

## Public Submission Cover Sheet

Please complete this sheet and submit with any attachments to the Sustainable Health Review Secretariat

### Your Personal Details

*This information will be used only for contacting you in relation to this submission*

|                 |            |
|-----------------|------------|
| Title           | [REDACTED] |
| Organisation    |            |
| First Name(s)   | [REDACTED] |
| Surname         | [REDACTED] |
| Contact Details | [REDACTED] |

### Publication of Submissions

*Please note all Public Submissions will be published unless otherwise selected below*

- I do not want my submission published
- I would like my submission to be published but remain anonymous

### Submission Guidance

**You are encouraged to address the following question:**

**In the context of the Sustainable Health Review Terms of Reference listed below, what is needed to develop a more sustainable, patient centred health system in WA?**

- Leveraging existing investment in Primary, Secondary and Tertiary healthcare, as well as new initiatives to improve patient centred service delivery, pathways and transition;
- The mix of services provided across the system, including gaps in service provision, sub-acute, step-down, community and other out-of-hospital services across WA to deliver care in the most appropriate setting and to maximise health outcomes and value to the public;
- Ways to encourage and drive digital innovation, the use of new technology, research and data to support patient centred care and improved performance;
- Opportunities to drive partnerships across sectors and all levels of government to reduce duplication and to deliver integrated and coordinated care;
- Ways to drive improvements in safety and quality for patients, value and financial sustainability, including cost drivers, allocative and technical efficiencies;
- The key enablers of new efficiencies and change, including, research, productivity, teaching and training, culture, leadership development, procurement and improved performance monitoring;
- Any further opportunities concerning patient centred service delivery and the sustainability of the WA health system.

### Submissions Response Field

***Please type your response into the field below. Alternatively you may provide your submissions as a separate attachment (Suggested Maximum 5 pages).***

I am thrilled to see 'improved performance monitoring' on the list as I believe that a dramatically increased focus on performance measurement is required to ensure that each individual in WA Health:

- knows what their role is,
- understands clearly how their role links to departmental and organisational goals
- is helped to achieve high quality delivery
- has the quality of their work monitored so feedback can be provided
- is held accountable for what they deliver.

Many individuals in WA Health are very capable and dedicated, delivering exceptional quality day in day out but unfortunately some do not - either because they cannot or do not want to. Worse, these people are able to continue to get away with it because so many managers do not know where to start when it comes to clearly defining work tasks, setting achievable targets and regularly assessing performance.

Staff cannot deliver their best without a system that enables and assesses their work and unless things change, WA Health will not deliver value for money. High performers will give up and leave in frustration and under-performers will coast along for the ride.