



Government of Western Australia  
WA Country Health Service



## Workforce presentation to the Clinical Senate

Jeff Moffet  
Chief Executive  
WA Country Health Service

11 June 2021

# Sustainable Health Review

Enduring Strategy 7 – Culture  
and workforce to support new  
models of care

Recommendations 23 - 27



# (WACHS) COVID context

## Total outpatient telehealth appointments



Over 24,000 COVID vaccines administered in country so far

**34,500+**  
COVID TESTS  
ADMINISTERED  
in regional and remote  
Western Australia

**260+** STAFF STEPPED INTO  
SPECIFIC EMERGENCY  
RESPONSE ROLES  
(within Regional or  
Central Emergency  
Operations Centres)

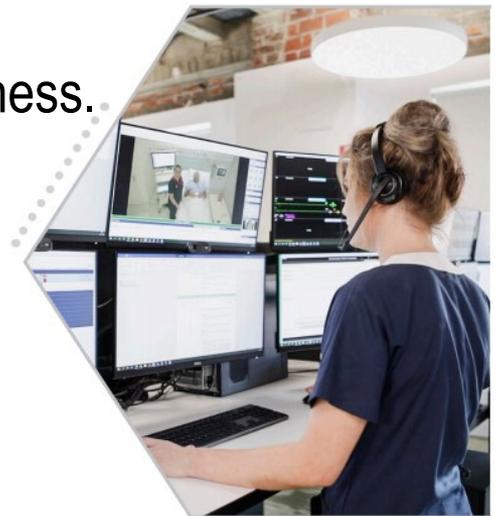
DEDICATED COVID CLINICS  
ESTABLISHED in  
Broome, Bunbury and  
Kununurra to enhance  
infection prevention

**340**  
PATIENTS, FAMILY,  
SPECIMENS AND  
PRODUCTS MOVED  
ACROSS THE STATE  
(11 April – 6 July 2020)

**15,000+**  
COVID EDUCATION  
SESSIONS  
COMPLETED  
BY STAFF (as at June 2020)

# Virtual care skills

- Virtual care & digital skills – HIVE / WACHS Command Centre.
- Model of care that requires careful design & skills development.
- Standardisation of equipment / drugs / work practices.
- Skills development at both ends.
- Contemporaneous clinical information, both sites
- Contextual awareness from the proximal site – geography, local capacity, options.
- Empathy achieved through awareness and responsiveness.



# Missing workforce / skills?

- We operate within wards, departments, divisions, hospitals, health services & a health system – with diminishing connectivity & situational awareness as we ascend that list.
- We are very busy – 40 000 plus staff delivering millions & millions of interventions / interactions every year.
- Access to us & navigation is difficult – it's largely analogue & not that visible to people waiting. Thousands of outpatients & thousands of surgical patients wait for months & years to access care.

# Missing workforce / skills?

- Lots of big companies have similar circumstances – high volumes, relentless demand, high internal interdependency of their functions to be efficient.
- They all have embraced logistics & digital ways of operating – airlines, pizza chains, mining giants, retailers, police service & military.

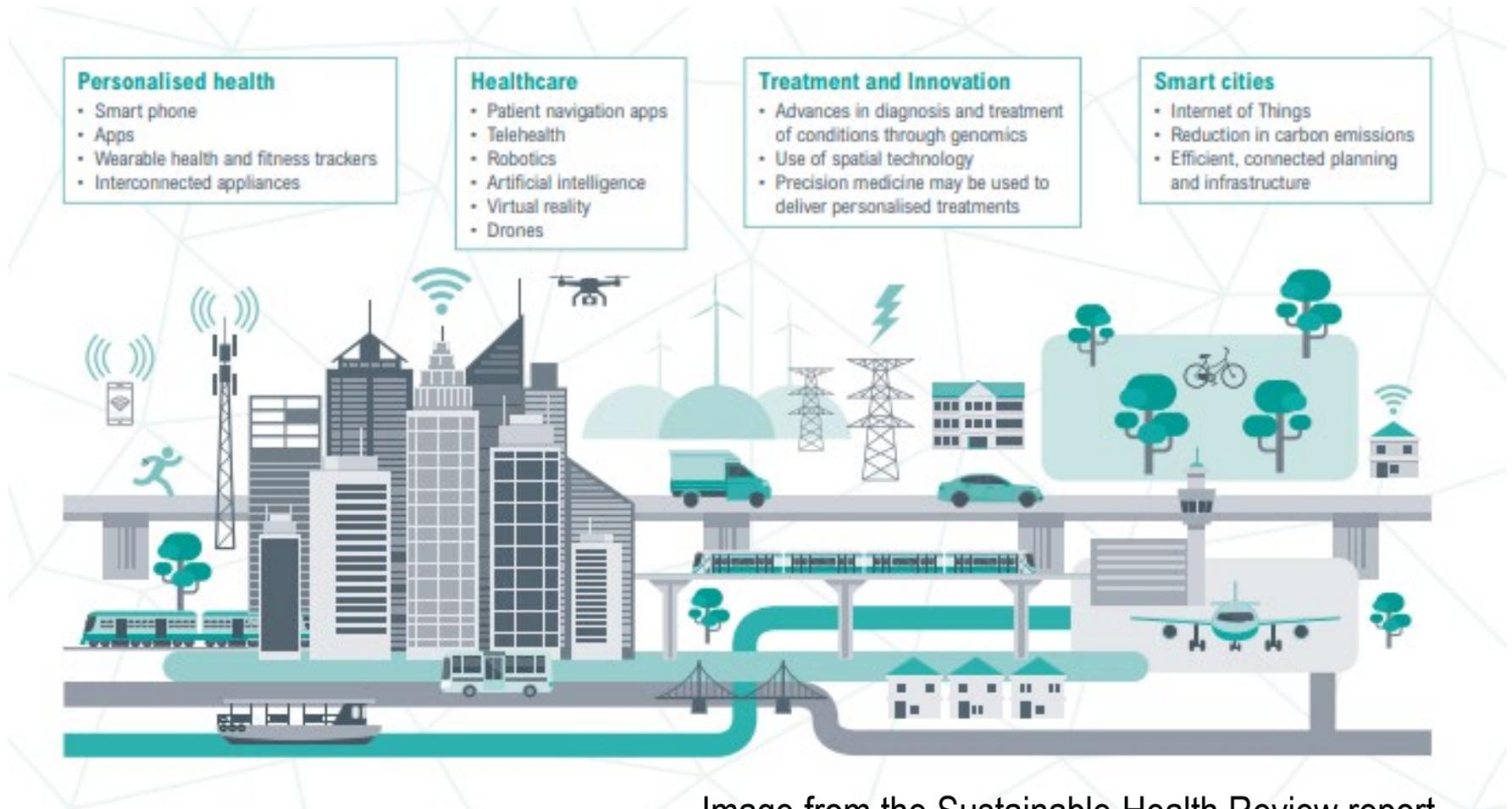


# Missing workforce / skills?

- We don't appear to have a logistics mindset – & it requires specialist skills & thinking.
- Should we be more focussed on logistics to operate our health system in a more aware, informed & transparent way?
- Many large North American health systems have been doing this for years & are rapidly developing.
- Do we need to have logistic workforce capability & capacity?
- Data scientists would need to support them, should we have some of these?

# Logistics & digital disruption

Digital disruption is shaping the future of healthcare & workforce



# Data science and better coordination

The 2019 OAG *Access to State-Managed Adult Mental Health Services* audit report highlighted that of the 212,000 people in WA who experienced a mental health care event between 2013 and 2017, **just 10% used 90% of the total State-managed mental health hospital care and almost 50% of emergency and community treatment services.**

# Peer workforce

- Our system is difficult to access & navigate, particularly for more disadvantaged patient cohorts & communities.
- We have commenced, albeit it slowly, engaging peer workers in mental health to enhance the effectiveness & compassion of our care.
- Why would we not explore this with vulnerable mothers who don't readily access perinatal or child health care, by engaging more experienced mothers who are embedded in community?
- Similarly, reaching & influencing youth could benefit from a complementary older youth / young adult workforce that enables access & builds trust.



# Country workforce support

- 24/7 senior management capability for 100 sites
- 24/7 staff security and safety - virtually



- A WACHS Nursing & Midwifery & Command Centre collaboration.
- The 'BACKUP Nurse' virtual service supports graduate nurses in country hospitals seven days a week using 24/7 telehealth support.

Thank-you  
Any questions?

[Jeff.Moffet@health.wa.gov.au](mailto:Jeff.Moffet@health.wa.gov.au)

9223 8525