

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?

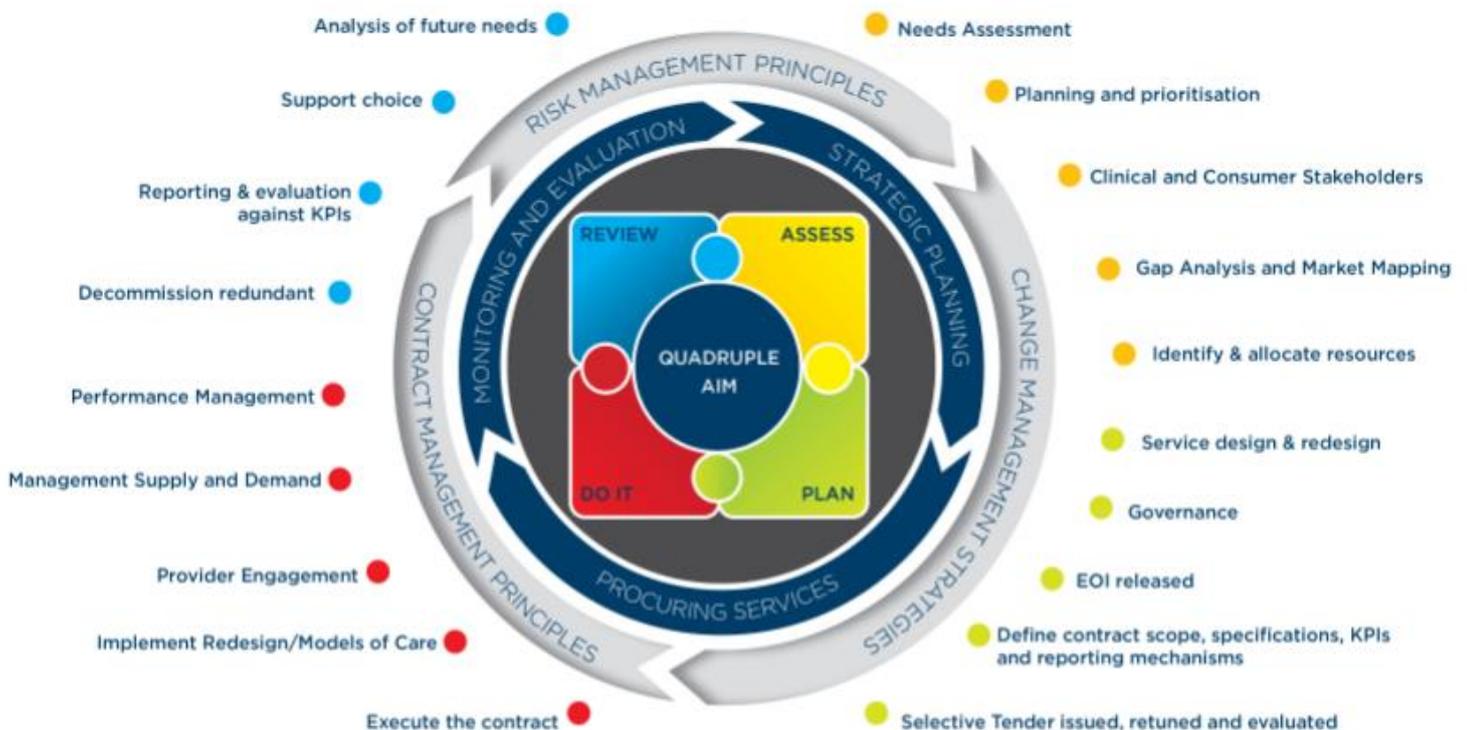
The HNECC PHN commissioning process follows a four step Assess-Plan-Do-Review approach that is the basis for many quality control and continuous improvement programs. The model that has been developed is based largely on the model developed and used by the NHS Information Centre, which has been used to support ‘World Class Commissioning’ between 2000 and 2010.

The process includes three key phases which are underpinned by the principles of contract management, change management and risk management. These phases are:

Strategic Planning: Includes needs assessment, annual planning and prioritisation

Procuring Services: Procure appropriate services through rigorous tender processes and develop new services as needed

Monitoring & Evaluation: Includes managing performance, evaluation and decommissioning/transitioning.



HNECC PHN COMMISSIONING FAQs CONTINUED

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

Three Clinical Councils have been 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 is sought at key times in the commissioning process, recognising the need for clinical input into potential service design improvements and program measures. Clinical Councils are 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?

Three Community Advisory Committees have been established across the region and feedback from these groups are continuously sought to assist with population health needs specific to the HNECC region. The identification of health needs and service gaps can then be considered during HNECCs strategic planning phase of the commissioning framework. 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 is a fundamental part of HNECCs progression to innovative healthcare commissioning.

When did HNECC commence commissioning health services?

HNECC commenced commissioning of health care services in January 2016. Commissioning is a cyclical and iterative process of procuring continuously improving services that optimise service provision, while addressing the health care needs of the population and reducing inequity in the use of available resources across the 'whole of health system'. Each commissioning cycle builds on the next, and is based on the length of the funding contract that is in place.

How are the tender submissions evaluated?

HNECC utilises a rigorous evaluation process to review all tender submissions. Each submission is evaluated by a panel against pre-determined evaluation criteria. Selection of the evaluation panels members are skills based and relevant to the tender being evaluated, and include representatives from Corporate Services to assess quality improvement, risk and budgetary responses. The selection of each panel is endorsed by the Executive Management team and Board prior to the submissions

closing. Each evaluation panel will have not less than three and not more than five members, including an independent representative.

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?

The commissioning cycle is ongoing as the organisation builds on the strategic planning phase with information obtained during the previous monitoring and evaluation phase of the model. The procurement phase of the cycle may take up to 18 weeks to undertake, dependent on program area. Specific timelines are developed to guide each tender process, and these key dates are made available to prospective respondents in the Expression of Interest and Request for Tender documentation.

What if I missed previous HNECC Limited tender 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 regularly, suggestions for FAQs can be submitted through the HNECC website (Contact Us – Subject HNECC Commissioning).