Rural and Remote Health & Wellbeing Strategy 2022 - 2027

VISION: Healthy rural and remote Queenslanders for today and tomorrow

MISSION

Work in partnership as a system, with diverse communities to provide world-class healthcare to rural and remote Queenslanders that places equity of outcomes at its heart, is human centred, sustainable, and focused on prevention, promotion and education.

STRATEGY GOALS
The aim for the next five years

GOAL 1
Equity of Health Outcomes

Achieving equity of health outcomes requires both immediate health and wellbeing, and the factors that impact health and wellbeing, to be met. This includes addressing issues such as housing, literacy, employment and isolation so that people can live well, no matter where they live.

GOAL 2
Integrated Person-Centred Care

Greater integration across healthcare and other settings will improve health outcomes through the delivery of comprehensive care, coordinated and aligned to an individual's preferences for their health and wellbeing. Planning across organisational boundaries, innovation and high-quality leadership are key to achieving this.

PARTNER GOAL
First Nations Health Equity

Achieving health equity across the system for First Nations people requires reform; we must see First Nations people across the system, have First Nations' voices in the system, and design a better coordinated system. This Strategy aligns initiatives to the First Nations health equity agenda.

GOAL 3
Strong Partnerships

Achieving health equity requires a multi-agency approach to respond to both health needs and its determinants. This requires the system to align goals, forge strong partnerships, connect with communities and share accountabilities.

GOAL 4
Sustainable Skilled and Supported Workforce

Health is human, and having a workforce that represents and responds effectively to the varied and diverse needs of people across a lifetime, matter. Investing in people creates long-term sustainability; this means providing the right professional and personal supports, and prioritising wellbeing.

PARTNER GOAL
Digitally Enabled

A digital health future supports equity of access to healthcare by digitally enabling health services, empowering health consumers to own health outcomes, and supporting local care through wearable devices, augmented reality and high-quality home monitoring. This strategy aligns to the Digital Strategy for Rural and Remote Healthcare.

STRATEGIC INTENTION AND ALIGNMENT

The intention of this strategy is to enable and align efforts across the system and work towards achieving the strategy Vision. System efforts include efforts between Queensland Health and other government agencies (e.g. housing, water, community services) and inter-sectoral efforts such as those between Queensland Health, not-for-profit and private agencies. High-priority Queensland Health initiatives such as those within the First Nations Health Equity Strategy and the Digital Strategy for Rural and Remote Healthcare are aligned to this strategy - enhancing outcomes and minimising duplication.

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FOUNDATIONAL STRATEGIES

As a system we will work towards achieving these goals, committing to the following foundational strategies + the partner goals

GOALS AND FOUNDATIONAL STRATEGIES	WHAT SUCCESS LOOKS LIKE BY 2027
GOAL 1 | Equity of Health Outcomes 1. Empower health consumers and improve levels of self-determination through increased health prevention, promotion and education 2. Enhance access by working with communities to determine need and identify the outcomes that make a difference 3. Ensure care is safe for those providing it and those receiving it (includes physical, clinical, psychological and culturally safe care) 4. Improve care coordination and connect care for complex condition management across multiple care (and other) settings, across the continuum 5. Prioritise and re-direct funding towards integrated, value-based services and initiatives	**GOAL 1 | Headline Measures of Success** 1. Improved rates of participation in health prevention, improved levels of health literacy and empowerment (e.g. % positive increases in self-assessed empowerment scores, increased confidence in an individuals' ability to improve their health) 2. Improved access to healthcare services in local areas through the achievement of relevant place and value-based healthcare services 3. Improved patient and clinician safe care outcomes through improved existing and new safety data (i.e. cultural and psychological safety data), data analysis and utilisation for continuous improvement 4. Increased the number of inter-agency care pathways for chronic conditions across care settings; 5. Centralised navigation of priority identified chronic conditions previously managed across multiple, siloed care settings 6. Increased investment in integrated, value-based health services
GOAL 2 | Integrated Person-Centered Care 1. Plan and implement as a system and across organisational boundaries to minimise duplication and offer health consumers the most appropriate choice 2. Invest in innovative models for care, governance, workforce, infrastructure and equipment that better enables integrated care delivery across organisations 3. Identify, develop and share data and health intelligence to achieve seamless, comprehensive care across organisations 4. Simplify care navigation for health consumers and providers across the system	**GOAL 2 | Headline Measures of Success** 1. Embedded inter-agency planning collaboratives that include clinicians, consumers and health providers from across the various organisations (including healthcare) 2. Embedded new, flexible models that effectively mobilises workforce across organisations (e.g. expansion of interdisciplinary models for identified priority populations, conditions) 3. Increased the amount of shared infrastructure and equipment across organisations 4. Embedded clinical governance models across organisations that support clinicians in the delivery of comprehensive care and optimise patient experience (informed by higher % positive scores such as personal needs and preferences met), patient outcomes and safety and quality outcomes 5. Care providers across organisations will have universal access to person-centred information enabling the most appropriate care to be provided (this information includes health information as well as social determinants and personal preference information) 6. Increased participation in programs where the point of entry is from a care setting 7. Improved business outcomes (improved levels of efficiency, waits and waste), clinical performance and patient outcomes (accessibility, understanding etc.)
GOAL 3 | Strong Partnerships 1. Partner broadly across health and other sectors to deliver initiatives that address both health needs and the social determinants of health 2. Strengthen relationships between providers and communities 3. Establish governance models that are flexible, align efforts and share accountability across the system 4. Share knowledge, communicate openly and collaborate authentically	**GOAL 3 | Headline Measures of Success** 1. Improved health outcomes through improved social determinants of health (e.g. through the delivery of community relevant comprehensive primary healthcare programs) 2. Improved community empowerment and trust in community-provider relationship (e.g. initiated and sustained activities leading to % positive increase in health and HRQoL outcomes & % positive increase in trust predictability, dependability & transparency between providers and communities) 3. Improved business outcomes (e.g. improved levels of effectiveness, efficiency, fairness, transparency & quality) 4. Improvements in local actions and decision-making (response time, outcomes etc.)
GOAL 4 | Sustainable, Skilled & Supported Workforce 1. Prioritise the Aboriginal and Torres Strait Islander workforce to realise and exceed the current Queensland Health Aboriginal and Torres Strait Islander health workforce targets (3 per cent by 2022) to achieve Aboriginal and Torres Strait Islander workforce reprerentation commensurate with local population. 2. Reorient the workforce towards a comprehensive primary healthcare focus 3. Empower the workforce with the capability and confidence to deliver person-centred care across organisational boundaries 4. Invest in attraction and retention initiatives that motivate people to work in rural and remote areas 5. Prioritise the wellbeing of the rural and remote workforce (including volunteers) ensuring people are safe, supported, nurtured	**GOAL 4 | Headline Measures of Success** 1. Increased size, scope & skill of the First Nations workforce across all levels, employment streams & locations (summarises intended outcomes of the First Nations Equity Healthy agenda) 2. Embed rural generalism across all disciplines 3. Enhanced the scope of practice across all disciplines that delivers more comprehensive care locally and across care settings (e.g. % positive decrease in referrals or % positive increase in existing or new procedural non-procedural services) 4. A world-class attraction and retention strategy that motivates more people to work in rural and remote areas for the long-term (e.g. % positive increase in tenure, satisfaction surveys) 5. The rural and remote workforce will be one of the healthiest in Queensland and an exemplar for other workforces (e.g. % positive decrease in burn-out or fatigue rates)

PARTNER GOAL | First Nations Health Equity

The First Nations Health Equity agenda has informed the priority focus areas for activities under this strategy and as they align to First Nations people in rural and remote Queensland, including: representation and voice, First Nations health system leadership and workforce, integrated care models and pathways, embedding cultural determinants into patient safety and quality, driving state and national health funding reforms and addressing the social determinants of health and eliminating racism.

PARTNER GOAL | Digitally Enabled

Focus areas and initiatives of the Digital Strategy for Rural and Remote Healthcare will be aligned under this strategy. These focus areas include:

- Personalised Care Initiatives
- Integrated Care Initiatives
- Virtual Care Initiatives
- Digital Care Initiatives