

Workshop Summary

SA Health and Wellbeing Strategy 2019 - 2024

A Health and Wellbeing Strategy Workshop was held for SA Ambulance Service (SAAS) at the SAAS Head Office on Wednesday 27 March 2019 with approximately 12 participants in attendance.

Background

Underpinned by data and consistent with contemporary evidence, SA Health routinely conducts system-wide strategic planning every five years. The SA Health and Wellbeing Strategy 2019 - 2024 (the Strategy) will focus on the state wide health priorities for South Australia for the next five years and also look to adopt a longer term perspective (to 2030), to enable the system to be better prepared for the future.

Over the last 12 months following a broad and comprehensive review of research evidence and a strengths based consultation across SA Health service provider networks a number of emerging themes, issues and challenges have been identified as potential opportunities to support improvements in health outcomes.

As part of the commitment to a consultation-based approach to the development of the Strategy, a number of workshops have been arranged to seek a diverse range of views about the themes, issues and challenges identified. As part of this engagement, workshops are being held with various Local Health Networks (LHN), along with Statewide Clinical Support Services and South Australian Ambulance Service (SAAS), focussing on local population challenges and opportunities.

Workshop overview

The workshop provided an opportunity to work with the SA Ambulance Service (SAAS) Executive Management Team to focus on and provide feedback on the Strategy themes of Trusted, Targeted, Tailored and Timely.

Opening

David Place, Chief Executive Officer, SAAS opened the workshop, welcomed participants and outlined the background and purpose of the workshop.

Strategy overview and context

Shelley Horne, Executive Director System Redesign and Clinical Engagement, SA Health outlined the key components of the South Australian Health and Wellbeing Strategy including the purpose, vision, aim and goals. Shelley reviewed themed actions areas, emerging themes and enablers and outlined the consultation opportunities that are available for all staff.



Interactive session and Q&A

Shelley Horne invited feedback on the five themes of Together, **Trusted, Targeted, Tailored and Timely** and how these translate to the barriers, enablers and opportunities that impact SAAS performance.

Here are highlights from the session.

The Key Messages

Relationship building and collaborating together to develop health solutions is lacking across the health system. This must be a key focus of the new governance structure going forward to support the right culture, processes and practices and achieve a proper statewide health system.

SAAS is open for business! But the way the system currently operates, limits SAAS as a statewide health provider who have so much more to offer in the way of supporting better patient and whole system solutions.

Barriers

- > **LHNs are siloed** and function differently, even within Models of Care that are defined as statewide
- > **Governance** across the health system is **fragmented** - impacting: the process and timeliness of decision-making across the health system; the inclusion of SAAS in matters of governance, system solutions etc; and, identifying who SAAS should approach for statewide service issues.
For example – decisions about service changes or closures are made without any SAAS consultation, these often have a direct impact on SAAS who ultimately wear the cost with ambulance officers needing to travel much longer distances to take patients to an alternative service/hospital.
- > **Service Culture** - LHNs perceive that the patient journey starts in the ED but the journey starts with SAAS as the first health responder at the patient's front door.
- > **Speciality expertise** – LHNs have diverse expertise, but the size and staffing profile of SAAS restricts improving and enhancing performance, and with no way to tap into these expertise.
- > **Technology** - lack of electronic patient records; no remote monitoring capability.
- > **Country Hospitals:**
 - Staffing** - some hospitals are 100% staffed by locums which is very costly compared to locating a permanent clinician there. Locums often call in expensive MedStar services to transfer patients to a metro hospital.
 - Health equity** – despite the lower socio-economic issues for many country residents, if they present to a country hospital they pay a fee, which discourages them from seeking medical treatment locally. The fee structure between country and metro hospitals should be reviewed.

Enablers

- > **SAAS is a key enabler** for the health system:
 - The **SAAS green is already trusted** by all SA communities as a statewide health service provider, particularly so in country and tailored support for indigenous health.
 - SAAS is a key **outreach enabler** linking people to other or more appropriate services
 - **SAAS provides consistency in health delivery** in a system environment that often operates inconsistently i.e. operations, practices, and processes.
 - SAAS work in **dynamic environments** with the **capability to work flexibly and responsibly**.
 - SAAS is a **statewide health service provider**, and the **“glue” that can link the system together**.

Opportunities

- > SAAS as **first responders see the risk factors** for patients and can **intervene early** before they get to the acute hospital – **clinical risk mapping**.
- > SAAS as the **entry point into the health system** and the **start of the patient journey** – the **first opportunity is at the patient's front door**.
- > SAAS **Command Centre** can enable **better coordination** and **movement through the system**
- > **Relationship building** – **multi-disciplinary discussions** that **involve SAAS** will result in better patient outcomes because SAAS is enabled to intervene early e.g. in model of care development
- > **Technology:**
 - Electronic patient records will enable a more preventative SAAS response
 - High definition cameras in ambulances for remote doctor consultation provide access to the right expertise early

Next steps

The input received at the workshop will be incorporated into the South Australian Health and Wellbeing Strategy 2019 - 2024. SAAS will consider directions and implications for SAAS and integration to their Strategic directions and plans. SAAS will continue to seek opportunities to collaborate with Health and other parties, realigning their business to focus upon the future.

Thank you to everyone who participated in the session.

For more information

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