

Model of Care & Redesign

We help organisations understand what a population actually needs, and redesign the models of care and service pathways that respond to it, grounded in evidence, not assumption.

THE CHALLENGE

Health, social care and community organisations are navigating faster-moving reform, tighter funding scrutiny, and rising expectations that new models of care are genuinely evidence-based, co-designed with the people who deliver and receive them, and actually adopted, not just documented and shelved.

WHAT WE DELIVER

- **Population needs assessments:** fast, credible evidence of what your community or workforce actually needs, grounded in both data and lived experience.
- **Integrated care pathways design:** practical, fundable, and defensible models of care built on research, policy context and frontline reality.
- **Program evaluation & implementation:** evidence of what's working, and the change support to make sure the model is actually used, not just delivered as a report.

OUTCOMES YOU CAN EXPECT

- Services improve to match real, evidence-based population need
- Gaps and duplication across the system are identified and closed
- People are reached earlier, before needs escalate
- A model of care that's adopted and sustained, not left on a shelf

HOW WE WORK

1. Understand	2. Design	3. Embed
Rapid needs assessment and evidence review: what's needed, and why.	Strategy, model of care, or systems response, developed with the people who'll use it.	Stakeholder buy-in and change support, so the work is actually used, not just delivered as a report.

PROVEN IN PRACTICE

"Kylie's human-centred design approach, grounded in years of experience across primary and acute health care settings, meant the Healthy Outback Communities model of care is truly anchored in community needs."

Sandy Gillies, CEO, Western Queensland PHN

Outcome: Healthy Outback Communities model of care, co-designed and adopted regionally.

ABOUT DR KYLIE ARMSTRONG

Kylie and associates helps organisations redesign services around the needs of people, communities and workforces. Using population data, stakeholder insight, evidence and implementation science, she identifies service gaps, reduces duplication and develops practical models of care that improve access, coordination and outcomes. Her experience includes regional health planning, integrated care pathways, chronic disease and mental health service design, hospital transformation and culturally responsive models developed with remote Aboriginal communities. Kylie supports the full journey from needs assessment and co-design through to implementation planning, governance, evaluation and continuous improvement, ensuring redesigned services are practical, locally relevant and built to last.