

## Centre for Remote Health

- A joint centre of
- Flinders University and
  - Charles Darwin University



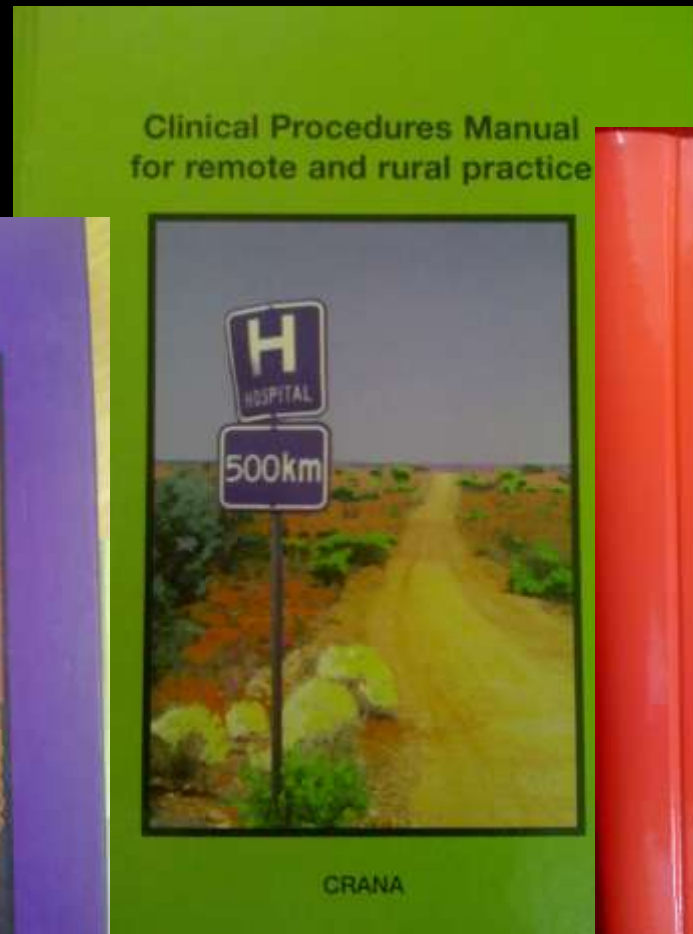
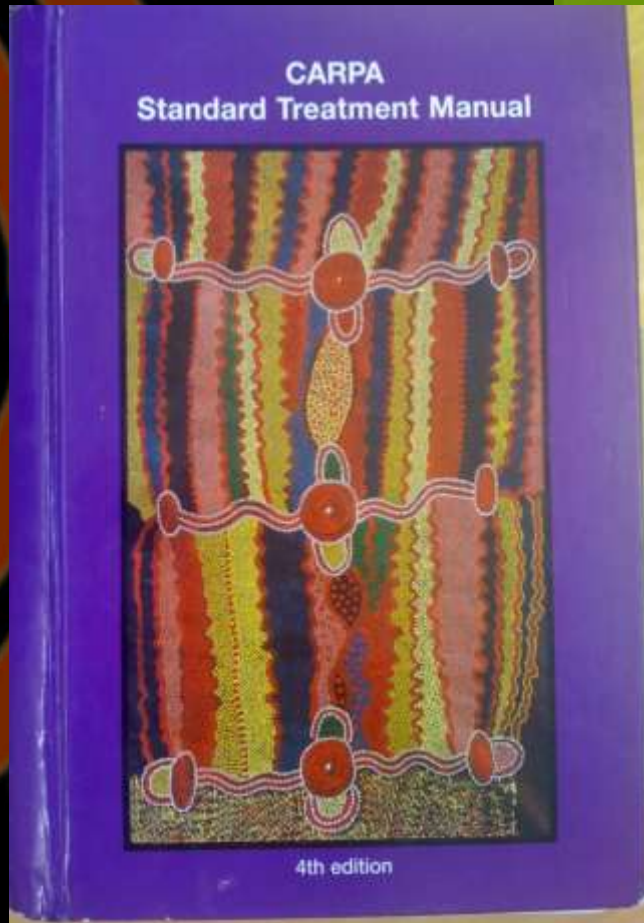
# Remote Australia: incubator of innovation







# Treatment protocols





## Effective PHC Services

### - lessons learnt

- No *'one size fits all'*
- Effective models share common success factors:
  - environmental enablers
  - essential service requirements

# Guidelines to developing effective PHC services

| CONTEXT  | SERVICE OPTIONS  | ENVIRONMENTAL ENABLERS   | ESSENTIAL SERVICE REQUIREMENTS  |
|--|--|--|---|
| <p>RURAL<br/><b>(Larger, more closely settled communities)</b></p> <p>↓</p> <p>REMOTE<br/><b>(Small dispersed populations)</b></p> | <ul style="list-style-type: none"> <li>• Discrete</li> <li>• Integrated</li> <li>• Comprehensive PHC</li> <li>• Outreach</li> <li>• Outreach/Virtual Outreach</li> </ul> | <ol style="list-style-type: none"> <li><b>1. Supportive policy</b></li> <li><b>2. Commonwealth State relations</b></li> <li><b>3. Community readiness</b></li> </ol> | <ol style="list-style-type: none"> <li><b>1. Workforce</b></li> <li><b>2. Funding</b></li> <li><b>3. Governance, management &amp; leadership</b></li> <li><b>4. Linkages</b></li> <li><b>5. Infrastructure</b></li> </ol> |



# Environmental Enablers

- Supportive policy
  - mainstream, equalisation, ad hoc
- Commonwealth / State relations
  - complex, unclear accountabilities
- Community readiness
  - essential
  - can take different forms
  - funded



# Essential service requirements

- Governance, management & leadership
  - a strong priority
- Funding
  - pooling, cashing out
  - flexibility
  - “success breeds success”




## Essential service requirements (cont.)

- Linkages
  - Health departments , universities, RFDS, RWAs, DGPs, local government
- Infrastructure
  - physical
  - IT/IM & evaluation
- Workforce
  - diminished relative importance



*‘...rural and remote Australia...has been an ‘incubator’ for evolution in job design and other workplace innovation.’*

Productivity Commission 2005



*There has been a repeated search for innovation which results in a high turnover of projects & recycling of ideas, rather than utilising the...knowledge currently available & properly evaluating its effectiveness.'*

Shannon et al 2003



## National implications?

- One health system for greater efficiency & continuity of care
- Regional implementation - *'a more localized or "natural regional" approach to the delivery of PHC services in order to meet communities' diverse needs.'*
- Community involvement
- Strengthened management and governance training
- Improved HR practices
- Stop the recycling of ideas & implement what we know works



AMBULANCE

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