


Volume 13, 18 December 2013

Publisher: Igitur publishing

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2013; WCIC Conf Suppl; [URN:NBN:NL:UI:10-1-115996](https://nbn-resolving.org/urn:nbn:nl:ui:10-1-115996)

Copyright: 

Conference Abstract

Governance & evaluation of service networks as integrative structures in Australian primary health care.

J. Fuller, Nursing & Midwifery, Flinders University, Adelaide, Australia

D. Perkins, Centre for Rural and Remote Mental Health, University of Newcastle, Orange, Australia

Correspondence to: Prof. Jeffrey Fuller, Associate Dean (Research), Flinders University - Adelaide, Australia, E-mail: jeffrey.fuller@flinders.edu.au

Abstract

Objective:Service networks can work as integrative structures in primary health care [1]. The objective of these three studies was to elucidate network governance and evaluation processes that are not well developed in Australia.

Methodology:

- (1) Narrative review on the enablers of effective service linkages in primary mental health care [2,3].
- (2) Two case studies on the acceptability of participatory service network analysis (PSNA) as an evaluation process [4].
- (3) A Network Governance & Evaluation Model to be tested in rural older person's mental health in 2014.

Results:Effective service linkages were found across direct collaborative activities, agreed guidelines and communication systems. These were enabled through regular clinical meetings focused on goals, roles and treatments. Leadership legitimized and resourced collaboration. Feedback from the PSNA informed the networks about their main activity, coordination, roles and member commitment. Network instabilities were revealed, showing that the PSNA needs to be sensitive and use ongoing problem solving as well as champions who span boundaries between services.

Conclusion:The Model consists of components (linkages and enablers) and the processes (PSNA) that are designed to optimize problem solving. Structure, process and impact indicators have been identified to evaluate network commitment, coordination and agreed protocols.

Keywords:

primary health care, networks, governance, evaluation, australia

REFERENCES:

1. Ferlie E, Fitzgerald L, McGivern G, Dopson S, Bennett C. Making wicked problems governable? The case of managed networks in health care. Oxford, UK: Oxford University Press; 2013.
2. Fuller J, Perkins D, Parker S, Holdsworth L, Kelly B, Roberts R, Martinez L, Fragar L. Effectiveness of service linkages in primary mental health care: a narrative review part 1. *BMC Health Services Research* [serial online] 2011, 11; 72 [cited 2013 July 31]. Available from: <http://www.biomedcentral.com/1472-6963/11/72>
3. Fuller J, Perkins D, Parker S, Holdsworth L, Kelly B, Roberts R, Martinez L, Fragar L. Building effective service linkages in primary mental health care: a narrative review part 2. *BMC Health Services Research* [serial online] 2011, 11; 66 [cited 2013 July 31]. Available from: <http://www.biomedcentral.com/1472-6963/11/66>
4. Fuller J, Hermeston W, Passey M, Fallon T, Muyambi K. Acceptability of participatory social network analysis for problem-solving in Australian Aboriginal health service partnerships. *BMC Health Services Research* [serial online] 2012, 12; 152 [cited 2013 July 31]. Available from: <http://www.biomedcentral.com/1472-6963/12/152>