Byford Health Hub Integrated Service Delivery Model

Principles

Together put the consumer experience first

In any planning, decision-making or service delivery context, Hub providers will collaboratively seek to understand the likely experience for the individual consumer or population groups, and act to improve it where possible. Service providers will continuously consider the broader social determinants for any given consumer and connect people to other Hub and wider community services, acknowledging people benefit from support outside of their most immediate need.

Plan together, deliver together

Collaborative planning will enhance integration, avoid duplication, leverage relative strengths and provide services that feel part of a connected whole. The Hub will maximise community involvement in the planning and delivery of services. Solutions focussed initiatives will be enacted to address any barriers to meeting their health and wellbeing goals.

Communicate together, clearly and consistently

Service providers will use a range of formal and informal channels to provide timely, responsive and clear communication, regularly. This will occur at front-line, management, strategic and community levels.

Learn, improve & evolve together

Hub services will continuously collect targeted, high-quality data relating to service delivery and consumer experience together. As Byford grows and develops, the Hub will transform alongside this to respond to changing community needs. Services will try new ideas and approaches by starting small, testing, and either moving on when things don't work, or expanding them when they do.

Authentic and purposeful leadership, together at all levels

The Hub will have a culture of collaboration and staff empowerment, with leadership who value innovation and integration, and a focus on actions and problem solving. This will flow in between leadership and direct consumer services, highlighting opportunities for front-line level leadership.

Key Enablers

The "Key Enablers for Integration" have been identified to clearly define the factors to support collaboration between services and with the wider community. These enablers will be continually referred to and refined into the future of the Hub to ensure there is a ongoing process of maintenance and improvement of the Integrated Service Delivery Model. These enablers will be a focus to operationalise the Model:

Leadership & Governance A shared vision for integration, collaborative decision making and direction setting for the Hub, with opportunities for consumer-driven engagement embedded within all levels of leadership.

Collaborative Care Collective approaches to care enabled through clearly defined roles and responsibilities with evidence-based models of care to direct integration pathways across service boundaries.

Collaborations Formal and informal collaborations promoting transparency and integration within the Hub and with the wider community.

Community Engagement Embedded partnership mechanisms to support the community and consumer voice into the way care and initiatives are delivered to enable translation of information at all levels.

Workforce A culture that values collaboration, supported by integrated training and orientation opportunities to build their capacity for success.

Data & Information Sharing Streamlined information sharing channels between services, including relevant patient information and provider-level data.

Facility Design & Utilisation Hub design facilitates formal and informal networking through utilisation of shared spaces.

Digital & Virtual Capability Appropriate ICT resources to facilitate staff to work together, with ongoing updates to incorporate technology innovations.

Monitoring, Evaluation & Evolution Transparent accountability of benefits realisation, outcomes and shared KPIs.

Funding & Accountability Opportunities for integrated commissioning to align or build collaborative approaches between individual sources.

System Reform Opportunities to collaboratively influence internal systems (framework, standards, guidelines) and wider system change to promote and improve integration for the Hub.