Sustainable Health Review

PUBLIC CONSULTATION

Metro South Public Forum

Thursday, 28 September 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.

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ATTENDEES

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

THE BURNING ISSUES

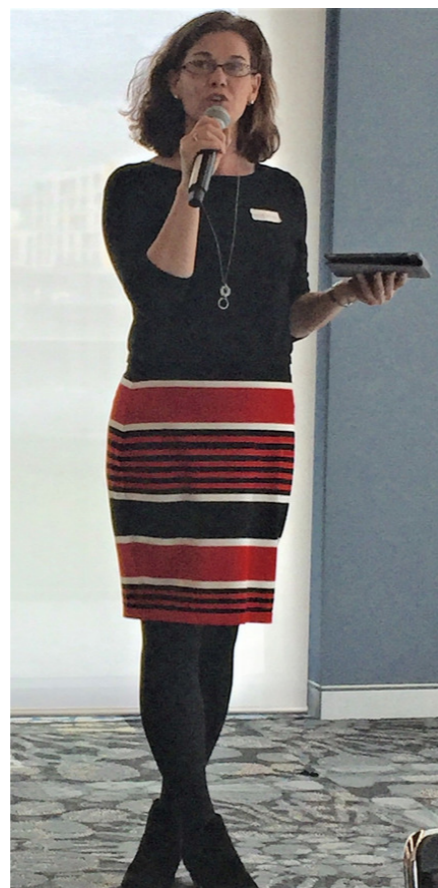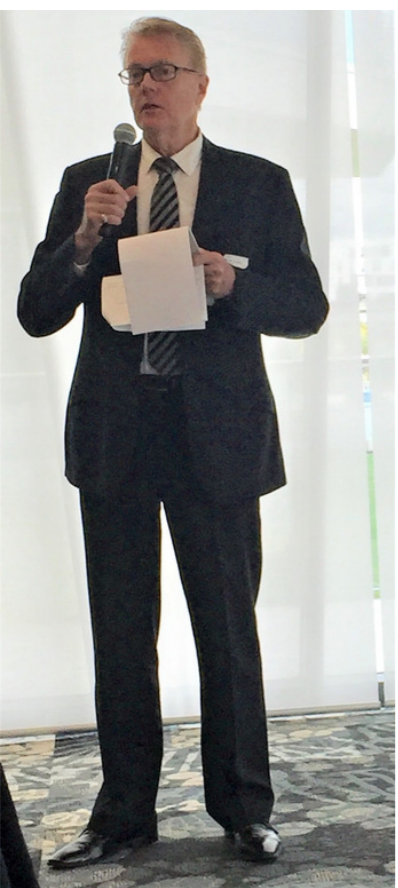From a large number of identified concerns, the following burning issues stood out:

- Silos within the Health system between health services, workforces, Health and Disability Services, Commonwealth and State services
- The need for a greater emphasis on preventative health through re-orienting services, a focus on early intervention, promotion of self-management and endorsement of community developed and driven programs
- Reducing wastage in the system due to duplication of services, slow introduction of new technologies and continuation of ineffective clinical interventions
- The need for new ways to keep people in their homes and avoid expensive hospital services
- Better use of the Health workforce in ways that utilise the expertise and capacity available
- Inequity in access to health care, particularly for country people accessing metropolitan support facilities

THE CRITICAL CONVERSATIONS THAT WE MUST HAVE

- Managing expectations so that community members have realistic expectations about what the Health system can and cannot provide
- A focus on the determinants of health such as inequality, housing and education by incorporating health in all policies rather than fixing immediate health and illness services
- Long term planning for infrastructure, systems and workforce to increase integration and collaboration between public and private health systems
- Recognition of professional skill sets, the changing role of professionals, and the perceived threat to professional bodies
- The euthanasia discussion and support for end of life, self-directed solutions

SUGGESTIONS FOR MANAGING EXPECTATIONS

- Working with communities to engage meaningfully and co-produce expectations and outcomes
- Incentivise the community to be active and to proactively engage with preventative health
- Promote consumer rights, stronger advocacy and increased education services
- Increase information and transparency around the cost of health care, the wait time and the delays
- Ensure an effective and efficient public health system as a fundamental level of care for everyone

SUGGESTIONS FOR A FOCUS ON SOCIAL DETERMINANTS

- Offer annual health checks and more respite support to recognised carers to avoid impacting on the carers' health
- Increase public literacy around the social determinants of health
- Increase education and awareness of social determinants of health within Government and non-Government providers and apply the Carers Recognition Act across Government Departments and Agencies
- Extend and strengthen the use of KPIs related to the social determinants of health across all Government sectors and Departments
- Significantly increase Health Practitioner input into Health education in schools

SUGGESTIONS FOR COLLABORATION AND INTEGRATION

- Embrace and use existing systems such as Health Pathways to de-silo Health
- Enable rapid transfer of information through secure messaging systems, eHealth and community hubs to upload and download data
- Incentivise collaboration between systems and services, rather than accept competition
- Support and encourage Local Government to promote health and wellbeing and encourage service collaboration
- Challenge the gatekeepers and confront the need for change within the system

SUGGESTIONS FOR END OF LIFE CARE, PLUS HEALTH PROMOTION

- Increase community education about palliative care, end of life care and futile treatments
- Actively promote advanced healthcare directives and lead by example
- Co-produce health promotion campaigns with communities and cohorts
- Address obesity as a major concern for our community