

# HPC Working Framework for reviewing Health System Performance

## Health Status

How healthy are Australians? Is it the same for everyone? Where are the best opportunities for improvement?

### Health Conditions

Prevalence of disease, disorder, injury or trauma or other health related states

### Human function

Alterations to body, structure or function (impairment), activity limitations and restrictions in participation

### Wellbeing

Measures of physical, mental, and social wellbeing of individuals

### Deaths

Mortality rates and life expectancy measures

## Determinants of Health

Are the factors determining good health changing for the better?  
Where and for whom are these factors changing? Is it the same for everyone?

### Environmental factors

Physical, chemical and biological factors such as air, water, food and soil quality

### Community and socioeconomic

Community factors such as social capital, support services, and socioeconomic factors such as housing, education, employment and income

### Health behaviours

Attitudes, beliefs, knowledge and behaviours such as patterns of eating, physical activity, smoking and alcohol consumption

### Bio-medical factors

Genetic-related susceptibility to disease and other factors such as blood pressure, cholesterol levels and body weight

## Health System Performance

How does the health system perform? What is the level of quality of care across the range of patient care needs? Is it the same for everyone? Does the system deliver value for money and is it sustainable?

### Effectiveness

Care/intervention/action provided is relevant to the client's needs and based on established standards. Care, intervention or action achieves desired outcome

### Safety

The avoidance or reduction to acceptable limits of actual or potential harm from health care management or the environment in which health care is delivered

### Responsiveness

Service is client orientated, Clients are treated with dignity, confidentiality, and encouraged to participate in choices related to their care

### Continuity of Care

Ability to provide uninterrupted, coordinated care or service across programs, practitioners, organisations and levels over time

### Accessible

People can obtain health care at the right place and right time irrespective of income, physical location and cultural background

### Efficiency & Sustainability

Achieving desired results with most cost effective use of resources. Capacity of system to sustain workforce and infrastructure, to innovate and respond to emerging needs

## Health Workforce Performance

Are the community receiving quality health services in a timely manner delivered by a health workforce committed to continuous improvement?

### Competence

Workforce is skilled to undertake the required roles across the health system for provision of quality care to all; has adequate education and training systems for continuous learning; and is culturally responsive

### Commitment

Workforce is committed and supported, with a cooperative culture of striving for innovation and best practice, with quality leadership effectively engaging staff and stakeholders in ongoing health system improvements

### Capacity

Workforce is sustained by effective attraction, recruitment, retention and professional development strategies ensuring delivery of quality health services by employees and volunteers

## Community/Individual Engagement

Does community/individual engagement improve the quality of policy being developed? Are stakeholders able to contribute to the identification of preferred solutions to complex issues?

### Capability

System has sustainable resources and processes for appropriate engagement with the community and others leading to system improvement valued by all

### Collaboration

Within a spirit of respect and transparency, the system and stakeholders engage in a purposeful way to achieve desired individual/system improvements

### Contribution

System has a culture and practice of community/individual participation in delivering system improvements and health outcomes for the SA population