

Workshop Summary

SA Health and Wellbeing Strategy 2019 - 2024

A workshop was held for Northern Adelaide Local Health Network (NALHN) at the Modbury Hospital on Friday 5 April 2019 with a diverse group of approximately 60 staff and invited guests 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, focussing on local population challenges and opportunities.

Workshop overview

The workshop incorporated consultation on local strategic planning and the Strategy.

Opening

Maree Geraghty, Chief Executive Officer, NALHN opened the workshop, welcoming participants and providing the background and purpose of the workshop. Maree highlighted the need for community connectedness and health system integration across the continuum of care. The audience was also asked to consider how services are delivered across NALHN – including services provided in hospital and at home for existing and future patients.

Overview of analysis of SA population health needs

Shelley Horne, Executive Director System Redesign and Clinical Engagement, Department for Health and Wellbeing explored the specific opportunities and challenges for the NALHN population,.

Elevating the Patient Experience – Consumer Stories

Elaine Pretorius, Deputy Executive Director of Medical Services, introduced two consumers who shared their recent experiences with NALHN health services. The first consumer story provided insight into the many concerns a patient might have during their journey and the benefits of interconnected services and the care and attention of staff to mitigate those concerns, leading to an overall positive experience. The

second story provided both consumer and carer insight about the difficulty of navigating through the health system at a time of stress, the need to focus holistically on the patient taking into consideration their support network, including family and carers. Although the two stories gave insight from a different perspective and experience, they both highlighted the need for a consumer centred approach and coordinated integrated care across the care continuum.

Panel Discussion – Leadership & Innovation in Health Care

Panel:

Mr Ray Blight, Board Chair, NALHN

Kirsty Delguste, Acting Chief Operating Officer, NALHN

Dr Michael Cusack, Executive Director Medical Services, NALHN

Dr Elaine Pretorius, Deputy Executive Director Medical Services, NALHN

Panelists shared their reflections on the following topics, based on recent learning and development opportunities and contemporary research and innovation:

- Responding to Changing Disease Burden
- Creating a Culture of Innovation
- Unlocking the Value of Clinical IT and Technology
- Optimising the Community-Based Approach to Healthcare Improvement
- Social Capital and Innovation

Interactive session

Alan Keogh facilitated a workshop session considering

- Current Care at NALHN
- What should our care look like in the future in 5 | 10 | 15 years?
- What do we need to do to be ready in 5 | 10 | 15 years?

Collective feedback that emerged from the session included:

- > Current State Challenges
 - There are pockets of excellence / brilliance, but there are also misunderstandings and a level of distrust between disciplines and divisions.
 - Community navigating the health system to access care is currently challenging with long waits, busy clinics, GPs unavailable etc.
 - Lack of access to IT and interoperability and interface of IT systems
 - Need to improve health literacy and promotion
 - Illness focused health care; not individualised care; lack of equity in access
- > Future Focus
 - Hospital service model limited to ED, ICU, inpatient surgical etc., with all other care delivered in alternative settings e.g. person's home, community etc. so "the walls have disappeared"
 - Increase degree of health literacy across community
 - Wellness centric model with early intervention
 - Person centred care, individualised care
 - Close relationships with Primary Care – increased public / private partnerships
 - Recognised as a Centre of Excellence
 - ATSI communities receive care and have same health outcomes as non-ATSI
 - Hospital designs and environments consider those with dementia and mental health needs
 - Integrated care across the causes of chronic health
 - Technology

- Paperless system that works across SA; Single health record
- Electronic booking systems and pre-admission information
- 24/7 access
- Availability of infrastructure/space to connect with patients outside of hospital

> Enablers to bridge the gap:

- Address social determinants of health – diet, lifestyle, prevention
- Develop a health promotion strategy and engagement with the community, starting with schools
- Spread the pockets of excellence across NALHN
- Re-establish trust and focus on the good
- Invest in IT and innovation
- Become a deliberately developmental organisation, with high levels of psychological safety and develop leadership capability in culture and technical capacity. Build leaders.
- Develop more models of individual health self-management
- Develop staff wellbeing programs building on self-care, resilience, education
- Provide equitable distribution of resources for mental health
- Provide better resources outside of hospital
- Be patient focused – allowing enough time – consider their carers and supporting family

Next steps

The feedback from the NALHN workshop will be used for NALHN strategic planning purposes and incorporated into the SA Health and Wellbeing Strategy 2019 - 2024.

Thank you to everyone who participated in the session.

For more information

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