



South Australian Health
and Wellbeing Strategy
2019-2024

Summary Framework
for Consultation

What You Said
Summary of feedback

May 2019



Government
of South Australia

SA Health

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Executive Summary

The demand for health services both nationally and here in South Australia is growing rapidly and poses a challenge to our health system. To ensure we continue to provide high quality services that meet consumer needs it is vital we progress developing the health system in a carefully planned and collaborative manner.

In developing the South Australian Health and Wellbeing Strategy 2019-2024 Framework (the Framework) for your feedback we consulted extensively with consumers through the Health Consumers Alliance along with our senior health service managers (clinicians and other executives) in Local Health Networks (LHNs), senior managers within the Department for Health and Wellbeing (DHW), and other external stakeholders, to identify strengths and opportunities for improvement.

Feedback on the resulting Framework was sought via the YourSAy website with extensive media advertising to engage the wider community. We were pleased to accept feedback from almost 200 responders which included individuals in both the metropolitan and country/rural areas, SA Health staff members, other government agencies, general practitioners, primary health care providers and various non-government organisations.

There were some subjects which quickly emerged as being important to many survey responders as they appeared across the spectrum of all the themes. These clear topics included:

- > Wellness and prevention rather than treating illness
- > Responsibility of individuals in maintaining good health, as one responder told us:
“A priority is the ‘beliefs of health consumers’ that the system will just fix them, I think there should be more education about the ‘system’ and how consumers better utilise them and not rely on it to ‘save’ them all the time.
- > Concerns were raised over ramping at our hospitals and the lengthy wait times for elective surgery
- > Mental health and its related concerns within the health care setting was featured prominently
- > Several priority groups wished to be identified and recognised individually within the strategy and have their specific health needs addressed
- > The unique issues health consumers may have with access to services, especially for those who were outside of the metropolitan areas, was repeated throughout the feedback

The Strategy will consider and be shaped by the feedback provided with further commentary outlined under Next Steps in this document. The Strategy team appreciate the time, careful thought and effort that so many individuals and groups invested during this process.

Background

The demand for health services both nationally and in SA is growing. This rapid growth poses a challenge to the SA health system as it strives to provide high quality services which meet the population's health needs.

It is important that development of the health system is thoughtfully planned, informed by evidence and advice from experts including community members and current consumers.

Our planning principles

The planning principles used to guide the Health and Wellbeing Strategy development are:

- > Our people and partners are actively engaged in improving the health and wellbeing of all South Australians.
- > Consumers and communities are at the centre of our decisions and inform the design and provision of health and well-being services
- > Evidence and need informs clinical service design and delivery
- > Innovation, research and teaching is valued and supported
- > Diversity is recognised, planned for and catered to
- > Value considerations drive decisions and investment is sustainable
- > Outcomes are measured and responded to
- > Services are designed to deliver access and opportunity for all
- > Our current and future workforce is motivated and supported to provide excellent services to their community

Consultation process and participants

Our early consultation involved working with consumers through the Health Consumers Alliance, senior health service managers (clinicians and other executives) in Local Health Networks (LHNs) and senior managers within the Department for Health and Wellbeing (DHW) to identify strengths and opportunities for improvement.

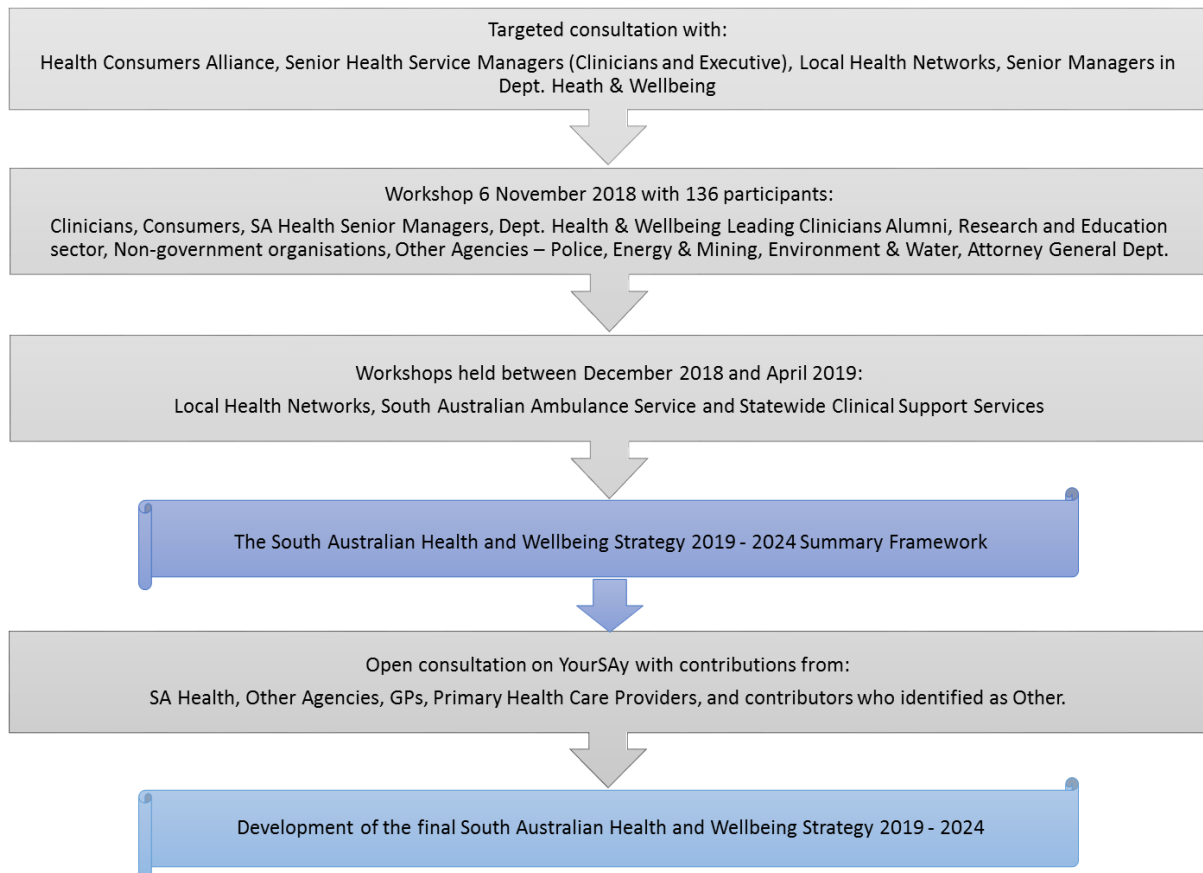
A state-wide workshop was held on 6 November 2018 at Flinders University, Victoria Square involving a diverse group of 136 participants including clinicians, consumers, senior SA Health managers and executive, DHW Leading Clinicians Alumni, representatives from the research and education sector, Non-Government Organisation service providers, as well as government partner agencies from police, energy and mining, environment and water, education and the Auditor General's Department.

This workshop focussed on key areas identified through our early consultation with a particular focus on the topics, Better use of Technology and the relationship between the consumer and health care provider, through new directions in the Culture of Care.

This led to workshops with Local Health Networks, SA Ambulance Service and Statewide Clinical Support Services, focussing on local challenges and opportunities and informing more detailed local service planning.

These engagements informed the development of the South Australian Health and Wellbeing Strategy 2019 - 2024 Summary Framework for consultation and have contributed to the next stage of the Strategy development.

Consultation Process



Trusted



This topic provided a lot of discussion and some of the more common themes that emerged from the feedback are:

- > The requirement for capable and consistent leadership
- > Recognise the substantial need to build relationships with consumers involving communication and consultation with all facets of the community
- > Key words emerged such as transparency, integrity, honesty
- > Focus on coordination of care, the patient journey
- > Evaluate the health system performance and make the system accountable through publishing health data
- > Ensure confidentiality and secure systems to protect health consumer sensitive information and other data
- > Develop strategies to establish SA Health as a 'go-to' source of health and wellbeing information

Timely



This theme was not as well discussed as some of the other themes in the survey and feedback process. Common items that did emerge were:

- > Reduction in waiting times
- > Greater focus on primary health care and first / timely interventions.
- > Better community management of health consumers through use of general practitioners, community nurses and home care services
- > Better funding of community programs and non-government organisations will keep people out of hospital
- > Action and implementation are key issues, not just planning
- > Too city/metropolitan focussed

Next Steps

The feedback from the consultation process is being used to develop the content and structure for the South Australian Health and Wellbeing Strategy 2019-2024. Influential feedback includes:

- > Support and improve individual and community capability to enhance health and wellbeing
- > Reduce the rates of preventable illness, injury and disability and the impact for specific populations and groups
- > Promote innovative and evidence based models of care to improve the management of acute and chronic conditions and injuries
- > Promote innovative and evidence based models of care to improve the management of recovery and rehabilitation and end of life care
- > Support the health workforce to allow/provide a participatory approach to healthcare
- > Continually improve the consumer experience by positioning ourselves to develop and be early-adopters of emerging technologies and contemporary practice

Additional goals were identified via the consultation to enhance individual, community and population health:

- > Increase awareness, recognition and support for vulnerable or priority individuals and/or populations
- > Reduce the environmental impact of our business
- > Increase awareness and understanding of environmental and climate related issues and impact on health and wellbeing
- > Bridge the disconnect that occurs between primary care (from General Practitioners) and our State based tertiary care (hospitals) and reduce difficulties experienced navigating siloed services within the hospitals and health system generally
- > Recognise that digital and technical solutions may be both of great benefit and but may also hold risks. For example, some health consumers may not be able to access smart devices or tools for a variety of reasons such as financial/economic, technical knowledge/education, age, English as a second language etc
- > Provide innovative services in the home so people spend less time in hospital or attending other health care services
- > Tailoring our services for priority health consumers would alleviate any disadvantage and promote equity

The draft Strategy will be delivered to the Minister for Health and Wellbeing and published in late June 2019.

Thank you to all the individuals and organisations that volunteered to consult with us directly on the development of the Strategy. It will be important to continue to work collaboratively with stakeholder organisations, priority groups and individuals as we move forward.

Special acknowledgement

It is essential to mention and thank those of you who shared your personal stories via this process. We were moved and mindful of the areas you highlighted in the system that appear to have failed you and your loved ones in times of great stress and most need. We appreciate you freely sharing your personal narratives with us. It is health consumer stories which paint the pictures to illuminate gaps and assist us to improve the health system.

Appendices

Appendix 1 – Summary of individuals and organisations who provided feedback

Stakeholder group	Feedback source
SA Health staff, Other Agency staff, GPs, Primary Health Care Providers, and contributors who identified as Other	YourSAy survey
Electronic Medical Record Project Aboriginal Health Council of SA Healthy Cities Onkaparinga Australian Nursing Midwifery Federation (SA Branch) Prevention & Population Health Branch, SA Health Sexually Transmissible Infection and Blood Borne Virus Section, SA Health Medical Administration, SA Health South Australia Mobilisation and Empowerment for Sexual Health (SAMESH) Cystic Fibrosis SA Inc. SA Expert Advisory Group on Antimicrobial Resistance (SAAGAR) Onkaparinga Council Arthritis SA Youth Affairs Council South Australia Commissioner for Children & Young People Department for Environment and Water Health Consumers Alliance of SA SA Mental Health Commission National LGBTI Health Alliance South Australian Rainbow Advocacy Alliance (SARAA) Cancer SA Public Health Association SA Branch Council on the Ageing (COTA) SA Individual: Georgina Davidson Individual: Dr Neill Wigg	Consultation Submission document
Health Informatics Performance & Outcomes Unit, Women’s and Children’s Hospital Health Network BloodSafe eLearning Australia County Heath SA, Manager, Strategy & Innovation Southern Cross Care Eastern Fleurieu School Motor Neuron Disease SA Council on the Ageing (COTA) SA Alexandrina Council Nature Play SA Individual: Sharon Wight Individual: Dr Graham Lovell	Email feedback

For more information

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www.sahealth.sa.gov.au/HealthandWellbeingStrategy

Public-I2-A2



www.ausgoal.gov.au/creative-commons

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