Clinical Services Planning and Programs Policy Framework

1. Policy framework statement

The Clinical Services Planning and Programs Policy Framework specifies the mandatory policy requirements that all Health Service Providers (HSPs) must comply with in order to ensure effective and consistent clinical service planning and program activity across the WA health system.

This policy framework has been developed within the context of the WA Health Clinical Services Framework 2014-2024; the Government’s blueprint to guide the provision and delivery of safety, high quality public health care in Western Australia.

2. Purpose

The Director General (DG) of the Department of Health is the System Manager responsible for the overall management, strategic direction and stewardship of the WA health system. The DG will use policy frameworks to ensure a consistent approach to a range of matters undertaken by HSPs. Policy frameworks must be complied with and implemented as a part of ongoing operations.

The purpose of this policy framework is to ensure:

- consistency of priorities and strategic directions for clinical service planning across the WA health system
- coordination and integration of clinical services
- clinical service programs are person-centred, based on evidence and within a culture of continuous improvement
- efficiency and effectiveness in the provision of clinical services.

For this policy framework:

- Clinical Health Service is defined as: a single, diagnostic, therapeutic, rehabilitative, preventative or palliative procedure or a series of such procedures that may be separately identified for billing and accounting purposes/service. It can also refer to a clinical or support service provided under the auspices of an organisation or facility.
- Clinical Service Planning is defined as: identifies the priorities and strategic directions for clinical services or plans to guide delivery of services.
- Clinical Service Programs is defined as: an organised aggregate of activities directed towards the attainment of defined objectives and targets. A health program is an organised series of activities directed towards the attainment of defined health objectives and targets with a health service defined as a service performed by health professionals or by others under their direction, for the purpose of promoting, maintaining or restoring health.
3. Applicability
This policy framework is binding on each HSP to which it applies or relates.

4. Principles
The key principles that underpin this policy framework are:

Compliance and Alignment
Uphold compliance with relevant legislation and maintain alignment to the WA health system’s overarching statewide plans.

Consistency
Ensure consistency with Commonwealth and State Government policies and agreements.

Evidence-based and Accessible
Development and review utilises robust research and evidence. Ensure effective consultation and communication with all relevant stakeholders. Information is accessible to all stakeholders and intended audiences.

WA Health Strategic Intent 2015-2020
Support for the WA community to become healthier with a focus on prevention and support for healthier lifestyle choices; and work with primary health providers and carers to provide integrated and more accessible services.

Increased Health Service efficiency and effectiveness in hospital service delivery; and reduced demands on traditional hospital services.

Increased awareness and improved early detection and intervention of chronic diseases; and reduced numbers of people living with chronic disease through the provision of support for healthier lifestyles.

Continuous commitment to strengthened and embedded approaches to Aboriginal health and wellbeing; increased Aboriginal consumer, carer and community involvement to achieve culturally appropriate health services; and implemented strategic partnerships to improve health services for Aboriginal people.

5. Legislative context
The Health Services Act 2016 refers to policy frameworks in ss. 26-27 and s. 34(2)(c).

The legislation below, may also apply:

- Mental Health Act 2014
- Health and Disability Services (Complaints) Act 1995
- Health Insurance Act 1973
- The Disability Services Act 1993

6. Mandatory requirements
Under this policy framework HSPs must comply with all mandatory requirements* including:

Aged Care

- Requirements for Aged Care Assessment in Multipurpose Services - IC 0174/14
- Security of Tenure for Residents of Aged Care Facilities - OD 0214/09
- Transition Care for the Older Person - OD 0290/10
- WA Health Day Therapy Unit Service Delivery Guidelines 2014 - OD 0524/14
Child Health

- Bilateral Schedule: Interagency Collaborative Processes When an Unborn or Newborn Baby Is Identified as at Risk of Abuse and/or Neglect – OD 0518/14
- Guidelines for Protecting Children 2015 – OD 0606/15

Diabetes

- Foot Care for People with Diabetes – Standards and Clinical Guidelines
- Western Australia Framework for Action on Diabetes and Diabetes Service Standards 2014

Elective Services

- Urgency Categorisation and Access Policy for Public Direct Access Adult Gastrointestinal Endoscopy Services - MP 0045/17
- Elective Surgery Access and Waiting List Management Policy - MP 0050/17

Emergency Care

- Access to Public Hospital Services (Including Emergency Services) for Eligible Patients OP – 1503/01
- Ambulance Distribution Model - OD 0608/15
- Ambulance Handover in Emergency Departments - OD 0613/15
- Coordinated medical and forensic and counselling response to patients who experience a recent sexual assault and present to an emergency department - OP 1928/05
- ‘Parry Pack’ retrieval kit policy and contents guideline - IC 0065/12
- Recording and Reporting of Clinical Care Commencement Date and Time in the Emergency Department - OD 0590/15
- Triage of Metropolitan Emergency Department Patients that Arrive via Ambulance into the Waiting Room - OD 0351/11

Maternity

- WA Health Policy for publicly funded Home Births including guidance for consumers, health professionals and health services - OD 0482/13
- Women requesting immersion in water for pain management during labour and/or birth policy - MP 0049/17

Newborns and Infants

- Newborn Hearing Screening - OD 0239/19
- Safe Infant Sleeping - OD 0474/13

Outpatient Services

- Administrative Procedures – Ambulatory Surgery Initiative - OP 1816/04
- Central Referral Allocation – Outpatient Services - OD 0503/14
- National Standards for Public Hospital Admitted Patient Election Processes - OP 1761/14
- Nutrition Standards for Adult Inpatients in WA Hospitals - OD 0636/15
- Specialist Outpatient Services Access Policy - OD 0530/14

Other

- Aboriginal Health and Wellbeing Policy – MP 0071/17
- Oral Health Program - BB 45/1
- WA Health Policy: Provision of Aids, Equipment and Home Modifications - OD 0353/11
7. Supporting information

The following documents support and inform the implementation of the mandatory requirements.

Supporting documents for the WA Health Clinical Services Framework 2014-2024:

**Aboriginal Health**
- WA Aboriginal Health and Wellbeing Framework 2015-2030

**Cancer**
- Adolescent and Young Adult Cancer Model of Care
- Breast Cancer Model of Care
- Cancer Model of Care
- Colorectal Cancer Model of Care
- Gynaecologic Cancer Model of Care
- Haematology Malignancy Model of Care
- Head and Neck Cancer Model of Care
- Integrated Primary Care & Cancer Services Model of Care
- Neuro-Oncology Model of Care
- Population Based Screening Framework (Commonwealth document)
- Psycho-Oncology Model of Care
- Thoracic Cancer Model of Care
- Thyroid Cancer Model of Care
- Upper Gastro-intestinal Cancer Model of Care
- Western Australia Cancer Plan 2012-2017

**Cardiovascular**
- Abdominal Aortic Aneurysm Model of Care
- Acute Coronary Syndromes in Western Australia Model of Care
- Cardiovascular Rehabilitation and Secondary Prevention Pathway Principles
- Heart Failure Model of Care

**Child Health**
- Child Health Services Birth to School Entry Universal Contact Schedule – OD 0502/14
- School Health Services in Western Australia – OD 0582/14
- Special Referral to Child Health Services – OD 0617/15

**Child and Youth**
- Fetal Alcohol Spectrum Disorder Model of Care
- Paediatric Chronic Diseases Transition Framework
- Our Children Our Future A Framework for Child and Youth Health Services in Western Australia

**Chronic Conditions**
- WA Chronic Conditions Self-Management Strategic Framework
Diabetes
- Diabetes Model of Care
- High Risk Foot Model of Care
- Type 2 Diabetes in Children and Adolescents Model of Care and Clinical Practice Guideline

Disability
- Hospital Stay Guideline for Hospitals and Disability Service Organisations
- WA Disability Health Framework 2015-2025

Digestive
- Coeliac Disease Model of Care
- Colonoscopy Services Model of Care
- Home Enteral Nutrition Model of Care

Falls Prevention
- Falls Prevention Model of Care for the Older Person
- Post-Fall Management Guidelines in Western Australian Healthcare Settings – OD 0442/13

Gastrointestinal
- WA Adult Gastrointestinal Endoscopy Services Strategy 2015-2020

Genomics
- Familial Hypercholesterolaemia: A Model of Care for Australasia

Infections and Immunology
- Anaphylaxis Model of Care for WA
- Hepatitis C Virus Model of Care
- HIV/AIDS Model of Care, Sexually Transmitted Infections Model of Care, Hepatitis C Model of Care, National Hepatitis B Strategy Implementation Plan 2010 – 2014
- Human Immunodeficiency Virus (HIV) Model of Care
- Sexually Transmitted Infections Model of Care

Injury and Trauma
- Burn Injury Model of Care
- WA Non-Major Trauma Framework

Musculoskeletal
- Elective Joint Replacement Service Model of Care
- Inflammatory Arthritis Model of Care
- Osteoporosis Model of Care
- Service Model for Community-based Musculoskeletal health in Western Australia
- Spinal Pain Model of Care
- Rheumatoid Arthritis Clinical Guidelines
- WA Framework for Persistent Pain 2016-2021

Neurosciences and the Senses
- Clinical Guidelines for Paediatric Cochlear Implantation
- Clinical Guidelines for Adult Cochlear Implantation
- Model of Stroke Care
- Motor Neurone Disease Services for Western Australia Model of Care
- Otitis Media Model of Care
- WA Epilepsy Services Model of Care

Obesity
- WA Morbid Obesity Model of Care

Palliative Care
- End of Life Framework
- Paediatric and Adolescent Palliative Care Model of Care
- Palliative Care Model of Care
- Rural Palliative Care Model of Care
- Perinatal Palliative Care Model of Care

Primary Care
- WA Primary Health Care Strategy

Renal
- Chronic Kidney Disease Model of Care
- Framework to Improve Home Dialysis Therapy in Western Australia
- Pathway for Renal Palliative Care Services in Western Australia

Respiratory
- Asthma Model of Care
- Chronic Lung Conditions Model of Care
- Chronic Obstructive Pulmonary Disease Model of Care
- Cystic Fibrosis Model of Care
- Framework for the Treatment of Nicotine Addiction
- Sleep Disorders Model of Care

Women and Newborns
- Improving Maternity Services Working Together Across Western Australia
- Framework for the care of neonates in Western Australia
- Safe Infant Sleeping Policy and Framework

Supporting documents for the mandatory policy Transition Care for the Older Person:
- Amputee Services & Rehabilitation Model of Care
- Delirium Model of Care
- Dementia Model of Care
- Geriatric Evaluation & Management (GEM) Model of Care
- Model of care for the older person in Western Australia
- Orthogeriatric Model of Care
- Parkinson's Disease Services Model of Care
- Rehabilitation and Restorative Care Services Model of Care
8. Policy framework custodian
Assistant Director General
System Policy and Planning

Enquiries relating to this policy framework may be directed to:
PolicyFrameworkSupport@health.wa.gov.au

9. Review
This policy framework will be reviewed as required to ensure relevance and recency. At a minimum this policy framework will be reviewed within two years after first issue and at least every three years thereafter.

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<td>PF2016_01</td>
<td>1 July 2016</td>
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10. Approval
This policy framework has been approved and issued by the Director General of the Department of Health as the System Manager.

<table>
<thead>
<tr>
<th>Approval by</th>
<th>Dr David Russell-Weisz, Director General, Department of Health</th>
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<tbody>
<tr>
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11. Compliance
This policy framework is binding on those to whom it applies or relates. Implementation at a local level will be subject to audit.

12. Glossary of terms

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<th>Term</th>
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| Applicability | Under Section 26 of the Health Services Act 2016, policy frameworks may apply to:  
|              | • All Health Service Providers  
|              | • A type of public health service facility  
|              | • A type of public health service  
|              | • A type of staff member of a health service provider. |
| Health Service Provider | Health Service Provider means a health service provider established under s. 32 of the Health Services Act 2016 and may include North Metropolitan Health Service (NMHS), South Metropolitan Health Service (SMHS), Child and Adolescent Health Service (CAHS), WA Country Health Service (WACHS), East Metropolitan Health Service (EMHS), Quadriplegic Centre and Health Support Services (HSS). |
| Clinical Protocols | Clinical Protocols can be seen as more specific than guidelines and provide a comprehensive set of rigid criteria outlining the management steps for single clinical condition or aspects of organisation |
| WA health system | The WA health system is comprised of the Department of Health, Health Service Providers (NMHS, SMHS, CAHS, WACHS, EMHS, Quadriplegic Centre and HSS) and to the extent that contracted health entities provide health services to the State, the contracted health entities. |

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