

Hume (Ovens Murray and Goulburn) Oral Health Strategic Plan 2018-2024 Summary

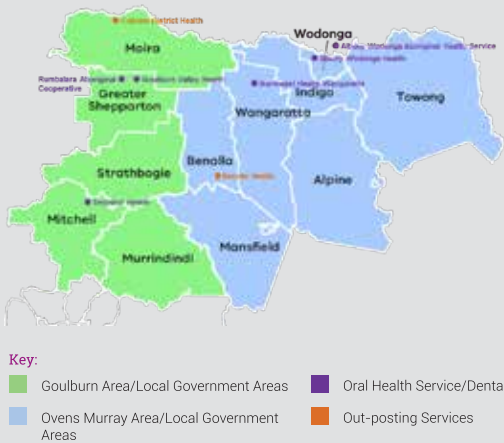
In 2017, a partnership of the public dental services across the Hume Region (Ovens Murray and Goulburn Areas) worked collaboratively to determine community needs, review key policies and develop a plan to continue to service the diverse communities across their catchments.



Vision: Collaboration for the best possible oral health outcomes for our communities.



Mission: Working together with health services, other service providers, consumers and communities to achieve the best possible health outcomes.



Consultation Process:

The consultation process was undertaken by the Project Officer and included three workshops and numerous face-to-face consultations with key stakeholders, dental clinic visits to establish what has been achieved, what are enablers and barriers to providing improved oral health outcomes and what should be looked at in the future.

This plan supersedes and builds on outcomes and achievements from previous Oral Health Plans:

- Hume Region Integrated Oral Health Plan 2010-2013
- Hume Region Oral Health Partnership – Integrated Oral Health Plan Update Priorities 2012-2014

The Hume (Ovens Murray and Goulburn) Oral Health Partnership is a collaborative network of public oral health services, government agencies and tertiary institutions:

- Department of Health and Human Services (DHHS)
- Dental Health Services Victoria (DHSV)
- Albury Wodonga Health
- Albury Wodonga Aboriginal Health Service
- Benalla Health
- Cobram District Health
- Goulburn Valley Health
- Northeast Health Wangaratta
- Rumbalara Aboriginal Cooperative
- Seymour Health
- The University of Melbourne
- La Trobe University

The strategic plan intends to inform future investment of people and systems, to strengthen integration and increase preventative and outcome-based efforts delivering better oral and general health for Hume (Ovens Murray and Goulburn) communities.

The plan is designed to support the implementation of state government's strategic directions and policies and the DHSV 2016-2021 Strategic Plan.



What We Will Achieve

Achievement of the goals will be through priorities in **four key focus areas**:



1. **Person-Centred Care**
2. **A Dynamic Workforce**
3. **Access to Services**
4. **A Commitment to Quality, Safety and Innovation**

Key Focus Areas, Goals & Priorities

This strategic plan has four (4) key focus areas underpinned by nine (9) goals and reinforced by nineteen (19) priorities to achieve the Partnership's vision over the next 7 years in public oral health services.



Key Focus Area 1: Person-Centred Care

Goal 1.1 - Partner with the community to design and enhance experience

PRIORITY 1.1.1 Partner with consumers to co-design new programs of care and consumer information that will be clear, accessible and designed to increase oral health literacy.

Goal 1.2 - Deliver oral health promotion and preventative programs and interventions

PRIORITY 1.2.1 Evidence-based informed clinical interventions will be implemented across the region (e.g. fluoride varnish programs).

PRIORITY 1.2.2 Oral health services will work in collaboration with the broader health care system to support the delivery of improved general health outcomes through increased awareness of oral health literacy and the impact of oral disease.

Goal 1.3 - Establish 'value-based' model of care

PRIORITY 1.3.1 Co-design with consumers and oral health services to develop key principles of a 'value-based' model of care.

PRIORITY 1.3.2 Work in partnership with DHSV to monitor progress and contribute to the development of the state-wide 'value-based' model of care.



Key Focus Area 2: A Dynamic Workforce

Goal 2.1 - Establish a positive and dynamic workforce

PRIORITY 2.1.1 Embed professional development support to enable staff to work and strive towards working within their full scope of practice.

PRIORITY 2.1.2 Build workforce capacity through collaborative arrangements and utilising technology.

PRIORITY 2.1.3 Embed positive workforce culture and job satisfaction.

Goal 2.2 - Establish a future workforce

PRIORITY 2.2.1 Advocate to attract, retain, increase and support the rural oral health workforce (current and future).

PRIORITY 2.2.2 Collaborate and continue building relationships with educational institutions.



Key Focus Area 3: Access to Services

Goal 3.1 - Provide service equity across the Ovens Murray and Goulburn areas

PRIORITY 3.1.1 Coordinated, equitable and inclusive services will be available through service partnering, place-based (fixed) and mobile services.

PRIORITY 3.1.2 Oral health specialist services will occur across the areas at key locations.

Goal 3.2 - Communicate service availability

PRIORITY 3.2.1 Access and referral pathways for eligible people will be consistent, streamlined and comprehensive to eliminate barriers to access based on individual need and risks.

PRIORITY 3.2.2 Key oral health messages will be identified and consistently promoted.



Key Focus Area 4: A Commitment to Quality, Safety and Innovation

Goal 4.1 - Use data and outcome indicators to inform service development and enhance consumer outcomes and experience

PRIORITY 4.1.1 Data will be used to drive area planning and to source collaborative and individual funding grants.

PRIORITY 4.1.2 Maintain regular communication with DHSV in relation to changes to program and funding arrangements.

PRIORITY 4.1.3 Results from clinical indicators and consumer experience surveys will be measured, analysed and compared across the areas to support care delivery and service improvement.

Goal 4.2 - Robust clinical governance framework

PRIORITY 4.2.1 Clinical guidelines, procedures and pathways will be evidence-based and standardised.

PRIORITY 4.2.2 Clinical governance systems, credentialing and scope of practice will be managed and monitored in accordance with best practice guidelines, including achieving national accreditation standards.