

HNECC PHN Commissioning FAQs

What is Health Care Commissioning?

Health care commissioning is the sophisticated process of *“planning and purchasing health services to meet the health needs of a local population”* (Kings Fund 2014). It involves a rigorous planning process with significant clinician, consumer and stakeholder consultation in the development of services, as well as innovative procurement that focuses on the Quadruple Aim approach.

Can you provide an overview of the commissioning process for HNECC?

The Department of Health’s PHN commissioning specifications are still under development. Once these are complete HNECC will finalise our commissioning process to ensure consistency and alignment with the Department.

We anticipate the process will include three key phases which will be underpinned by a number of tasks and actions. These phases are:

Strategic Planning: Includes needs assessment and annual planning

Procuring Services: Procure appropriate services, develop new services as needed

Monitoring & Evaluation: Includes managing performance and evaluation

How does HNECC incorporate clinician and service provider feedback into the commissioning process?

Three Clinical Councils are being established across the region, Hunter New England Rural, Hunter Metro and Central Coast. The role of the Clinical Councils is to provide the Board of HNECC with locally relevant perspectives on community health issues. Feedback will be sought through the strategic planning and procuring services phases of the commissioning process, recognising the need for clinical input into potential service design improvements and program measures. Clinical Councils will be GP led and include members from other health professions.

Clinician and service provider feedback can always be provided at any time through the HNECC website via the ‘Contact Us’ tab.

How does HNECC incorporate community and consumer feedback into the commissioning process?

The Hunter New England Community Advisory Group has been established and feedback from this group will be continuously sought to assist with population health needs specific to the HNECC region. The identification of health needs can then be considered during HNECCs strategic planning phase of the

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commissioning framework. Additionally, we are partnering with Local Health Districts to ensure that their Local Health Committees structures can provide commissioning feedback.

Community and consumer and feedback can always be provided at any time through the HNECC website via the 'Contact Us' tab.

What is the Quadruple Aim approach?

As health care grows more costly to provide, health care systems internationally have attempted to operate under a Triple Aim framework. Essentially this represents the simultaneous pursuit of three aims- *improving the experience of care, improving the health of the population, and reducing per capita costs of care*. The Quadruple Aim adds another dimension, *improving the work life of healthcare providers*.

Incorporating the Quadruple Aim principles will be a fundamental part of HNECCs progression to innovative healthcare commissioning.

When will HNECC commence programme commissioning?

New contracts are expected to be in place by July 2016, to enable this to happen it is expected Expressions of Interest / Request for Tenders will be called for early 2016.

Where can I receive regular updates about HNECC service commissioning?

For more information, go to the HNECC website and follow the links (Working with us).

Can you provide a timeline of proposed HNECC commissioning activities?

See table on the following page for indicative timeline as of 12th February 2016.

Timeline may be subject to change.

Task	Anticipated Timing
Expressions of Interest Issued	Wednesday, 20 January 2016
Expressions of Interest Closed	2.00pm, Friday 12 February 2016
Shortlisted Service Providers Notified	Tuesday, 1 March 2016
Unsuccessful Service Providers Notified	Tuesday, 1 March 2016
Selective Request for Tender Issued	Monday, 14 March 2016
Briefing Session	21/22 March 2016
Selective Request for Tender Closes	2.00pm, Friday 8 April 2016
Notify Successful / Unsuccessful	Monday, 2 May 2016
Commence Final Contract Negotiations	Tuesday, 3 May 2016
Contract Execution	Monday, 30 May 2016
Contracts Commence	Friday, 1 July 2016

What if I missed the first HNECC Limited Expression of Interest exercise?

If you register as a supplier on <https://www.tenderlink.com/hneccphn/> you will now be notified of **all future** Expressions of Interest / Quotations / Tenders conducted by HNECC Limited.

These FAQs will be updated when further information becomes available, suggestions for FAQs can be submitted through the HNECC website (Contact Us – Subject HNECC Commissioning).