



HEALTH CONSUMERS'  
COUNCIL  
YOUR VOICE ON HEALTH

## Sustainable Health Review Recommendations

Consumer, carer, family and community  
representative networking 1 July

A graphic of the word 'WELCOME' where each letter is on a separate, colorful rectangular block (W: blue, E: green, L: pink, C: purple, O: orange, M: blue, E: red). The blocks are arranged in a slightly staggered, 3D effect.

WELCOME

Pip Brennan, Health  
Consumers' Council

The Health Consumers' Council acknowledges the people who are the Traditional Owners of this Land and pay respect to all Elders past, present and future. We extend our respect to all other Aboriginal and Torres Strait Islander Cultures.



# The process – consumer, carer, community perspective

- Consumer and Carer Reference Group (alongside Clinical Reference Group)
- After 1<sup>st</sup> round of consultation – investment to hear more consumer, carer and community voices
- 350 participants across
  - Metro and regional community face to face conversations
  - Regional community online conversations
  - Survey
- Feedback all available online  
<https://ww2.health.wa.gov.au/Improving-WA-Health/Sustainable-health-review/Related-documents>





# The recommendations

# Sustainable Health Review – HCC takes heart...

- Preventative Health Budget
- Funding model adjustments
- Acknowledgment that the fixes are beyond the hospital walls
- Equity and Social Determinants of Health – also ACEs (not in SHR)
- Transparency of S&Q data
- Opportunities of engaging differently with consumers
- Vital importance of engaging with staff



# Outcomes Framework WA Prototype 3 November 2018

Domains and outcome statements:

**Safe**  
We are safe and free from harm

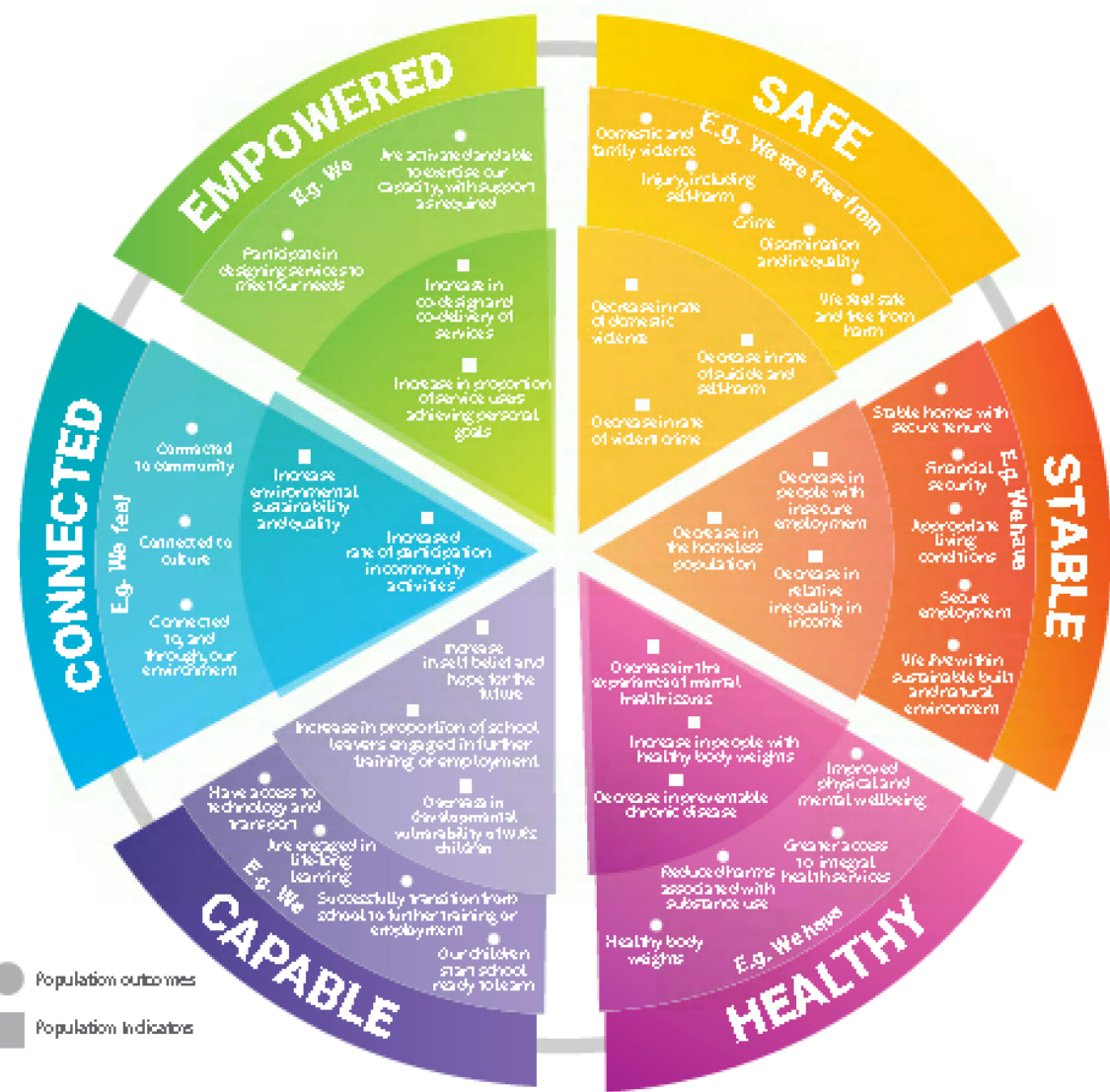
**Stable**  
We are financially secure and have suitable and stable housing

**Healthy**  
We are healthy and well

**Capable**  
We have the resources to contribute to our community and economy

**Connected**  
We are connected to culture, community and the environment

**Empowered**  
We are enabled to make decisions about our lives



Domains and outcome statements: Framed to focus on people's needs, not agency portfolios. Aspirational.

Population outcomes: Examples only. Long-term, aspirational. To be developed and prioritised with input from relevant line agencies, providers and the community.

Popular outcomes: Examples only. Select indicators to be reported in Our Communities Report. Specific agencies likely to include additional indicators.

Examples and service areas: Many service areas likely to cross multiple domains. E.g. suicide = safe and healthy.

## Supporting Communities Forum-beyond hospital walls



# Sustainable Health Review On A Page



## 8 Enduring Strategies



30 recommendations



Figure 1: Shaping a more sustainable health system

# Sustainable Health Review



## Enduring Strategy 1 - Commit and collaborate to address major public health issues



### Recommendation Four:

Commit to new approaches to support citizen and community partnership in the design, delivery and evaluation of sustainable health and social care services and reported outcomes.

[Six priorities for implementation](#) on pages 54-55 of the report



# Sustainable Health Review



Enduring Strategy 1: Commit and collaborate to address major public health issues



## Recommendation 4

### 1. Priorities in Implementation

Expansion of Patient Opinion, Care Opinion and real-time consumer feedback mechanisms; and

introduction of deliberative approaches where citizens are engaged in a detailed review of a given topic.

# Sustainable Health Review



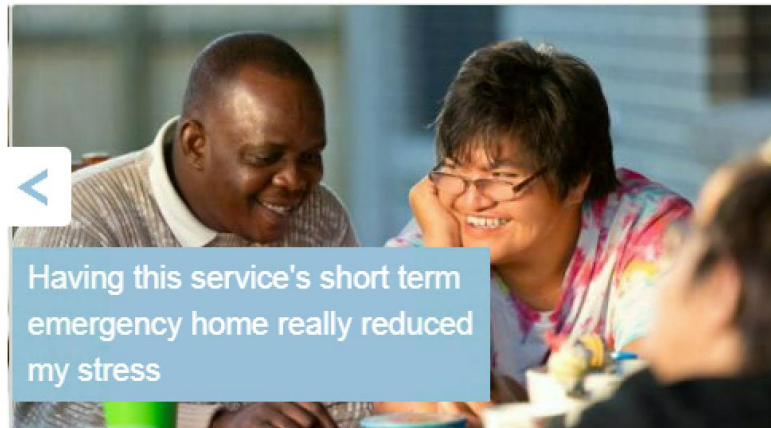
Select Language | Size: **A** **A** **A** Contrast: **C** **C** **C** **C** [Log in](#)

**CARE OPINION** AUST  
**BE HEARD.**

An independent site about your experiences of care and support services, good or bad.  
We pass your stories to the right people to make a difference.

[Home](#) [Tell your story](#) [About us](#)

[Search »](#)  
eg Brisbane, elderly care, dementia, 2250



Having this service's short term emergency home really reduced my stress



My service got my daughter everything she needed

# Sustainable Health Review



Commit and collaborate to address major public health issues



## Recommendation 4

### 2. Priorities in Implementation

Transparent public reporting of patient and carer reported experience and outcomes (PREMs and PROMs) by July 2021 with ongoing development of measures in line with emerging best practice.



# Sustainable Health Review



Commit and collaborate to address major public health issues



## Recommendation 4

### 3. Priorities in Implementation

**Greater shared decision making** between patients, carers and clinicians through open and honest conversations on treatment options, evidence, benefits and risks.

# Sustainable Health Review



Commit and collaborate to address major public health issues



## Recommendation 4

### 4. Priorities in implementation

Consumer and carer voices embedded into health system governance structures and make consumer/carer/clinician partnerships and co-designed projects a normal part of business.

# Sustainable Health Review



Enduring Strategy 1 - Commit and collaborate to address major public health issues



## Recommendation 4

### Priorities in Implementation 5

Introduction of **community-based and online approaches** to better link people to support and navigation assistance, including a pilot of Community Booths.





# Sustainable Health Review



Enduring Strategy 1 - Commit and collaborate to address major public health issues



## Recommendation 4

### Priorities in Implementation 6

Engagement and support for **carers** embedded through early recognition in patient administration systems, and enhanced training to support and strengthen carer resilience and overall health and wellbeing

# Sustainable Health Review



Four pilot projects – Leon will also discuss

- The Home First model of care supporting people who do not require an acute hospital bed to return home for assessment by the right type of clinician at the right time;
- A 'one-stop-shop' for children, young people and their families where they can access child health, development and mental health services, as well as other government agencies such as education and community services;
- A 20-bed medical respite centre to provide clinical care to homeless people who may otherwise be admitted to hospital; and
- A Safe Café where people with non-acute mental health issues can receive support and advice in a supportive environment, after hours.



# Opportunities and implications



Source: @NHSChangeDay



@Sch4Change #S4CA



# The **POW!ER** to make a **positive difference**



## **Change AGENCY** definition:

*The power, individually and collectively, to make a positive difference. It is about pushing the boundaries of what is possible, mobilising others and making change happen more quickly*



## **Change AGENT** definition:

*Someone who is actively developing the skills, confidence, power, relationships and courage to make a positive difference*

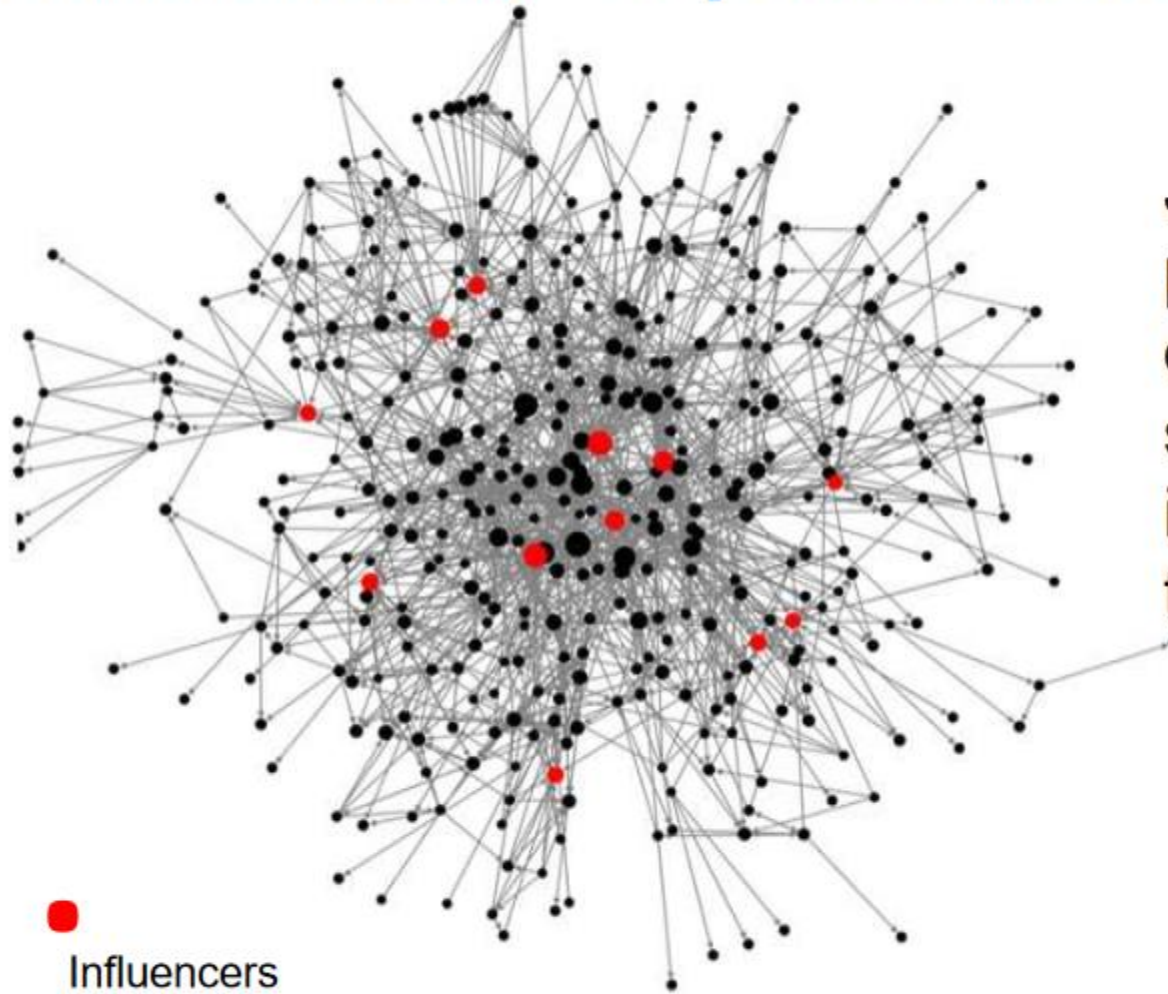


@Sch4Change #S4CA





# Find the 3% “super-connectors”!



Just 3% of people in the organisation or system typically influence 85% of the other people



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Source: Organisational Network Analysis  
by Innovisor





# Why superconnectors?

A major cause of change failure is poor dialogue with the informal organisation

The 3% informal influencers:

- Have the relationships, networks, content and context
- Drive the perceptions of other people
- Are the go-to people for advice
- Make sense of things and reduce ambiguity for others
- Are trusted by peers more than formal leaders are trusted
- Are largely unknown to formal leaders



Source of graphic: The Strategy Group

# Ten things that effective change agents do

1. Build shared purpose with diverse groups of people
2. Act for change with fellow change agents
3. Work inter-dependently with others
4. Create different conversations
5. Act as a bridge between the formal and informal system

Source: Helen Bevan

6. Conform and rebel
7. Show that another way or ways is possible
8. Keep measuring outcomes and sharing impact
9. Never stop experimenting and learning
10. Care for themselves and invest in self-management



@Sch4Change #S4CA





Sustainable  
Health  
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IT'S  
A DIET PLAN,  
NOT LOST  
WEIGHT