Establishing and Implementing a Digital Health Community of Excellence

The Community of Excellence (CoE) process occurs in two stages: **Setup** and **Adoption**.

Setup

The Primary Health Network (PHN) will initiate the CoE project, complete feasibility studies, create project plans, and go on to establish a Steering Committee within the community.

Adoption

The CoE Lead and Steering Committee work with providers and practitioners to roll out initiatives to improve digital health capabilities in the community on an ongoing basis.

START

1 Brief Project

The PHN executive commissions the CoE project and creates a program brief to conduct initial surveys.

2 Assess Feasibility

The CoE Lead surveys the community's current digital health landscape and documents potential outcomes.

3 Plan Project

The CoE Lead creates a project plan, and the PHN begins an engagement and communications strategy.

4 Establish Steering Committee

The CoE Lead establishes a representative Steering Committee within the community.

5 Decide Initiatives

The Steering Committee meets and decides on initiatives in line with the project plans created in the Setup phase.

6 Action Initiatives

The CoE Lead leads a rollout of the initiative using relevant resources from the toolkit.

7 Monitor and report

The Steering Committee works with the PHN to conduct surveys to evaluate progress and opportunities.

Communicate and Promote

The PHN's communications and engagement team promotes initiatives and outcomes to get support from local healthcare providers and consumers throughout the CoE program.

Get Support

The CoE Lead will escalate any issues to the Australian Digital Health Agency help desk if required.

Gain Buy-in

The Steering Committee supports the initiatives by gaining buy-in from the local health care providers and community.