

# East Gippsland PCP Case Study 2019-2020

A framework: measuring health and social outcomes and change in East Gippsland

<b>Name of PCP</b>	East Gippsland Primary Care Partnership (EGPCP)
<b>Case Study Title</b>	A framework: Measuring health and social outcomes and change in East Gippsland
<b>Which PCP domain does your case study relate to?</b>	Prevention
<b>What was the need?</b>	<p>The strategic setting for this piece of work include:</p> <ul style="list-style-type: none"> <li>- DHHS Public Health and Wellbeing Outcomes Framework (the Outcomes Framework)</li> <li>- Victorian Health &amp; Wellbeing Plan 2015-2019</li> <li>- East Gippsland Health and Wellbeing Plan, Well Placed for Wellbeing</li> </ul> <p>Since 2016, the EGPCP have transitioned organisational planning and reporting across East Gippsland from a focus on action-based outcomes and evaluation to focus on changes in outcomes across the community.</p> <p>The development of the framework supports this transition and also supports implementation of Well Placed for Wellbeing (East Gippsland's Municipal Public Health and Wellbeing Plan).</p>
<b>What was the aim of the initiative/action?</b>	<p>The framework aims to support our partners/other organisations to develop meaningful plans which are focussed on outcomes and how to achieve those outcomes.</p> <p>The framework supports transitioning to an outcome-based planning approach by addressing the issue of enabling collaboration and having shared ownership. The framework does this by providing clear guidance, processes, and examples to ensure everyone is working towards the same change at the same time.</p>
<b>Who was the target group?</b>	<p>East Gippsland PCP partners and organisations that are part of EGPCP networks which include representation from</p> <ul style="list-style-type: none"> <li>- East Gippsland Shire Council</li> <li>- Gippsland Lakes Complete Health</li> <li>- Department of Education and Training</li> <li>- Department of Health and Human Services</li> <li>- Orbost Regional Health</li> <li>- Omeo District Health</li> <li>- Mallacoota District Health Service</li> <li>- Save the Children</li> <li>- Uniting Care Gippsland</li> <li>- Within Australia</li> <li>- Latrobe Regional Hospital</li> <li>- Vic Police</li> <li>- Headspace Bairnsdale</li> <li>- Lakes Entrance Aboriginal Health Association</li> <li>- Quantum Support Services</li> <li>- Gippsland Primary Health Network</li> <li>- Gippsland Lakes Complete Health</li> <li>- GippSport</li> </ul>

	<ul style="list-style-type: none"> <li>- East Gippsland Water</li> <li>- Bairnsdale Regional Health Service</li> <li>- Gippsland Women's Health</li> <li>- Gippsland and East Gippsland Aboriginal Co-operative</li> </ul>
<b>What was the setting?</b>	Can be used in a variety of settings as it takes a systems and outcomes approach.
<b>Who did you work with?</b>	<p>The East Gippsland Primary Care Partnership have developed this framework, in conjunction with many of our partners, over the past 3-4 years, which include representations from the organisations listed above.</p> <p>EGPCP Networks which have developed plans using the framework include:</p> <ul style="list-style-type: none"> <li>- East Gippsland Mental Wellbeing Network</li> <li>- Healthy Eating and Active Living (HEAL) Partnership</li> <li>- Drug &amp; Alcohol Prevention Alliance (DAPA)</li> </ul>
<b>How did you do it?</b>	<p>EGPCP have led local networks and organisations through the process of developing network plans for a number of years. EGPCP facilitates three networks of the four prevention priority areas of Well Placed for Wellbeing; Healthy Eating and Active Living; Mental Wellbeing; Reducing Alcohol &amp; Drug Use. The fourth priority area, prevention of violence (and gender equity) has been led by one of the PCP partner organisations, guided in part by EGPCP staff. EGPCP staff are also active members of this network.</p> <p>Over the last four years, it has become clear that local measures and data were not in place to determine whether the suite of interventions across the catchment were contributing to changes happening in the community. While there were opportunities to measure individual interventions through traditional evaluation methods, there was a gap in understanding if these were collectively making a difference in real time to priority areas overall. As a result, the EGPCP has supported each of the networks (and individual partners) to start developing processes to:</p> <ol style="list-style-type: none"> <li>1. Identify the overall outcome they want</li> <li>2. identify exactly what the change would look/sound like on the ground if the outcome was to change,</li> <li>3. Identify what could be used to measure the change, if a change in the outcome was happening,</li> <li>4. Identify what tools may be used to capture each measure</li> <li>5. Identify what actions are required to shift the measure (not only the longer term outcome).</li> </ol> <p>This has allowed partners and networks to refine their action based on the outcomes they want and whether changes are occurring. It provides an opportunity to get local insights into outcomes and the changes everyone is looking for, with the chance to tailor local action in real time and respond to what is happening locally.</p> <p>The project has been led by PCP staff (who also specialise in systems thinking). Development occurred in conjunction with our partners who have been key to developing/testing and refining the framework.</p> <p>The EGPCP Partnership Forum model (where all EGPCP partners are brought together three times per year) has also helped to progress collective thinking across the catchment with the opportunity to focus on outcomes thinking, systems thinking and measuring change at different points. EGPCP Partnership Forums have also allowed the opportunity for these approaches to be applied to specific local problems (for example, family violence, amongst others).</p>

	<p>While the EGPCP staff have facilitated multiple versions of the process to identify outcomes, measures and actions for several networks, it was clear that a structured, publicly available framework could help partners embrace the approach within their own organisation, as well as additional local networks, to lead change, identify measures and refine actions themselves.</p>
<p><b>What was achieved?</b> (Consider whether results were benefits for clients and/or for service providers and/or for the system)</p>	<p>East Gippsland Measuring Outcomes and Change <a href="#">Framework</a> and <a href="#">Template</a> have been developed and are being used by our partners, networks and other health and social prevention organisations. The framework has been utilised to develop outcomes they want to see and identify the action needed to achieve these outcomes.</p> <p>Benefits of this particular framework:</p> <ul style="list-style-type: none"> <li>- Focuses on measuring and changing outcomes</li> <li>- Lends itself beautifully to embedding systems thinking in planning and reporting</li> <li>- It supports collaboration and shared ownership, making collaboration much easier</li> <li>- Means everyone is working towards the same things, at the same time</li> <li>- Encourages action and planning to happen simultaneously</li> <li>- Gives meaning to everyone's contribution, no matter how large or small.</li> </ul> <p>Examples of this framework in use can be found in the work of the:</p> <ul style="list-style-type: none"> <li>- East Gippsland Mental Wellbeing Network</li> <li>- Healthy Eating and Active Living (HEAL) Partnership</li> <li>- Drug &amp; Alcohol Prevention Alliance (DAPA)</li> </ul> <p>The document has been shared with other PCP's across Victoria.</p>
<p><b>What is the status and sustainability?</b></p>	<p>The framework has been developed and is available to our partners and other organisations via our website. It is used regularly by our networks to develop/review network plans and will be updated/reviewed on an as needs basis.</p>
<p><b>What was the specific role of the PCP?</b></p>	<p>This piece of work was developed by the EGPCP and its partners, utilising the expertise of PCP staff who specialise in systems thinking and the knowledge of its partner base. The PCP are in a unique position in terms of enabling collaboration of ideas through its networks, combined with PCP staff expertise, which has resulted in the development of the framework.</p>
<p><b>What lessons have you learnt?</b></p>	<p>It is critical the collective need/outcome is identified before developing a framework. For us, collaboration and shared ownership are key to ensuring that network plans are successfully implemented – ensuring everyone is working towards the same outcome at the same time ensures buy in from all our partners. We have found this framework enables that.</p> <p>Our partners played a key role in shaping the framework and ensuring it would work in real world scenarios. The framework needs to be flexible and adaptive (i.e. can be updated if the need is identified by our partners).</p>
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