



WENTWEST
WESTERN SYDNEY PRIMARY HEALTH NETWORK
STRATEGIC PLAN REFRESH:
THE ROAD TO 2027

2024 - 2027

OUR STRATEGY






Healthier communities, empowered individuals, sustainable primary health care workforce and system.

- Innovation 
- Collaboration 
- Sustainability 
- People and Culture 
- Data, Evaluation, Analytics and Research 

- Care is person-centred, seamless and empowering
- Better health outcomes for our diverse communities
- System sustainability through innovation, integration and reform
- Teamwork is effective, rewarding and collegiate
- Disadvantaged communities' needs are prioritised in everything we do



Working in partnership to lead better system integration and coordination, strengthening equity and empowerment for Western Sydney communities and the people who care for them.

-  Excellence
-  Leadership
-  Respect
-  Equity
-  Creativity



Experience of Care



Quality and Population Health



Sustainable Costs



Provider Satisfaction



Health Equity

OUR VISION AND MISSION



Healthier communities, empowered individuals, sustainable primary health care workforce and system.

We envisage a future where every individual in our community has access to exemplary health care, support, and the resources necessary for optimal wellbeing.

Our vision extends beyond traditional health care boundaries, aspiring to integrate innovative solutions, technology, and partnerships that collectively foster a sustainable, resilient, and vibrant health ecosystem. Together, we are setting the foundations for a healthier tomorrow, where empowered communities thrive in harmony with a reformed and responsive health system.

Working in partnership to lead better system integration and coordination, strengthening equity and empowerment for Western Sydney communities and the people who care for them.

Our mission is to work hand-in-hand with the diverse communities of Western Sydney, empowering individuals and families through integrated, innovative, and equitable health solutions. By fostering robust partnerships and harnessing the power of technology and data, we aim to deliver personalised, accessible, and sustainable health care.

Our focus is on prevention, education, and the seamless coordination of services to ensure that every resident of Western Sydney has the opportunity to achieve their full health potential. Together, we are not just responding to health needs; we are proactively shaping the future of health care in our region.

OUR VALUES

Our Values are the cornerstone of our Strategic Plan, guiding our decisions, actions and interactions. They reflect our commitment to excellence, equity and innovation in everything we do. Through these Values, we aim to build a resilient, inclusive and health-focused community in Western Sydney.



Excellence - *Be the best we can be*

Recognising Values in Action: Building a healthier community, with empowered individuals, sustainable primary care and better systems.



Leadership - *Inspire action*

Recognising Values in Action: Forming innovative relationships with external stakeholders.



Respect - *Understand others*

Recognising Values in Action: Achieving better commissioning outcomes through respectful and robust collaboration.



Equity - *Actively overcome barriers*

Recognising Values in Action: Enabling community access across health services.



Creativity - *Challenge convention*

Recognising Values in Action: Building data solutions for better patient outcomes.

OUR PURPOSE

Our purpose extends beyond immediate health care needs, focusing on holistic wellbeing and sustainable health solutions.

In alignment with the **Quintuple Aim**, our endeavors are structured around five key dimensions to ensure a comprehensive approach to health and wellbeing in Western Sydney:



By intertwining our Purpose with the Quintuple Aim, we commit to a future where health equity, excellence and innovation are not just ideals but realities for every member of the Western Sydney community.

OUR GOALS: 2024-2027

QUINTUPLE AIM DOMAIN	 <p>IMPROVED EXPERIENCE WHEN RECEIVING CARE</p>	 <p>BETTER HEALTH OUTCOMES</p>	 <p>SUSTAINABLE AND LOWER COST OF CARE</p>	 <p>IMPROVED EXPERIENCE WHEN PROVIDING CARE</p>	 <p>HEALTH EQUITY</p>
WENTWEST GOALS	<p>Care is person-centred, seamless and empowering</p> <p>We are dedicated to enriching patients' experiences as they interact with the health care system.</p> <p>Recognising that patient wellbeing is pivotal, we aim to transform every touchpoint into a positive encounter.</p>	<p>Better health outcomes for our diverse communities</p> <p>We work towards better child development, health and wellbeing in Western Sydney by aiming to decrease Adverse Childhood Experiences and enhance Positive Childhood Experiences for every child.</p> <p>We strive for better access to and increased quality of health and social care for higher risk and vulnerable groups.</p>	<p>System sustainability through innovation, integration and reform</p> <p>Our goal is to work towards a health care system that balances cost with quality, we integrate economic stewardship into our care delivery models.</p> <p>We are committed to making health care more affordable and accessible, ultimately reducing the financial burden on our patients and the wider system.</p>	<p>Teamwork is effective, rewarding and collegiate</p> <p>Our commitment is to ensure that every health care professional in Western Sydney feels valued and empowered to provide the best care possible, leading to an enriched experience for both caregivers and patients alike.</p> <p>We aim to support team members working to their optimal scope of practice within a connected, coordinated system.</p>	<p>Disadvantaged communities' needs are prioritised in everything we do</p> <p>Our commitment to health equity is about providing fair and just access to health care for all community members, with tailored approaches that account for the unique needs of different groups, including the most marginalised and those in remote areas.</p> <p>Our goal is to build a comprehensive, culturally aware health care system across Western Sydney that meets patients where they are, acknowledging and addressing the social determinants that impact health outcomes.</p>
OUTCOMES	<ul style="list-style-type: none"> • Patients experience more meaningful and supportive interactions with health care providers. • Increased efficiency in care delivery leads to reduced wait times and more timely interventions. • Better management of chronic conditions contributes to improved long-term patient health. 	<ul style="list-style-type: none"> • Enhanced child development and decreased health risks contribute to a healthier generation. • Vulnerable groups enjoy improved access to preventive and primary health care services. • Public health initiatives lead to a measurable increase in positive health behaviours across populations. 	<ul style="list-style-type: none"> • Patients access higher value care options that are affordable and of high quality. • Health care system realises financial health through cost-saving measures and optimised care delivery. • Investments in preventive health care reduce long-term system costs and improve community health. 	<ul style="list-style-type: none"> • Health care providers report higher job satisfaction and a more supportive workplace. • Enhanced provider morale leads to improved patient interactions and health care outcomes. • Providers are more engaged in the health care system's evolution, driving forward-looking changes. 	<ul style="list-style-type: none"> • Access to health care services becomes more equitable across all demographics. • Specific health initiatives improve outcomes for First Nations and other marginalised groups. • Health disparities are systematically identified and reduced through targeted programs.
WENTWEST INITIATIVES	<p>HEALTHICARE PRODUCT ALPHA PEER WORKERS IN MENTAL HEALTH SERVICES</p>	<p>KIDS EARLY YEARS NETWORK RIGHT CARE FIRST TIME WHERE YOU LIVE</p>	<p>ISO 27001 ENVIRONMENT, SOCIAL AND GOVERNANCE (ESG) STRATEGY CENTRE OF DATA EXCELLENCE</p>	<p>COLLABORATIVE COMMISSIONING VALUE BASED URGENT CARE</p>	<p>FIRST NATIONS HEALTH STRATEGY CITIZENS' JURIES</p>

OUR ENABLERS



COLLABORATION

We want to remove organisational and professional barriers, alleviate the siloed fragmented nature of care and pursue 'one Western Sydney health system' in order to provide value-based and person-centred care. We pursue this shared vision in true partnership with consumers and our community.



INNOVATION

Innovation is key to enhancing the provider experience and reducing per capita costs of care. By continually adapting to market forces and technological advancements, we ensure our health system is both efficient and forward-thinking.



DATA, EVALUATION, ANALYTICS AND RESEARCH

Our evidence-based approach is powered by robust data analytics and world-class research. We leverage insights to inform decisions, ensuring our strategies are both impactful and sustainable.



SUSTAINABILITY

Sustainable practices ensure the long-term viability of our health initiatives, directly impacting the cost of care and the sustainability of health improvements for populations. Diverse funding sources and wise investments are essential for achieving the Quintuple Aim.



PEOPLE AND CULTURE

A motivated and well-supported workforce is crucial for improving the experience of health care professionals, which in turn, impacts the quality of patient care. Our culture of excellence and equity promotes a health system that benefits everyone.



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