

**PARTNERSHIPS  
PROVIDING BETTER  
CARE FOR PATIENTS**

**A MODEL GOVERNANCE**

**CLARE AMIES  
NICOLE AMSING**

# OVERVIEW

- Western HARP Consortia
- Representatives
- Governance Model
- Contributors to Success
- Learnings

# WESTERN HARP CONSORTIA

- Partnership of Organisations
- Common Purpose
- Established after funding was secured 2002
  - Chronic Disease Management
  - Complex Needs
  - Diabetes Management
- Based on a New Model of Care – Patients First
- Built from the Primary Care Partnership -  
Western Cross Alliance

# A Partnership of Representatives

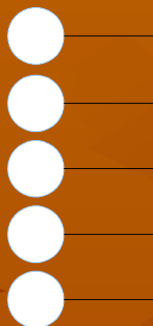
- PCP Cross Alliance in the West
- Members include:
  - Western Health
  - Djerriwarrh Health Services
  - ISIS Primary Care
  - Western Region Health Centre
  - Royal District Nursing Services
  - Westgate Division of General Practice
  - Western Melbourne Division of General Practice
  - Post Acute Care Facilitation Unit (Melb. Health)
  - Local Government
  - South Kingsville Health Services

# WESTERN COSORTIA GOVERNANCE MODEL

## Service Providers

Service level agreements between partnership group and service providers (who may also be partners)  
May cover areas such as

- fund holder
- lead agency
- client services
- evaluation



**Western HARP Consortium Governance Committee**

**Executive of the Governance Committee**

- MOU from PCP's
- Statement of Intent
- Membership
- Leaders from partner organisations
- Shared Vision
- Terms of Reference with KPIS
- Communications and Consultation
- Responsibilities



- Terms of Reference
- Membership
- Senior Personnel and Clinical leaders from partner organisations
- Terms of Reference with KPIS
- Agreed Project Objectives
- Communications and Consultation Responsibilities
- Regular reports to Governance Group via chair

- Agreed Model of Care and Objectives
- Position Descriptions
- Clear Accountabilities
- Data collection and Performance Monitoring

# CONTRIBUTORS TO SUCCESS

- Built from an existing Partnership model
- Development of clear Statement of Intent
- Acknowledged the level of difference between services
- Identified Lead Agency – Clarity of role
- Structure for decision making
- Timely resource commitments to allow for planning
- Commitment at Senior levels
- Managing the partnership
- Continued dialogue for other initiatives
- Continued good will of agencies and support and commitment at all levels to achieve better outcomes for patients

# LEARNINGS

- Gain Consensus on project outcomes up front
- Develop a comprehensive plan and keep it up to date
- Be willing to change
- Ensure communication is keeping people informed
- Clarify roles
- Be willing to try new things

# PARTNERSHIPS

## A FINAL WORD

Partnerships are about what control and power organisations are genuinely prepared to handover or to share in order to get a better outcome in terms of their organisational performance, reputation, survival and growth and to ensure services to clients, carers and the community are improved.