



Emergency Access Response Fireside Chat

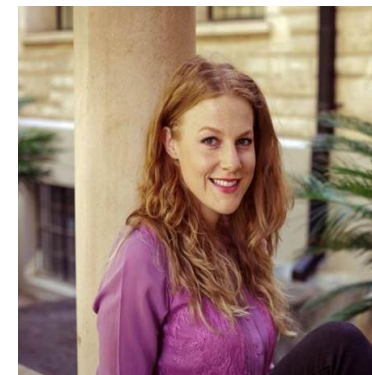
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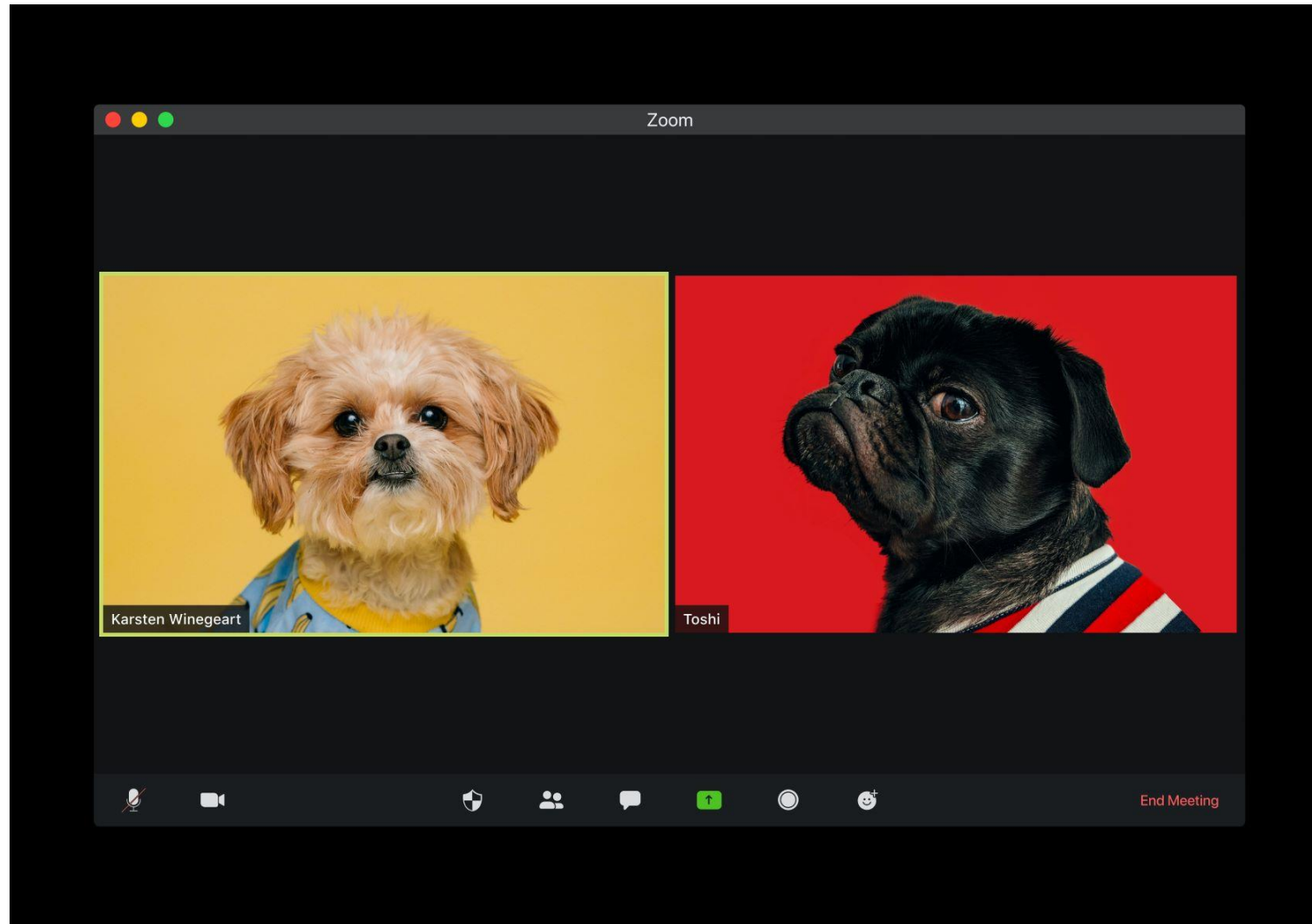


Acknowledgement of Country



Source: Snapshots by Narelle Henry

We acknowledge that we are meeting on the traditional country of the Whadjuk people of the Noongar Nation and pay respect to Elders past, present and emerging. We acknowledge that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to the life of this region.



What is the problem being solved?

- Patients are waiting too long to access care in Emergency Departments (EDs)
- ED overcrowding and ambulance ramping - visible symptoms of blockages and delays throughout the patient journey (not just ED)
- Not unique to WA or Australia
- The problem has been worsening for some time, particularly after COVID – despite huge efforts and investment across the system





What is the Emergency Access Reform program?

- Ministerial Taskforce chaired by the Minister for Health, established in May 2022
- Aim to bring together all of the moving parts – including organisations outside of the public health system including St John’s Ambulance, GPs, residential care providers – and consumers!
- Our health system is very complex – the patient is the only person who see the whole journey through it, from start to finish
- We need everyone working towards the same goal – not individual agendas
- Use of data, evidence, and consumer voice to guide future investment
- Our team – central coordination point, supporting, focusing and guiding the system towards improving emergency access



Examples of initiatives

- WA Virtual Emergency Department
- Seven day hospital
- Long stay patient initiatives
- Urgent Care Centres
- Media campaign
- Complex Need Coordination Team (CoNeCT) Expansion
- Other mental health initiatives, e.g.
 - Active recovery teams
 - Haven model



HEALTH CONSUMERS'
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Department of **Health**

Questions?

