WA Primary Health Alliance
Better health, together

phn
PERTH NORTH, PERTH SOUTH, COUNTRY WA
An Australian Government Initiative

Snapshot: 2024-2026 Digital Health Strategy

Meaningful use of digital health that enhances the quality, efficiency and accessibility of care.

Strategic themes

Our vision for digital health is underpinned by five strategic themes.

Empowered workforce

Goals
- Leverage digital tools to get the right resources to the right people at the right time.
- Continuously adapt and improve our digital tools to drive further equity, efficiency and value.
- Equip our workforce with the necessary knowledge and training to optimise the use of digital technologies.
- Refine and embed effective change management to maximise adoption and minimise disruption from new technology.
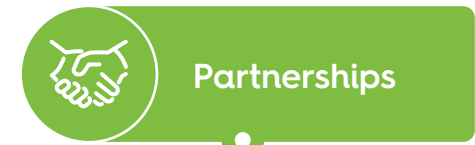
Knowledge on time

Goals
- **Timely access** to key clinical information and practical resources, when and where required.
- Improve clinical outcomes with **consistent and meaningful** use of digital health tools.
- Empower health care providers with access to **tailored support and resources**.
- Consolidation of information from multiple sources to **a limited number** of consistent and easily accessible locations

Digital models of care

Goals
- Facilitate and support digitally enabled models of care that improve **access and equity** for consumers
- Support the provision of **efficient, sustainable** services
- Commission **virtual care services** designed to fill care gaps for priority populations
- Promote **innovative, extendable and transferable models of care** to relevant stakeholders

Partnerships

Goals
- **Strengthen partnerships** with Health Service Providers, aged care providers, peak bodies and other key stakeholders.
- **Align with Australian Government strategies** including the new National Digital Health and Aged Care Data and Digital Strategies.

Interconnected data

Accurate and integrated data is used to share insights and inform decisions in the health system

Goals
- **Lead and influence** the development of interconnected data systems in line with national standards.
- Enhance **data collection and sharing** between primary health care providers, WAPHA, allied health, pharmacies and other key stakeholders.
- Improve access to **high quality health data** for our stakeholders to ensure outcomes such as **equitable access, scalability and sustainability**.
- Provide digital technologies that support **improved decision making** in health care and operations.
- Develop a model for a **timely, automated and scalable data linkage solution** across the WA health sector that can be replicated across other PHNs.

Service design principles for digital health

We consider the following as signposts for ideal digital health services.

Accessible and equitable

Digital services support access to health care when and where needed and are inclusive by design.

Safe and secure

Services are safe and keep the digitally stored and transmitted information secure.

Seamless and integrated

Services are seamless to the end user even when spanning across different organisations or processes.

Scalable and extendable

Services can scale with increased demand and scope, and support transferable and extendable models of care for long-term impact.

Cost-efficient and sustainable

Services consider efficiency holistically across the health care system and leverage new innovations for further efficiencies in the system.

Collaborative and forward looking

Services are designed with cross-organisational collaboration and information sharing in mind and identify gaps and opportunities to improve the health system.

Digital health roadmap

Our implementation roadmap is a living document.

With the current pace of change in digital and digital health, a prescriptive three-year plan is often considered to be of limited value as new opportunities arise and operating environments change.

To ensure our Digital Health Strategy remains relevant, the detailed roadmap of activities will continue to be developed as a living document, and will be monitored, evaluated and updated as needed.

More detail and definition will be sought for near-term and high-priority activities, while keeping sight of opportunities with high potential value in the future.

The broad structure of our implementation roadmap follows three horizons:

Horizon 1: Foundations

Improving our core platforms and our ways of working to establish a solid foundation for further applications of digital health, while trialling promising new technologies such as AI.

Horizon 2: Expanding

Expanding the scope of our existing services, continuing to advocate for further adoption of digital health and exploring new high-value services.

Horizon 3: Accelerating

Driving further value and insights from interconnected data systems and AI, and improving our support for digitally enabled models of care.