



Sustainable Health Review

PUBLIC CONSULTATION

Joondalup Public Forum

24 October 2017

SUMMARY

Public Forums are being held in metropolitan and regional areas to provide input on developing a more sustainable and patient centred health system in Western Australia.

This Summary outlines major themes from the workshop only and is intended to be indicative of the more extensive information from the forum that will be provided to the Sustainable Health Review Panel to consider. This material is not to be regarded as endorsed by the State Government.

To keep in touch with the progress of the Review and for lodgement of Public Submissions, please go to www.health.wa.gov.au/sustainablehealthreview.

The Sustainable Health Review Panel would like to thank all participants for their contributions to improving our health system.



WHAT ARE THE BURNING ISSUES

From a large number of identified concerns, the following burning issues stood out:

- The need to increase community based programs and services based on prevention and wellness models to reduce hospital admissions
- Difficulties in navigating between silos of services and systems, especially for chronic health conditions and in the aged care sector
- The need for greater transparency for treatments and associated costs in the public and private systems, for fees and costs in the aged care system, and for accountability around issues with standards of care
- Waste and inefficiencies, with 30% of care deemed low value and previous hospital avoidance program funding ceased despite significant investment
- The need for greater support for carers and families to reflect the work they do, having to constantly push GPs and health professionals on dementia and chronic diseases, and having to implement complex care plans in the home
- Too few resources and too many barriers to empowering and fully utilising nurse practitioners, including specialists not accepting referrals from nurse practitioners
- Gaps in service provision and pathways for under and over 65 years of age, younger onset dementia and limited end of life support
- People don't know how to access e-health records and GPs don't utilise them, which results in the duplication of having to tell your story many times

THE CRITICAL CONVERSATIONS THAT WE MUST HAVE

- Ensuring health professionals collaborate across areas, specialities and hierarchies to provide patients with the care they need
- Making the Federal / State health system work in equitable, ethical and cost effective ways as the focus shifts to community health
- Determining priorities for a sustainable health system and building public support for the measures required
- Shifting the focus to prevention rather than treatment of illness



SUGGESTIONS FOR BETTER COLLABORATION (AREAS, SPECIALTIES, HIERARCHIES) TO DO WHATEVER IT TAKES TO ENSURE THE PATIENT GETS THE CARE THEY NEED

- Better use of external scope practitioners to reduce avoidable daily ED admissions
- Populate the data set with My Health records
- Bring treatment / prevention back into the community by building on GP health plans and encouraging small scale health services with local providers
- Provide a common foundation at the undergraduate level across all health disciplines, prior to specialising
- Health connectors to navigate the system, advocate for the consumer and hold service providers accountable

SUGGESTIONS FOR REDUCING WASTAGE, OVER CHARGING AND OVER SERVICING

- Use electronic systems, records and data to identify and limit wastage
- Identify the 30% of care that is low value in each service or facility
- Regular audits of service provider outcomes and patient compliance with advice or medication
- Better utilise the skills and scope of existing health service personnel

SUGGESTIONS FOR ENSURING WE'RE INVESTING IN KEEPING PEOPLE HEALTHY INSTEAD OF ADDRESSING ILLNESS

- Reward people for staying healthy
- Reward services where prevention has saved the system from additional cost
- Add exercise on prescription into the system



SUGGESTIONS FOR HAVING PUBLIC CONVERSATIONS ABOUT SUSTAINABILITY AND PRIORITIES FOR THE HEALTH SYSTEM

- Service provider and clinician meetings that are open to the public
- Patient Opinion website
- Greater use of social media