

#### **COMMUNIQUE: CONSUMER COMMISSION DIVERGENT WORKSHOP 2**

#### 6 AUGUST 2020

On 5 August CHF hosted the second workshop of our *Consumer Commission: Beyond COVID-19*, which focussed on integration and care coordination. 22 Consumer Commissioners attended the session.

Throughout the workshop Commissioners were divided into breakout groups to discuss four key questions related to integration, care coordination and how the COVID-19 pandemic has exposed areas of fragmentation in the system. The key questions discussed were:

- 1. Have there been any changes adopted during the pandemic response that can be retained to help support integrated and coordinated care into the future?
- 2. What are the key points of fragmentation and disconnection that recent circumstances have amplified?
- 3. What changes are needed so that all care pathways are based around the needs of individuals, families and communities rather than providers?
- 4. What governance arrangements are needed to facilitate better integration between health and social care services?

Key themes from the discussions are outlined below:

# Positive changes to retain

- State and federal governments talking and planning together
- Public-private partnerships and collaboration
- Increased access to telehealth, homebased care and virtual hospitals
- More focus on SDOH - recognition that health doesn't stand on its own
- Collaboration between research and policy
- Value of carers as part of care teams highlighted

# Fault lines / disconnects

- Siloeing of systems e.g. aged care, prison health, disability, mental health (from physical health)
- Telehealth software not linked across platforms
- National supply chains stretched
- Hierarchy of services became evident (psycho-social low priority)
- Preventive care inc. screening dropped away
- Lack of/inconsistent communication, especially with CALD communities
- Poor access to services in rural areas (not a new issue)

### Policy changes to support integration

- Funding reforms inc. care pathways, block funding for chronic conditions, outcome-based, simple for consumers
- Care coordinator/ navigator roles to connect and make one health ecosystem
- Shift the power to a consumer-centred system
  learn from other sectors
- Embed consumer leadership in health system governance and culture
- Take a Health in All Policies approach with localised integration plans
- Evaluate lessons learned for future health system planning and crisis preparation.