

WQPHN Performance and Outcomes Management Framework – Frequently Asked Questions for Commissioned Service Providers

1. What is the Performance and Outcomes Management Framework?

The Performance and Outcomes Management Framework (POMF) is a strategic initiative designed by the Western Queensland Primary Health Network (WQPHN) to improve how we track, measure and report on our performance as an organisation.

Our Framework aligns with key health outcomes and the expectations of our stakeholders and community guided by the **Quintuple Aims**. By implementing POMF, we aim to improve transparency, guide business decisions and showcase the impact of our work in Western Queensland.

2. Why a new POMF?

Performance management remains a key challenge and opportunity for all PHNs, as highlighted in the Australian National Audit Office's recent [report](#) on the [Commonwealth's performance management of primary health networks](#).

POMF provides a structured approach to evaluate our progress and ensure we meet the evolving needs of our communities. Adopting this framework will help us benchmark our performance and outcomes against other PHNs.

3. How does POMF impact commissioned service providers?

POMF will benefit our commissioned service providers by introducing a more sophisticated and structured approach to performance reporting. Over the next 12 months, we look forward to co-designing **value-based healthcare outcomes** with providers to complement and benefit your organisational reporting.

4. What kind of data and reports are required under POMF?

Current reporting will continue until we establish appropriate data and reporting standards together. Commissioned service providers will continue to share various forms of data and reports including:

- **Activity and Outcome Reports** - detailing services provided and impact on health outcomes.
- **Key Performance Indicators (KPIs)** - metrics that measure effectiveness and efficiency of services.
- **Financial Reports** - accounting for funds used and ensuring they align with the agreed objectives.
- **Client and Service Data** - information about demographics, needs, experiences (PREM) and outcomes (PROM) of clients.
- **Performance Reviews** - regular reviews of performance data to assess service impact and identify areas for improvement.

5. How does POMF ensure transparency and accountability?

POMF enhances transparency and accountability by providing a clear framework for performance measurement. This helps identify areas for improvement and ensures that all activities are aligned with our goals and the needs of the community.

To further support these objectives, WQPHN will develop a shared workspace environment. This collaborative platform will allow service providers to share and access data, reports, and deliverables seamlessly. Similarly, WQPHN will use this space to provide service providers with timely updates, feedback and performance metrics. This shared workspace will foster a more integrated approach to data management, promoting efficiency and mutual accountability across all partnerships.

6. How will POMF support and benefit commissioned service providers?

WQPHN commissioned service providers will also benefit from:

- **Enhanced support and guidance:** clear expectations and performance metrics to help providers align their services with community needs and funding requirements.
- **Mutual learning and collaboration:** a collaborative environment where collective knowledge and expertise of both WQPHN and its providers can continuously enhance service delivery and community outcomes.
- **Recognition and impact:** demonstrating impact of services to showcase their efforts to improve community health and wellbeing. This recognition can enhance service provider reputation and highlight their contributions to achieving shared goals.

7. Who can service providers contact for more information about POMF?

Commissioned service providers can access the POMF by visiting our website [here](#) You can also contact the WQPHN team for more information via wq_admin@wqphn.com.au