

Service Plan Summary

2022-2027 and Beyond

Excellence in health care for everyone, every day, all the time.

Our Purpose

The Flinders and Upper North Local Health Network delivers culturally safe and high-quality health care services in collaboration with our consumers, enhanced through research and innovation to improve health outcomes for our communities.

A co-design service planning process was led by the Roxby Downs Health Services Planning Steering Group, supported by the Rural Support Service (RSS) Planning and Population Health Team and a wide range of clinicians, consumers and other key stakeholders who were engaged through workshops and meetings during 2022. The broader and ongoing involvement of clinicians and other key stakeholders will be essential to progress service initiatives within the plan.

The service plan identifies a range of service initiatives which will support the provision of safe, quality services closer to home, and is underpinned by a number of key strategic drivers. The following service priority areas emerged throughout the service planning process and form the foundation of the detailed service plan:

PRIORITY AREA	SERVICE IMPROVEMENT RECOMMENDATIONS	STRATEGIC PILLARS
Accident and Emergency	<ul style="list-style-type: none"> Review current accident and emergency areas for improvement of workflows and patient privacy. Strengthen partnerships with community and allied health, SA Health, SA Ambulance Service (SAAS), Primary Health Network (PHN) and other providers to increase out-of-hospital strategies to support emergency service avoidance. Ensure emergency services workforce planning is considered an integral part of a FUNLHN workforce plan. Explore opportunities to positively influence the patient journey. Continue to explore and review digital technology to enable safe, high quality services. 	<ul style="list-style-type: none"> Sustainability Consumer Focus Aboriginal Health and Wellbeing Our People Innovation
General Medical	<ul style="list-style-type: none"> Review, improve and redesign facilities infrastructure to provide a safe accessible service. Explore opportunities to increase specialty services and introduce new models of care to meet community need. Improve community awareness and investigate opportunities for care to be provided as close to home as possible. Improve support and management for patients with mental health and/or drug and alcohol issues. Continue to develop strategies to reduce potentially preventable admissions. Explore best practice approaches to workforce recruitment and retention for remote areas across Australia. Continue to explore and review the use of digital technology to enable safe, high quality services. 	<ul style="list-style-type: none"> Sustainability Consumer Focus Aboriginal Health and Wellbeing Our People Innovation
Patient Journey and Access	<ul style="list-style-type: none"> Address patient journey and access barriers for populations of the catchment area. Improve supports for Roxby Downs catchment residents accessing health services in metropolitan hospitals and other regional locations. Improve the patient journey for the Aboriginal population. 	<ul style="list-style-type: none"> Sustainability Consumer Focus Aboriginal Health and Wellbeing

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PRIORITY AREA	SERVICE IMPROVEMENT RECOMMENDATIONS	STRATEGIC PILLARS
Community and Allied Health	<ul style="list-style-type: none"> • Bolster the workforce in Roxby Downs to enable contemporary models of care for the unique needs and priorities of the catchment by filling the current vacant positions. • Work with FUNLHN Community and Allied Health Directorate and private providers to ensure a sustainable and effective service model to provide timely, quality access and equity to the community. • Build partnerships and networks with public and private providers, including general practitioners (GP's) to support and improve the health and wellbeing of the community and increase the range of group therapy and community wellness programs. • Improve awareness and understanding of referral pathways for community and allied health services. • Enhance community-based strategies to support older people to stay safely within their home. • Continue to explore and review the use of digital technology to enable access to services as close to home as possible. 	<ul style="list-style-type: none"> • Sustainability • Consumer Focus • Our People • Innovation
Mental Health	<ul style="list-style-type: none"> • Reconfigure the Emergency Department design to best meet the need of mental health consumers. • Build partnerships and networks with public and private providers to support and improve the health and wellbeing of the community. • Improve awareness and understanding of referral pathways for mental health services. • Ensure mental health workforce planning is considered an integral part of a FUNLHN workforce plan. • Continue to explore and review digital technology to enable safe, high quality services. 	<ul style="list-style-type: none"> • Sustainability • Consumer Focus • Aboriginal Health and Wellbeing • Our People • Innovation
Palliative Care	<ul style="list-style-type: none"> • Redesign space/functionality to provide safe, compassionate care for end-of-life care. • Enhancement of the current models of care. • Raise awareness of the palliative care service to the local communities. • Ensure palliative care services workforce planning is considered an integral part of a FUNLHN workforce plan. 	<ul style="list-style-type: none"> • Consumer Focus • Our People

This work is grounded in the Flinders and Upper North Local Health Network values:

