

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



In response to the need to continually improve healthcare delivery and health outcomes, researchers and clinicians have developed new service delivery models which articulate the ways in which healthcare could or should be provided. The intention is to define necessary service components and explain the relationships these components have with each other, within real world settings.

A common theme of currently available service delivery models is that they tend to be designed for use in mainstream services. Rarely do they capture the unique features and benefits offered by Aboriginal Health Services.

Research Aims

This new study “***A Framework to assist Aboriginal Health Services to develop Best Practice Models of primary healthcare service delivery***” aims to identify the particular characteristics which underpin Aboriginal Health Services. These characteristics will then be incorporated within a service delivery framework which could be used by each Aboriginal Health Service to develop their own contextually specific best practice service delivery model.

Specifically, this study will:

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

A Phased Approach

This study plan consists of four integrated phases. In the first three phases 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 will be identified, from the perspective of Aboriginal and Torres Strait Islander peoples, organisations and healthcare providers. As part of phase four, a draft best practice service delivery framework will be developed and critiqued by healthcare providers working within Aboriginal Health Services .



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National Reference Group: A National Reference Group comprising Aboriginal and Torres Strait Islander community members, healthcare providers working within Aboriginal Health Services as well as policy makers will guide this project.

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