

Communique

PURPOSE

The purpose of this document is to provide an update to the Western Australian community from the Independent Oversight Committee (the Committee) of the Sustainable Health Implementation Program.

BACKGROUND

The Independent Oversight Committee is to *“Provide advice and independent assurance to the Minister for Health and Mental Health on the status and progress of the implementation of the Sustainable Health Review and the achievement of outcomes benefitting the Western Australian community.”*

The Committee met on 2 October 2019 and 3 March 2020 and presented the following Status Report to the Minister for Health and Mental Health.

The Chair, Professor Hugo Mascie-Taylor, explained three ways that would allow the Committee to take a view on the Program:

- Stakeholder heatmap
- Update on 29 Recommendations
- Presentations

AREAS OF STRENGTH AND PROGRESS

- There has been much hard work and good progress made on processes for implementation and governance.
- The leaders of the of the Sustainable Health Implementation Program (SHIP) have been candid with the Committee and are encouraged to continue to be honest about what requires improvement, as well as what is going well.
- There is good engagement with senior figures in the WA health system.
- The planned focus for improving involvement with partners external to the health system is welcome. The Committee requested updates on stakeholder leadership, partnerships and engagement be presented at the next meeting to enable ongoing assessment of progress in this area.
- The Executive Sponsors of *Strategy 2: Improve Mental Health Outcomes* presented an update to the Committee. The Executive Sponsors demonstrated significant work, including partnership approaches with those external to the WA health system and stakeholder engagement.
- The Committee has requested similar presentations from other Executive Sponsors for future meetings.

AREAS FOR IMPROVEMENT AND OPPORTUNITIES

- Involvement of partners external to the WA health system in the leadership of scoping and planning the response to Recommendations is required. The Committee continues to hold a concern about the predominance of Department of Health staff in this area.

- There is a lack of engagement in the Program outside of the senior WA health leadership.
- Contacts of the Committee members from around Western Australia have confirmed there is a lack of knowledge about the Sustainable Health Review implementation and this was confirmed during the Chair's visit to regional health services in the South-West.

NEXT STEPS

The Committee has made the following recommendations to the leaders of the Sustainable Health Implementation Program:

- Review of the governance structure, with consideration to devolution of leadership and accountability from the Department of Health to the Health Service Providers (HSPs); including to Clinicians, Executive Directors and Directors.
- Improved involvement with partners outside the WA health system.
- Progress must be made in the area of public reporting.

The Committee has requested the following reports be provided to future meetings to enable assessment of the Program's progress:

- Status updates for each of the Recommendations.
- Outcome measures and baseline for public reporting; including use of patient-reported experience measures (PREMs) and patient-reported outcome measures (PROMs)
- Stakeholder and communications progress, including strategy specifically relating to health system staff, clinicians, consumers and the community.

The Committee has requested the following presentations for the meeting to be held 25 May 2020:

- Recommendation 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.*
- Recommendation 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.*

The Committee has requested the following presentations for the meeting to be held 22 September 2020:

- Recommendation 12: *Improve coordination and access for country patients by establishing formal links between regions and metropolitan health service providers including outpatients and telehealth, patient transfers, clinical support and education and training.*
- Recommendation 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.*