

PATIENT EXPERIENCE WEEK INITIATIVES

WESTERN AUSTRALIA DEPARTMENT OF HEALTH | DISABILITY HEALTH NETWORK
healthpolicy@health.wa.gov.au | www.healthnetworks.health.wa.gov.au
DISABILITY HEALTH NETWORK



PATIENT EXPERIENCE WEEK (PXW)
Community Conversation & Leadership Breakfast
Perth WA | April 27-28 2017
#hccpxw #WhatMatters2U



Our Patient Experience initiative is...

The Disability Health Network (DHN) is an innovative approach towards achieving better health outcomes for people with disability that is underpinned by a partnership between the Department of Health and the Disability Services Commission in Western Australia. Established in 2012 in response to continuing demand from a range of sources for the voice of people with disability, their family and carers to be heard by clinicians, the Directors General committed personnel and resources to this unique initiative.

The DHN operates using a model of influence, where people with disability, their family and carers are at the centre of all activities, including the Executive Advisory Group, which determines priorities, reviews outcomes, shares information and fosters collaborative networks, Working Groups that progress agreed work plans, consultations to inform policy development and presentations to share, connect and improve.

What difference has this made?

The framework aims to provide a better health experience for people with disability, their families and carers and ultimately better health outcomes for people with disability by delivering health services that meet individuals needs, improve access to appropriate services and coordinated care. It provides a vision for an inclusive health system in WA and identifies priority areas for improving health care for people with a disability. It provides a tool to support the health sector in ongoing service improvements.

The DHN has produced several important resources, including:

1. The Disability Health Network Commitment to Inclusive Engagement: http://www.healthnetworks.health.wa.gov.au/docs/DHN_Commitment_Inc_Engagement_accessible.pdf
2. Hospital Stay Guidelines: www.healthnetworks.health.wa.gov.au/docs/Hospital%20Stay%20Guideline.pdf
3. Shared attitudes and behaviours in healthcare:
 - A core capabilities resource for disability health: www.healthnetworks.health.wa.gov.au/docs/Disability_Health_Core_Capabilities_Resource.pdf
 - The WA Disability Health Framework and Companion Resource: www.healthnetworks.health.wa.gov.au/docs/Disability_Health_Framework.pdf

Disability Health Framework

Our Vision

An inclusive Western Australian health system that empowers people with disability to enjoy the highest attainable standard of health and wellbeing throughout their life

Purpose

Provide direction to WA Health and its partners on policy development and service delivery to achieve improved health outcomes for people with disability

Goals/outcomes	Priority areas	System Influencers
<ul style="list-style-type: none">Recognise the right to effective services and care for people with disabilityFoster a broader understanding of the health needs of people with disabilityImprove the quality, accessibility, inclusiveness and coordination of services necessary to meet the health needs of people with disability	<ul style="list-style-type: none">Understanding and recognitionHealth and wellbeingWorkforce capabilityInclusive health care	<ul style="list-style-type: none">Individual community and organisational capacityNetworking and stakeholder organisational capacitySafety and quality in health careDisability Access and Inclusion PlansData and researchTechnology

Guiding principles

- Person centred
- Responsive and flexible
- Respect and dignity
- Collaborative
- Continuous improvement

A lesson that can help others...

Highlighting the human rights basis for inclusive healthcare provides a platform for change that makes sense to most people in Australia who believe in a fair go. As such, the concept that people with disability are entitled to receive healthcare that includes them as partners in decision making, meets their individual needs and acknowledges the changes that might be required to deliver that care resonates with most people. The lesson we have learnt and incorporated into the work of the Disability Health Network is how powerful stories from people with disability, their family and carers are in changing culture within a large system.