;
- Ensure greater local GP involvement, with GPs leading the Clinical Councils that have a direct say in the activities of the PHN;
- Have formalised arrangements for ongoing community engagement through Community Advisory Committees; and
- Have the opportunity to apply new innovative approaches to strengthen our health care system.

The Commonwealth Government has agreed to six key priorities for PHNs. These are:

1. Mental health;
2. Aboriginal and Torres Strait Islander health;
3. Population health;
4. Health workforce;
5. eHealth; and
6. Aged care.

## 4. TERMS OF THE AGREEMENT

4.1. All Parties agree this Protocol does not create any legal relations between them. However, the matters set out in this Protocol are agreed to in principle between the Parties.

4.2. The Protocol between the Parties will commence on 01/07/2015 and shall continue for a period of three years unless earlier modified in accordance with this agreement.

4.3. The Protocol will be reviewed within three years. The review will be conducted by the Darling Downs Health Service, West Moreton Hospital and Health Service and the Darling Downs and West Moreton PHN.

4.4. The Protocol will be published in such a way that it is accessible to members of the public.

## 5. OBJECTIVES

5.1 The Darling Downs Hospital and Health Service, West Moreton Hospital and Health Service and the Darling Downs and West Moreton PHN recognise that improved service delivery and health outcomes will be achieved by strengthening relationships and integration of health services across government providers, non-government providers, private providers and the community.

Key Issues for collaboration for the development of optimal patient care outcomes include:

- Putting the Health Consumer at centre of planning
- Joint understanding of the pivotal role of general practice in health service delivery
- Joint health service planning and design
- Joint consumer feedback/engagement
- Joint support strategies - workforce, recruitment and retention
- Joint data and clinical statistics sharing
- The protection and promotion of public health
- Joint Board engagement
- Local and joint clinical engagement arrangements
- Joint advocacy

## 6. RESPONSIBILITIES OF PARTIES

- 6.1. All Parties recognise that communication is an integral component in ensuring the success of the Protocol. The Parties will meet on a quarterly basis at Chief Executive (or delegate) level to discuss issues, strategies and progress on initiatives.
- 6.2. Parties will be jointly responsible for identifying and monitoring key indicators for the protocol and developing policies, procedures and strategies.
- 6.3. All programs implemented under this protocol are to be aligned with the Darling Downs Hospital and Health Service Strategic and Operational Plans, Clinician Engagement Strategy and Consumer and Community Engagement Strategy.
- 6.4 All programs implemented under this protocol are to be aligned with the West Moreton Hospital and Health Service Strategic and Operational Plans, Clinician Engagement Strategy and Consumer and Community Engagement Strategy.
- 6.5. All programs implemented under this protocol are to be aligned with Darling Downs and West Moreton PHN strategic and annual plans.
- 6.6. A summary of the key issues discussed and decisions made in each party's Board meeting relevant to the protocol, will be made available to the other party, subject to the relevant party's obligations of confidentiality and privacy.

## 7. CONFLICT OF INTEREST

- 7.1 A conflict of interest involves a conflict between official duties and private interests which could improperly influence the performance of official duties and responsibilities. *(A reasonable perception of a conflict of interest is where a fair minded person, properly informed as to the nature of the interests held by the decision maker, might reasonably perceive that the decision maker might be influenced in the performance of his or her official duties and responsibilities).*
- 7.2 A conflict of interest may be actual, perceived or potential. It can be pecuniary (involving financial gain or loss), or non-pecuniary (based on enmity or amity) and can arise from avoiding personal losses as well as gaining personal advantage, financial or otherwise.

7.3 Conflict of interest includes conflict of commitment (where an individual has multiple and incompatible public duties).

7.4 All three organisations - Darling Downs Hospital and Health Service, West Moreton Hospital and Health Service and the Darling Downs and West Moreton PHN are responsible for:

- 7.4.1 assessing their own private and personal interests and whether they conflict or have the potential to conflict;
- 7.4.2 disclosing and managing any actual, perceived or potential conflicts of interest, including reviewing disclosed conflicts on at least an annual basis to ensure that the information remains correct and that the management responses continue to be appropriate and effective; and
- 7.4.3 not making decisions or seeking to influence the decisions of others in matters relating to an individual's private interest.

## 8. CONFIDENTIALITY

8.1 Members shall respect confidentiality of the Darling Downs Hospital and Health Service, West Moreton Hospital and Health Service and the Darling Downs and West Moreton PHN business. Despite clause 4.1, this clause is legally binding.

## 9. SIGNATORIES TO THE PROTOCOL

SIGNED

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Signature

**Mr Mike Horan**

*Chair*

Darling Downs Hospital and Health Service

9 / 10 / 2015

SIGNED

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Signature

**Dr Mary Corbett**

*Chair*

West Moreton Hospital and Health Service

30 / 10 / 2015

SIGNED

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Signature

**Dr Roland Owen**

*Chair*

Darling Downs and West Moreton PHN

16 / 10 / 2015