



## **Appendix 2**

**This appendix was part of the submitted manuscript and has been peer reviewed.  
It is posted as supplied by the authors.**

Appendix to: Couzos S, Delaney-Thiele D, Page P. Primary Health Networks and Aboriginal and Torres Strait Islander Health. *Med J Aust* 2016; 204: 234-237. doi: 10.5694/mja15.00975.

**APPENDIX 2. Health systems assessment - a tool to assess health systems to better support primary health care**

<p><b>Health service delivery is assessed according to 5 components:</b></p>	<p><b>Examples:</b></p>
<p><b>1. Delivery system.</b> Health service design to maximize the potential for effective care.</p>	<p>A team approach, flexible patient appointment system, care plans, ancillary clinics, coordinated care, follow-up and recall of patients; continuity of care, opportunistic care, client support for access (eg transport), physical infrastructure, cultural security</p>
<p><b>2. Information systems and decision support.</b> Information systems and structures to support planning, coordination, delivery, and enable quality improvement of care.</p>	<p>Registry of all regular patients and those with specific conditions, reminders and prompts to staff are linked with clinical guidelines, use of decision support tools, collaborations with specialists/allied health</p>
<p><b>3. Self-management support.</b> Structures and processes to support patients and families to play a role in maintaining their own health.</p>	<p>Provision and documentation of self-management education and support, use of client –held tools, behaviour change interventions, peer support strategies, educational resources for patients</p>
<p><b>4. Community and other health linkages.</b> Use of links with the community and other health services to</p>	<p>Community input to health service governance, mechanisms of accountability to community, client</p>

optimize health care	satisfaction surveys, partnership and formal agreements with the Primary Health Network and other services, partnership with community groups, resource directory, links for delivering services out in the community, links for regional planning
<b>5. Organisational influence and integration.</b> Focus and commitment of the health service and integration of components	Strategic plans commit to the client group, specific funding, staff levels, staff training, quality assurance through key performance indicators and CQI

Adapted from: Menzies School of Health Research and the Lowitja Institute. Systems Assessment Tool- all client groups. Version 2.0. One21seventy- National Centre for Quality Improvement in Indigenous Primary Health Care.. September 2012.

The complete tool may be accessed at:

<http://www.one21seventy.org.au/resources/view/systems-assessment-tool-sat> [Accessed July 2015]