

## ATTACHMENT A - COMPREHENSIVE PRIMARY HEALTH CARE SERVICES

1. clinical services including:
  - diagnosis and treatment of acute and emergency primary health care presentations
  - prevention, detection and management of chronic conditions
  - specific interventions such as eyes, ears and oral health activities
  - health crisis intervention and
  - referral.
2. population health activities including:
  - antenatal care services: providing advice about healthy eating and physical activity; referrals to other health services; referrals to support services; referrals to specialists; parenting advice; social and emotional wellbeing; and antenatal consultations.
  - postnatal care services: breastfeeding support/information; parenting advice about providing supportive and nurturing healthy environments, nutrition and healthy eating support; and midwife consultations.
  - child health services: child health and development checks; hearing screening; and providing parenting advice to mothers and families with children.
  - child and adult immunisation.
  - well-persons' screening for: diabetes, sexually transmissible infections, cardio-vascular, renal disease etc.
  - health promotion programmes: nutrition, tackling smoking, alcohol, physical activity, sexual health, blood borne viruses, holistic health services, women's health services, men's health services, harm and injury reduction programmes.
  - client/community assistance and advocacy on health-related matters.
3. activities that support service delivery including:
  - access to secondary and tertiary health services and community services: outreach, aged care and disability services;
  - system-level improvements to enhance service quality, and CQI such as Plan Do Study Act (PDSA) cycles, process mapping, clinical audits;
  - training in CQI activities, including quality use of data systems for improvement and managing and leading change;
  - activities contributing towards higher standards of practice management, evidence-based treatment approaches, CQI and delivery of multi-disciplinary care;
  - strengthening organisational and governance capacity;

- maintaining systems to support clinical and organisational accreditation;
  - establishing and strengthening partnerships and collaboration at the local, regional and national level to support, for example, cross-sectoral, holistic integrated care pathways;
  - monitoring, evaluation and research including collection and reporting of national key performance indicators and other data;
  - using patient and service data for planning programmes and targeting patient care and reporting and accountability to their communities and governments; and
  - development and dissemination of information including promotion of innovation and good practice;
  - information and computer technology;
4. activities that support the primary health care workforce including:
- working environments and conditions which attract, support and retain workforce; and
  - high quality education and training arrangements for both new and existing workforce.