

## Best Practice Domain

### Project 1: A Framework to assist Aboriginal Health Services to develop Best Practice Models of primary healthcare service delivery

#### Background

In response to the need to continually improve delivery and outcomes of various forms of healthcare, researchers and clinicians have developed new service delivery models which articulate the ways in which healthcare could or should be provided. These service delivery models aim to show how the entire healthcare service, or at least significant parts of it, do or should function. The intention is to define necessary service components and explain the relationships these components have with each other within real world settings. Many of these service delivery models go so far as to describe internal service qualities and principles and define the values and contexts that underpin delivery of care.

A common theme of currently available service delivery models is that they tend to be designed for use in mainstream services. As Aboriginal Health Services often operate very differently from many mainstream primary healthcare services, these models may not be appropriate or effective for improving the health of Aboriginal and Torres Strait Islander peoples. For example, Aboriginal Health Services often depend on unique governance structures which ensure that communities have a say in the type and manner of services provided. They also focus on the provision of services that are culturally appropriate. In comparison to mainstream services, Aboriginal Health Services often provide care in innovative or unique ways to better meet the particular needs of their communities.

#### Research Aims

This new study ***“A Framework to assist Aboriginal Health Services to develop Best Practice Models of primary healthcare service delivery”*** aims to develop a framework which would support Aboriginal Health Services to develop their own contextually specific best practice service delivery models. In particular, the study aims to:

- identify the distinctive characteristics of best practice service delivery models including but not limited to governance structures, workforce requirements, infrastructure and resources that support the unique values and features of Aboriginal Health Services,
- describe interactions and relationships between these characteristics including but not limited to information about the way in which resources are best organised, distributed and utilised,
- develop a set of best practice values and principles that underpin each of these characteristics, taking account the heterogeneity of the contexts they operate within; and
- identify examples of how Aboriginal Health Services have already applied these best practice principles.

#### National Reference Group

A National Reference Group comprising Aboriginal and Torres Strait Islander community members, Aboriginal healthcare peak bodies and services and policy makers will guide this study. While the specific terms of reference will be developed in collaboration with the National Reference Group, it is expected that the primary responsibilities of members will

involve reviewing and providing advice on the study design, overseeing the identification and analysis of examples of good or ‘best’ practice, clarifying what defines such features and guiding the development of study deliverables.

**A Phased Approach**

The proposed study plan consists of four phases. In order to develop best practice service delivery framework(s), the first three phases seek to identify the characteristics that should be included within a best practice service delivery model and the values and principles that could underpin each of these characteristics from an Australian as well as international Indigenous perspective. As part of phase four, a draft Best Practice Service Delivery Framework will be developed, with healthcare providers working within Aboriginal Health Services reviewing and commenting on the draft prior to finalisation.



**Capacity Strengthening**

Similar to a recently completed Wellbeing Study, this project will seek to involve Aboriginal Healthcare Professionals from participating Aboriginal Health Services in Phases Three and Four. These staff will have an opportunity to update their skills on qualitative research, focusing on primary case study methodology. Emphasis will be placed on involving these staff in not only data collection, but also analysis and interpretation techniques where possible. The work of these staff will be acknowledged in all reports and as authors on papers and presentations.