



# HEALTH CONSUMERS' COUNCIL

## The Sustainable Health Review Implementation



CONSUMER REP NETWORKING EVENT  
22<sup>ND</sup> JUNE 2021

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## Commit and collaborate to address major public health issues

- 1 Increase and sustain focus and investment in public health, with prevention rising to at least five per cent of total health expenditure by July 2029.
- 2
  - a) Halt the rise in obesity in WA by July 2024 and have the highest percentage of population with a healthy weight of all states in Australia by July 2029.
  - b) Reduce harmful alcohol use by 10 per cent by July 2024.
- 3 Reduce inequity in health outcomes and access to care with focus on:
  - a) Aboriginal people and families in line with the *WA Aboriginal Health and Wellbeing Framework 2015-2030*.
  - b) Culturally and Linguistically Diverse people.
  - c) People living in low socioeconomic conditions.
- 4 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.
- 5 Reduce the health system's environmental footprint and ensure mitigation and adaptation strategies are in place to respond to the health impacts and risks of climate change. Set ongoing targets and measures aligned with established national and international goals.

2

## Improve mental health outcomes

- 6
  - a) Prioritise and invest in capacity to balance early intervention, community, step-up/step-down, acute and recovery mental health, alcohol and other drug services.
  - b) Immediate transparent public reporting of patient outcomes and experience.
  - c) Ensure clear accountabilities for joint planning, commissioning and service delivery for more integrated services.
- 7 Implement models of care for people to access responsive and connected mental health, alcohol and other drugs services in the most appropriate setting.

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## Great beginnings and a dignified end of life

- 8 Health actively partner in a whole-of-government approach to supporting children and families in getting the best start in life to become physically and mentally healthy adults.
- 9 Achieve respectful and appropriate end of life care and choices.

**Citizen and Community partnership is relevant to EVERY Enduring Strategy and EVERY Recommendation**

- 10 Develop a partnership between the WA Primary Health Alliance and the Department of Health, and partnerships between Primary Health Networks and Health Service Providers to facilitate joint planning, priority setting and commissioning of integrated care.
- 11 Improve timely access to outpatient services through:
  - a) Moving routine, non-urgent and less complex specialist outpatient services out of hospital settings in partnership with primary care.
  - b) Requiring all metropolitan Health Service Providers to progressively provide telehealth consultations for 65 per cent of outpatient services for country patients by July 2022.
- 12 Improve coordination and access for country patients by establishing formal links between regions and metropolitan health service providers for elective services including outpatients and telehealth, patient transfers, clinical support and education and training.
- 13 Implement models of care in the community for groups of people with complex conditions who are frequent presenters to hospital.
- 14 Transform the approach to caring for older people by implementing models of care to support independence at home and other appropriate settings, in partnership with consumers, providers, primary care and the Commonwealth.
- 15 Improve the interface between health, aged care and disability services to enable care in the most appropriate setting and to ensure people do not fall between the gaps.



### Drive safety, quality and value through transparency, funding and planning

- 16** Establish a systemwide high value health care partnership with consumers, clinicians and researchers to reduce clinical variation and ensure only treatments with a strong evidence base and value are funded.
- 17** Implement a new funding and commissioning model for the WA health system from July 2021 focused on quality and value for the patient and community, supporting new models of care and joint commissioning.
- 18** Establish an agreement between the Departments of Treasury and Health for a sustainable funding footprint to support the necessary change and reinvestment required in the health system in particular over the next three to five years.
- 19** Continue to seek a fair allocation of resources from the Commonwealth while partnering on common areas of reform.
- 20** Address key short to medium term capacity pressure points and develop system planning to ensure a comprehensive long-term plan for the health system to best meet community needs.



### Invest in digital healthcare and use data wisely

- 21** Invest in analytical capability and transparent, real-time reporting across the system to ensure timely and targeted information to drive safety and quality, to support decision making for high value healthcare and innovation, and to support patient choice.
- 22** Invest in a phased 10-year digitisation of the WA health system to empower citizens with greater health information, to enable access to innovative, safe and efficient services; and to improve, promote and protect the health of Western Australians.



### Culture and workforce to support new models of care

- 23** Build a systemwide culture of courage, innovation and accountability that builds on the existing pride, compassion and professionalism of staff to support collaboration for change.
- 24** Drive capability and behaviour to act as a cohesive, outward-looking system that works in partnership across sectors, with a strong focus on system integrity, transparency and public accountability.
- 25** Implement contemporary workforce roles and scope of practice where there is a proven record of supporting better health outcomes and sustainability.
- 26** Build capability in workforce planning and formally partner with universities, vocational training institutes and professional colleges to shape the skills and curriculum to develop the health and social care workforce of the future.
- 27** Remove barriers to equity, flexibility and transparency in workforce arrangements.



### Innovate for sustainability

- 28** Establish a systemwide network of innovation units in partnership with clinicians, consumers and a wide range of partners to quickly develop, test and spread initiatives delivering better patient care and value.
- 29** Ensure that future research activities and investments are linked to the priorities of the WA health system and are actively translated into practice.



### Implementation

- 30** Ensure a robust, disciplined and integrated approach to the implementation of endorsed Sustainable Health Review Recommendations.

## Recommendation 4 is an important lever



- It's about moving the system from “doing to” to “doing with” and ultimately “doing by”
- Consumers, carers, families and communities meaningfully involved in all aspects of designing, planning, evaluating, procuring health services that turn the curve for West Australians.





1. This is an important opportunity for all West Australians - expanding and developing consumer and carer involvement
2. Transparent Reporting is threaded throughout (Recommendation 4, 16, 20, 21)
3. The Review is about the underlying causes of health issues, not just the symptoms, e.g. Recommendation 3a is about poverty.
4. **Collaboration will be required as WA Health can't do this alone.**
5. The Review quantifies an increased investment in prevention.
6. The review hasn't forgotten environmental sustainability (Recommendation 5)

## Recommendation Four – Milestones

New approaches to citizen and community partnership designed



Increased take-up of new approaches to citizen and community partnership



Transparent public reporting of patient and carer reported experience and outcomes (PREMS and PROMS) with ongoing development of measures in line with emerging best practice



Increased public participation in major public health issues

# 1. New approaches to citizen and community partnership designed

1. Conduct a detailed review of current approaches to citizen and community partnerships across the health and social care sectors – BRIEF REVIEW OF PARTNERSHIPS, MORE ACTIVITIES PLANNED WITH DOT POINT 3
2. Conduct a literature review and environmental scan to identify leading practice and innovating new approaches for citizen and community partnership – MENTAL HEALTH COMMISSION LITERATURE REVIEW
3. Co-design packages of new approaches for partnering with consumers, citizens, clinicians CURRENT FOCUS – WORKSHOP IN PLANNING – STAY TUNED!

Increased take up of new approaches - Expansion of Care Opinion

# Care Opinion

**A Game changer for consumer feedback**




<https://www.hconc.org.au/consumer/care-opinion/>

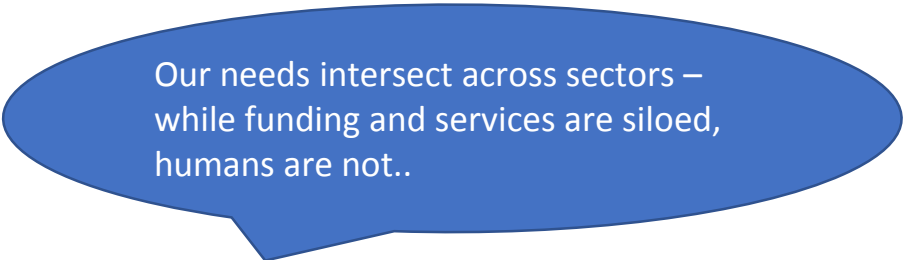


# Engagement Reflections from 26<sup>th</sup> October – “brave safe spaces”

- It's a concern is that while some very brave people will speak up, and it can be very healing, there are also lots that are afraid or unable to speak up and need others to support their issues
- A brave space is needed for people to have a voice and be heard. Many people feel that their voices have been silenced or shut down in services especially with mental health services
- There is an element of working with staff to support them to understand more about their unconscious biases and minimise the chance of stigmatising consumer and community representatives

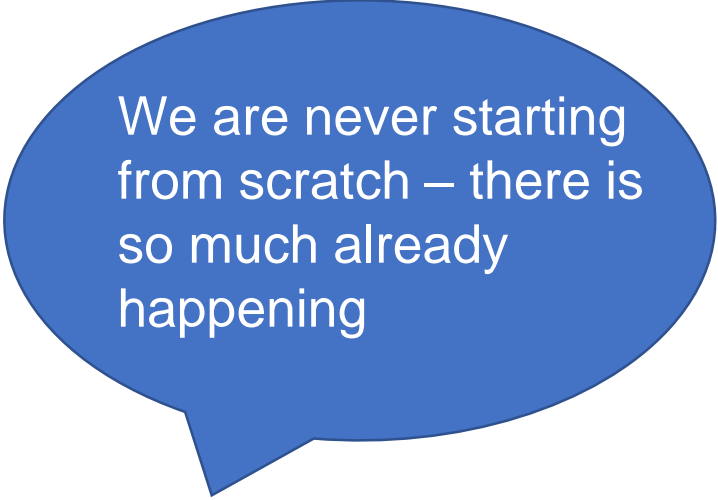


How do we create “brave safe spaces” –for people to come and tell their story?



Our needs intersect across sectors – while funding and services are siloed, humans are not..

# Engagement Reflections from 26<sup>th</sup> October



We are never starting from scratch – there is so much already happening

- Community Advisory Councils/ Groups/ District Health Advisory Groups etc. are already doing important and this needs to inform the Sustainable Health Review Implementation
- A systematic engagement process of these groups is an important next step.

## Literature Review – Mental Health Commission

A key insight from the Literature review:

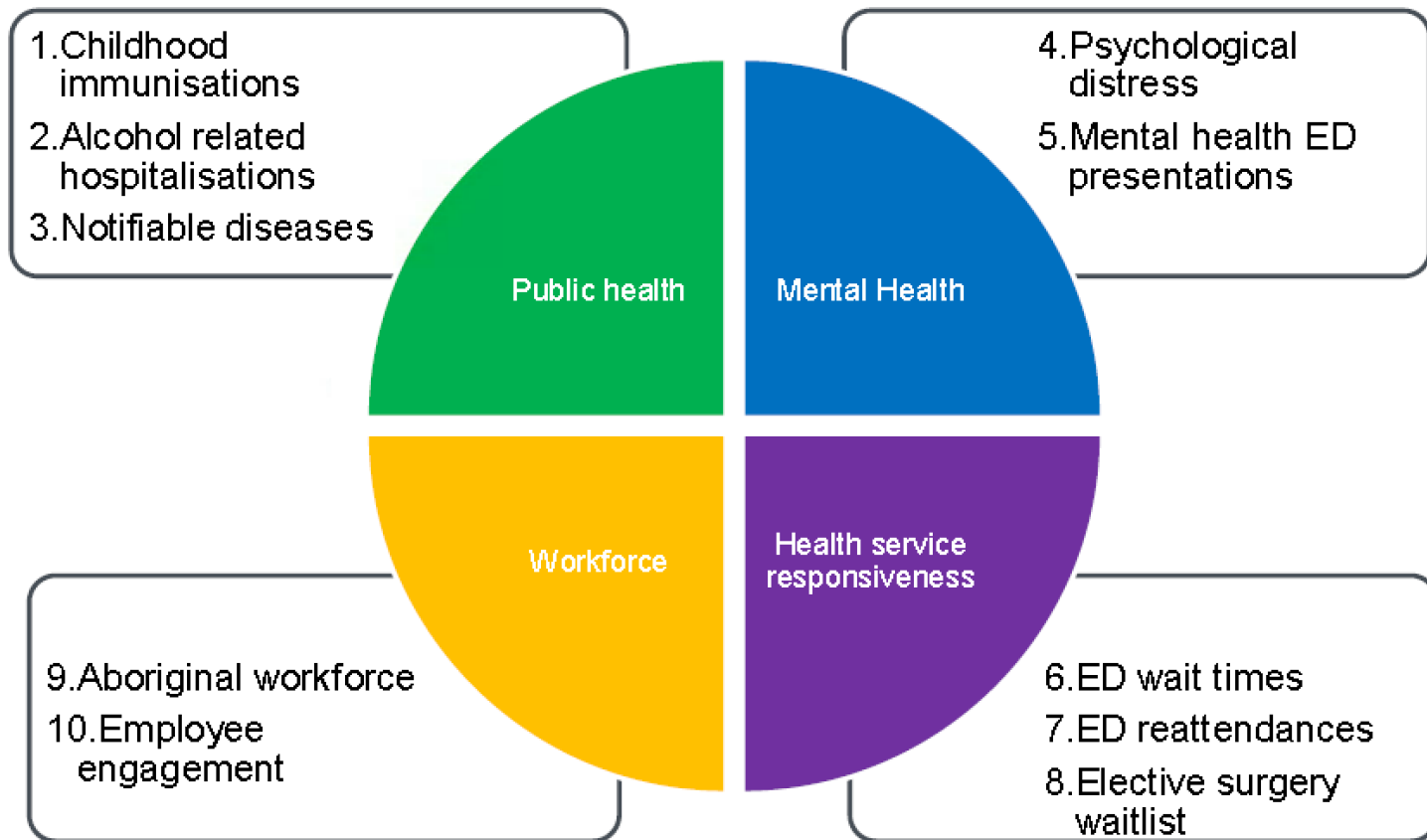
- The method of engagement is not nearly as important as the relationships that are built.



An area to build on for the Literature review:

- Needs to include more peer/ lived experience sources

## 10 fast-track system-level outcome measures



## 10 fast-track system-level outcome measures

1. Percentage of children fully immunised at 12 months by Aboriginality
2. Age-standardised rate of hospitalisations for conditions related to alcohol use
3. Age-standardised rate of sexually transmitted infections
4. Percentage of adults who report high or very high psychological distress
5. Percentage of ED mental health attendances with a length of episode greater than 24 hours
6. Percentage of Emergency Department patients seen within recommended times
7. Percentage of unplanned Emergency Department re-attendances for a related condition within 48 hours
8. Percentage of elective wait list patients waiting longer than recommended for surgery
9. Percentage of WA health system employees who identify as Aboriginal
10. Employee engagement index from the Minister for Health's staff survey

## Outpatients – Recommendation 11



## Frequent presenters to ED – Recommendation 13

COPD and CHF Focus  
Forum planned – date tbc



# Digital Health – Recommendation 22



74 Consumers across 10 Kitchen Table Discussions Held



## HEALTH CONSUMERS' COUNCIL

<https://www.hconc.org.au/what-we-do/policy-development/sustainable-health-review-consumer-view/>

info@hconc.org.au