

## 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.

In consultation with the Department of Health, PHNs nationally have developed a set of commissioning principles to assist in meeting the strategic objectives of the PHN programme.

1. **Understand the needs of the community** by analysing data, engaging and consulting with consumers, clinicians, carers and providers, peak bodies, community organisations and funders.
2. **Engage with potential service providers well in advance** of commissioning new services.
3. Putting outcomes for users at the heart of the strategic planning process.
4. **Adopt a whole of system approach** to meeting health needs and delivering improved health outcomes.
5. **Understand the fullest practical range of providers** including the contribution they could make to delivering outcomes and addressing market failure and gaps, and encourage diversity in the market.
6. **Co-design solutions**; engage with stakeholders, including consumer representatives, peak bodies, community organisations, potential providers and other funders, to develop evidence-based and outcome-focused solutions.
7. **Consider investing in the capacity of providers and consumers**, particularly in relation to hard-to-reach groups.
8. **Ensure procurement and contracting processes are transparent and fair**, facilitating the involvement of the broadest range of suppliers, including alternative arrangements such as consortia building where appropriate.
9. **Manage through relationships**; work in partnership, building connections at multiple levels of partner organisations and facilitate links between stakeholders.
10. **Develop environments high in trust** through collaborative governance, shared decision-making and collective performance management.
11. **Ensure efficiency, value for money, and service enhancement.**
12. **Monitor and evaluate** through regular performance reports; consumer, clinician, community and provider feedback, and independent evaluation.

*The Principles should be considered in the context of other ongoing work, such as the Guiding Principles between PHNs and Aboriginal Community Controlled Health Organisations to improve access to health services and improve health outcomes for Aboriginal and Torres Strait Islander people.*

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

HNECCs commissioning process includes three key phases which are supported by a number of tasks and actions. (See Figure 1). 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

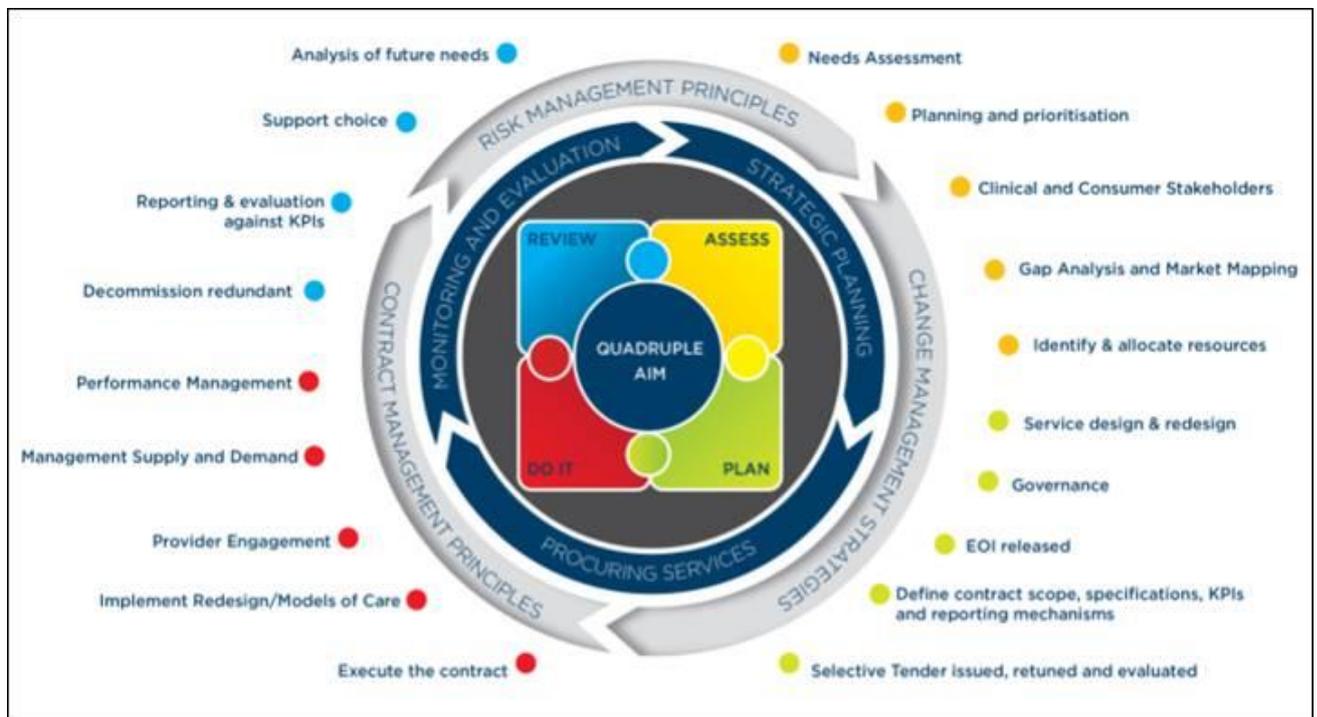


Figure 1: HNECC Commissioning Framework

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

One of the mechanisms used for stakeholder feedback and input into planning for health services in the region are HNECC's three Clinical Councils (**Hunter New England Rural, Hunter Metro and Central Coast**). The Clinical Councils provide the Board of HNECC with locally relevant perspectives on clinical issues. Clinical Councils are GP led and include members from other health professions.

Clinician and service provider feedback can be provided any time through the HNECC website via the 'Contact Us' tab.

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

One of the mechanisms used for stakeholder feedback and input into planning for health services in the region are HNECC's three Community Advisory Groups (***Hunter New England Rural, Hunter Metro and Central Coast***). Feedback from these groups will be ongoing to assist with population health needs specific to the HNECC region. Additionally, HNECC are partnering with Local Health Districts to ensure their Local Health Committee structures can participate in the provision of feedback into the commissioning process.

Community and consumer and feedback can be provided 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 further programme commissioning?**

Contracts from the first round of programme commissioning are in place. Activities under these contracts commenced July 1, 2016. Programme information can be found [here](#)

The next commissioning round is anticipated to begin mid-July 2016, with contracts to be in place for services to commence 17 January, 2017.

## **Where can I receive regular updates about HNECC service commissioning and register my interest?**

Further information can be found [here](#), or go to the HNECC website, (*Funding, Current Tenders*).

## **Is it possible to register for TenderLink even if there is not a tender released?**

Yes – it is possible to register with TenderLink at any time. By registering you will automatically receive any newly released HNECC Expression of Interest and Requests for Tenders. To register:

<https://www.tenderlink.com/hneccphn/>

**These FAQs are updated regularly. Suggestions for FAQs can be submitted through the HNECC website (Contact Us – Subject HNECC Commissioning).**