

The principles that underpin WAPHA's mental health initiatives

WA Primary Health Alliance (WAPHA) is responsible for planning, guiding and directing investment towards vital primary care services including mental health services. WAPHA's mental health initiatives are underpinned by a number of principles and objectives, which are outlined in this factsheet.

Guiding principles

In late 2020, WAPHA developed an internal commissioning strategy for mental health, in line with the Australian government guidance and WAPHA's strategic plan.

The strategy includes the following guiding principles, which underpin WAPHA's approach to mental health commissioning:

- WAPHA's commissioned services are safe, culturally appropriate and of a high quality.
- WAPHA works closely with key stakeholders towards achieving a connected mental health system.
- WAPHA orients all of its mental health services around general practice to better support consumers, carers and clinicians.
- WAPHA makes strategic commissioning decisions to direct its finite resources to where they will deliver the most impact.

Strategic priorities

Better Health, Together, WAPHA's Strategic Plan 2020-2023, outlines WAPHA's vision of a more connected primary health care system, that minimises barriers to access and ensures those with the greatest health needs are cared for as close to home as possible. WAPHA's four strategic priorities ensure that the programs and projects it undertakes and the services it commissions shape, strengthen and sustain primary health care by improving people's access to services and health outcomes.

The strategic priorities are:

- **Commission services in a planned and targeted way**
WAPHA is committed to strategically commissioning services in a way that ensures primary mental health care is accessible to all Western Australians and addresses the needs of the community.
- **Promote and prioritise an integrated health system**
WAPHA is committed to collaborating with other commissioning agencies (including the Mental Health Commission and the Western Australian Department of Health), GPs, service providers and communities to reduce fragmentation of the mental health system.
- **Continuously improve primary health care practice**
WAPHA takes an inclusive approach to the coordination and delivery of primary mental health care. WAPHA supports the ongoing development of primary mental health care practice to increase integration across the mental health system.
- **Empower people in our communities**
Local communities in WA have a critical role in improving individual mental health outcomes. WAPHA aims to increase access to holistic, person centred care, to support the most vulnerable members of society.

Quadruple Aim

In its approach to commissioning and engaging with service providers, WAPHA is also guided by the objectives of the Quadruple Aim in health care. WAPHA commissions services that meet the following four objectives:

- improved patient experience
- improved cost efficiency
- improved health outcomes
- improved clinician experience.



Patient Experience of Care

- Reduced waiting times
- Improved access
- Patient & family needs met



Population Health

- Improved health outcomes
- Equity of access
- Reduced disease burden



Improved Provider Satisfaction

- Sustainability and meaning of work
- Increased clinician and staff satisfaction
- Teamwork
- Leadership
- Quality improvement culture



Sustainable cost

- Cost reduction in service delivery
- Reduced avoidable/unnecessary hospital admissions
- Return on innovation costs invested
- Ratio of funding for primary: acute care

Figure 1: The quadruple aim



WA Primary Health Alliance
Better health, together

phn

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This is one of a series of factsheets regarding mental health and primary health care, developed by WAPHA. Further factsheets and other resources can be found at www.wapha.org.au/mental-health-framework. The information in this factsheet was accurate at Decemeber 2020.