



Government of **Western Australia**  
Department of **Health**

# Director General's response to Clinical Senate Recommendations: Outpatient Care – A look to the future

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December 2015



## Message from the Director General

*“I appreciate the Clinical Senate’s consideration of this important topic and welcome the opportunity to respond to the Recommendations from the day’s proceedings.”*

# Governance Context

- This year WA Health commenced a five year reform program focused on the key enablers for our health system.
- As part of these changes, new legislation outlining a contemporary governance framework for WA Health will replace the Hospitals and Health Services Act 1927.
- The new legislation will include the establishment of Boards of Governance for each Health Service as separate statutory authorities and the establishment of the Department of Health as the 'System Manager'. This will be supported by a performance management system that aligns with the revised governance and accountability structures and improved clinical outcomes through continued implementation of ABM.
- The new legislation will ensure roles and responsibilities are clear at every level of the system and that we continue to improve health outcomes through decision making that is closer to the patient, by those working in the system.
- The Director General considered the Recommendations of the Clinical Senate in the context of the current governance reform.

# Response to Recommendations

Recommendation (Summarised)		Response	
1	The development of non-admitted Key Performance Indicators that are consistent across the system	In Principle Endorsement	WA Health will continue to develop and refine standardised KPIs in relation to outpatients.
2	That the ICT Strategy Implementation Plan Priority Area 2 addresses outpatient and ambulatory care information sharing and communication – particularly in relation to access to, and training in the use of, the PCEHR by health professionals	In Principle Endorsement	WA Health is developing an Information Management Strategy that supports clinical information sharing. Mechanisms for the sharing and communication of outpatient and ambulatory care information are in the scope of this deliverable
3	That the Health System Improvement Unit organise clinical redesign projects that decrease face-to-face consultations and stop unnecessary appointments	In Principle Endorsement	The design and implementation of projects relating to this recommendation will be managed by Health Services

# Response to Recommendations

Recommendation (Summarised)	Response	
<p>4 That WA Health ensures the outpatient appointment system is reviewed with the following considerations:</p> <ul style="list-style-type: none"><li>A) All internal outpatient referrals require senior discipline authorisation unless they are part of a pathway or LOS initiative</li><li>B) All patients are always referred back to their GP to coordinate care</li></ul>	Endorsed	The Demand Management Steering Committee is currently considering a recommendation regarding senior clinician review of all referrals and will investigate the feasibility of all patients being referred back to their GP

# Response to Recommendations

Recommendation (Summarised)		Response	
5	That WA Health identify high volume MBS activity that can be transferred to primary care	In Principle Endorsement	The design and implementation of projects relating to these recommendations will be managed at a Health Service level
6	That the Primary Care Health Network work with each Health Network to identify occasions of service provided as outpatient care that could be transferred to Primary Care	In Principle Endorsement	
7	That streamlined patient centred processes are embedded in pathways to transfer paediatric cares to adult services	Endorsed	WA Health is currently working to improve these pathways
8	That WA Health organise see and treat or see and diagnose clinics	In Principle Endorsement	WA Health is currently working to improve these pathways

# Response to Recommendations

Recommendation (Summarised)		Response	
9	<p>That the following is included in the WA Telehealth Strategy:</p> <ol style="list-style-type: none"><li>1. Sustainable funding options to support telehealth</li><li>2. A strategy to align effort across the system in relation to: funding for access to GPs; system wide linkage to telehealth services (eg NFPs, private hospitals, prisons); GP access to Public Outpatient Services specialists via telehealth</li><li>3. Engagement with metropolitan outpatients to determine how to increase linkages to local services such as GPs and small public hospitals</li></ol>	Endorsed	WACHS will progress this recommendation