

# Who We Are

**phn**  
COUNTRY SA

An Australian Government Initiative

**We contract primary health services for country South Australians.**

Our teams live and work in regional South Australia and use this local knowledge to help determine which health services are needed and who is best placed to provide them.



## Our Vision

Better health and well-being for all country South Australians.



## Our Mission

To bridge the gap in health inequity and access for all country South Australians by working with communities to provide quality primary health care.

## Our Values



**Much like living entities, what we do is shaped by our core values. These values form the corner stone of our organisation. They're expressed through our personality – “the way that we do what we do.”**

**Valuing the individual:** We acknowledge patient's time and input and the uniqueness of their experience accessing health services in country South Australia.

**Respect:** We respect local knowledge and culture and existing services.

**Equity:** We acknowledge that not all country South Australians have the same access to health services. We focus on those most at risk of poor health outcomes.

**Knowledge and understanding:** We use our local and acquired knowledge to implement innovative and relevant quality primary health services.

**Relationships and collaboration:** We create good transparent working relationships with communities and existing health providers to produce improved community health outcomes.

*Our heart is in the health of the country*

## Our Personality



**Our personality is shaped by our values. Just like our values, it's intrinsic in everything we do.**

We are transparent and respectful in our relationships with communities and service providers. We collaborate with others and use evidence based knowledge to find innovative solutions. We listen to our communities to determine what the most relevant local primary health services are and how best to deliver them.

Our personality is also shaped by our fundamental beliefs.

We believe that regional health care works most effectively and efficiently when:

- Communities are sustainable and resilient
- There are shared community objectives
- Patients are supported to look after themselves
- Primary health care is delivered in the community

## What We're Doing



**Country SA PHN is working with country South Australians to improve their health and wellbeing – particularly those most at risk of poor health outcomes.**

We listen to our community to ensure patients receive the right care, at the right place, at the right time.

We then commission tailored health services that meet community needs in our key priority areas:



Aboriginal Health



Digital Health



Mental Health  
Alcohol & Other Drugs



Aged Care



Health Workforce



Population Health

The following are examples of services we're currently commissioning across country South Australia:

### **Aboriginal Health – Aboriginal Sobriety Group**

We commissioned, co-designed and fund the mental health program run by the Aboriginal Sobriety Group Riverland to provide mental health services to local indigenous communities in the Riverland region. The program was built in response to an identified gap and was designed from scratch to be culturally appropriate, flexible and adaptable to individual need.

### **Aged Care – My Aged Care support**

We are funding Council on the Ageing SA (COTA SA) to provide practical support for understanding and navigating the *My Aged Care gateway*. This support is delivered to older people by trained Aged Care Peer Champions and includes understanding the aged care system and local aged care options. This initiative is being trialled in; Kadina, Victor Harbor, Murray Bridge, Jamestown, Port Pirie and Strathalbyn.

### **Digital Health - Health Connections video consultation**

We fund Health Connections video, a free, secure communication platform that supports general practices by providing video consults for health care providers and their patients. This increases patient access to care and reduces travel time and costs. More than half of all regional South Australian general practices are now enrolled to use the platform.

### **Health Workforce - Healthy Doctors Dinner**

We are supporting Doctors' Health SA (DHSA) to connect and support general practitioners across rural South Australia. Over the last 12 months this has enabled DHSA to support nearly 100 rural doctors and medical students throughout regional South Australia.

### **Mental Health - Regional Access**

We commissioned and fund, *Regional Access*, a free online and telephone service, staffed by professionally trained counsellors available 24 hours a day, seven days a week to anyone over 16, living or working in regional or remote South Australia, feeling the pressures and stresses of everyday life.

### **Population Health – Healthy Eating and Lifestyle (HEAL) program**

We are supporting a range of service providers to deliver a free, preventative health program, HEAL, the Healthy Eating Activity and Lifestyle program. HEAL aims to help those who are overweight, at risk of chronic disease or who already have one or more chronic diseases, such as diabetes and heart disease.

## How We Do It



### **We are:**

#### **Community focused:**

We're listening to communities about their primary health needs and contracting the services they need.

#### **Valuing local solutions:**

We're building community capacity, resilience and sustainability.

#### **Recognising inequity:**

Access to health services is not equal for everybody. We're focusing on the needs of those most at risk of poor health outcomes.

#### **Innovative:**

We're using our local planning, expert and community conversations to develop new ways to provide the best possible health services for country South Australians.

#### **Transparent:**

We're open and honest in all our relationships.

# Strategic flow chart

