

Narrandera GP Super Clinic

in the Riverina,
New South Wales

OPERATIONAL
PLAN

PREPARED ON BEHALF OF NGPM PTY LIMITED

Date:

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INTRODUCTION

DEFINITIONS

Commonwealth means the Commonwealth of Australia represented by the Department of Health and Ageing ABN 83 605 426 759 or such other department or agency from time to time having responsibility for the management of this Agreement;

Funding Agreement means the Funding Agreement dated 3rd August 2009 between the Commonwealth and the Organisation and includes the Schedules;

HC Providers means the Health Care Providers operating within and associated with the GP Super Clinic, including General Practitioners, Visiting Specialists, Visiting and Part time Allied Health and Nursing Staff;

Organisation means NGPM Pty Limited;

Project Plan means the Project Plan submitted by the Organisation to the Commonwealth in accordance with Clause 3.1 of the Funding Agreement, and any amendments thereto submitted by the Organisation and approved by the Commonwealth;

Project Officer means the person nominated by NGPM Pty Ltd to ensure compliance with the ongoing conditions of the Funding Agreement;

Staff means all employees of NGPM Pty Ltd involved with daily interaction with patients in the course of their employment;

Super Clinic refers to the Narrandera GP Super Clinic, the subject of this Operations Plan;

SUPER CLINIC OBJECTIVES

The Super Clinic Objectives are:

- To reform and enhance provision of health services, successfully addressing the highest priority health issues;
- To increase the accessibility, affordability and range of health services to the local catchment, particularly for the benefit of patients with greatest need;
- To enable effective multidisciplinary team based care and case management;
- To monitor local health needs and patient outcomes, and provide responsive care;
- To promote self-management through health programs and education;
- To encourage recruitment and retention of rural health professionals;
- To provide enhanced education supporting the training of HC Providers.

ORGANISATIONAL GOVERNANCE

ORGANISATIONAL STRUCTURE

The Organisation is represented in diagrammatic form on the chart overleaf marked "G" entitled Riverina GP Super Clinic – Organisational Structure. Its structure is shown in relation to the following categories:

- Governance;
- Management;
- Program Co-ordination;
- Program Delivery.

GOVERNANCE

The Super Clinic is overseen by the Directors of NGPM Pty Limited. The Directors are responsible to give impetus, direction and financial backing to the Super Clinic,

INTEGRATED MULTI-DISCIPLINARY CARE

INTRODUCTION

Health care is shown to be most effective when it is provided by a multi-disciplinary team. When working in a single location and a cohesive team environment, multi-disciplinary case management provides more effective outcomes for patients. Apart from formal meetings, opportunistic conferring between HC Providers is made possible by working in close proximity and the sharing of information and resources allows more timely and case appropriate intervention to occur, reducing overall recovery time and ensuring appropriate follow up.

CLINICAL GOVERNANCE

INTRODUCTION

Clinical governance describes the approach which will be taken to maintain and improve the quality and effectiveness of integrated multi-disciplinary care provided by the Super Clinic. It will be co-ordinated by the Clinical Governance Committee with a commitment to:

- ensure high standards of health care;
- continually improve quality and range of services;
- promote the Super Clinic's Service Delivery Model of Integrated Health Care;
- create and maintain an environment that supports clinical excellence;
- guide the Super Clinic's response to the changing needs of the community;
- ensure that the Super Clinic achieves its objectives.