



Sustainable Health Review

PUBLIC CONSULTATION

Metro East Public Forum

Wednesday, 18 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.



THE BURNING ISSUES

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

- A lack of continuity in care between acute, community and primary health sectors that results in fragmentation, duplication or people falling through the cracks
- Preventative health needs more emphasis, with a shift from hospital to community focus and increased investment in earlier intervention and prevention to reduce hospital costs
- Funding is not based on needs or patient care but rather on programs, which results in fragmented and complex funding streams
- Patients are often not being placed at the centre of care, pathways are not always clear, there is a lack of focus on the social and emotional wellbeing of individuals and some clinicians need to improve their listening skills to consumers, carers and families
- There are gaps in the provision of mental health services, especially for earlier intervention within a community setting and in response to exacerbations at points in time
- Siloed responses to social issues and social determinants of health such as homelessness
- The need for community change towards greater resilience, connectedness, social capital and responsibility for being healthy
- A lack of KPIs that encourage collaboration between service providers and improved trust between clinical groups
- Lack of accessible patient health records that can be shared across all health professionals, and that join mental and physical health data
- Challenges of an ageing population including an ageing workforce, lack of use of technology and complexity around the interface of aged care, NDIS and health services

THE CRITICAL CONVERSATIONS THAT WE MUST HAVE

- Truly placing the patient at the centre of health care services in a way that the person is treated in their totality and pathways are optimised
- Making changes today and shifting resources to what will be needed in the future
- Bringing Government agencies together and requiring Ministerial accountability and responsibility for health outcomes
- Creating a WA Health System rather than siloed approaches, turf wars and competition between entities
- Levels of service provision and making decisions on the best value for the resources and funds that are available
- Shift resourcing from hospitalisation to the community sector to boost early detection, education and interventions, especially for chronic diseases
- Integrated IT systems across all sectors and service providers



SUGGESTIONS FOR A BETTER COORDINATED, INTER-GOVERNMENT AND COMMUNITY RESPONSE TO ADDRESS SOCIAL DETERMINANTS OF HEALTH

- Explore cross-Department targets
- Implement a State Health Plan to guide funding
- Develop Health Inclusion Plans
- Boost community awareness of the link between green space and public health
- Migrate control of the existing Health Networks further into the community sector



SUGGESTIONS TO REDUCE COMPETITION AND INCREASE COLLABORATION TO ENSURE FUNDING FOR RESOURCES THAT PROVIDE BETTER HEALTH OUTCOMES

- Better leverage existing networks and partnerships with consortium funding models
- Partnerships between hospitals and NGOs to discharge people who don't need to be in hospitals
- Contract and fund for services within an area to work collaboratively on agreed health outcomes
- Implement preferred provider status for those services that consistently achieve health outcomes in the community

SUGGESTIONS TO BETTER USE DATA TO REDUCE WASTE AND DRIVE BETTER HEALTH OUTCOMES

- Department of Health to use data for streamlining efficiencies, not just funding acquittals
- Develop a State digital exchange system that brings in data from all sources
- Engage health insurance providers in the technology development process
- Better analyse State collected data to quantify the cost of social issues impacting on health



SUGGESTIONS TO IMPROVE EARLY DETECTION AND INTERVENTION

- Mental Health Early Intervention Clinics that are supported by graded access for Police to provide a safe working environment
- Closer collaboration and partnerships with Local Government, to deliver primary care
- Invest in and improve the capacity of local communities to provide health care
- Better utilise the pharmacy network across the State to drive and provide preventative health programs