

Appendix 1 – List of written submissions received by the NSW Health Council

Organisation/Individual	Title
Aboriginal Health and Medical Research Council	Local Aboriginal Health Plans & Monograph Series on Primary Health Care
Diana Aspinall	Submission to the NSW Health Council
Auburn Council SubCommittee	Preservation of Auburn Hospital as a fully Functional Acute Medical and Emergency Facility
Auburn Hospital and Community Health Services	1. Metropolitan Health Service Plan 2. Medical Staff Council submission on the Role of the Community Hospital, with particular reference to Auburn Hospital and Community Health Services
Catholic Health Care Services Ltd	Submission to NSW Health Council
Council on the Ageing (NSW)	Submission to NSW Health Council
Council of Social Service of NSW	1. Rural Health Related Transport 2. Consumer/community participation 3. NGO program 4. Earlier Discharge from hospitals
David Cross	Presentation to the NSW Health Council on Allied Health issues
Faulding Healthcare Hospital Services	Procurement of Pharmaceutical & Medical & Surgical Products
Hunter Urban Network for Consumers and Healthcare	Submission to the NSW Health Council
Dr Neil Merrett	Re: Health Council Report to the Minister
Macquarie Bank	Presentation to New South Wales Health Council
Sue Wade, National Rural Health Alliance	Presentation to the NSW Health Council
NSW Rural Doctors Network	NSW Rural Medical Training Forum
Pharmacy Guild of Australia	Community Pharmacy and the NSW Health Strategy
Royal Flying Doctor Service (NSW)	Submission – A Future for Rural Health Service Provision in NSW
Rural local Health Councils	Presentations from the 1999 Rural Health Council Forum
Dr Antony Sara	Issues of Medical Informatics in hospitals and Area Health Services
The Health Services Association of NSW	Submission to NSW Health Council
Uniting Ministry with the Ageing, NSW Synod, Uniting Church in Australia	Developing partnerships between NSW Health and not-for-profit providers of health/aged care services to enhance the quality of healthcare
Centre for GP Integration Studies, University of NSW	Integration between GPs, hospitals and community health
VMO Board of the Greater Murray	Issues relating to Rural Centres in NSW
Walcha Support Group	Changes to Aged Care at Walcha Hospital

Appendix 1 – List of written submissions received (continued)

Organisation/Individual	Title
Submissions from the NSW public health system:	
Sydney Children's Hospital, Randwick	Submission to the NSW Health Council
Macquarie Area Health Service	Submission to the NSW Health Council
New Childrens Hospital	Submission to the NSW Health Council
Northern Sydney Health, Intensive Therapy Unit, Royal North Shore Hospital	Winter Bed Strategy for 2000: Intensive Care Unit
South Eastern Sydney Area Health Service	1. Vision for the Future of NSW Health 2. Dialysis Services – A problem in SESAHS
Sydney Hospital & Sydney Eye Hospital	Statewide Service role for Sydney Eye Hospital
South West Sydney Area Health Service	1. Submission to NSW Health Council 2. Health Services In NSW – What should be done within the next 4 years Rural to Metropolitan Health Service Links
Far West Area Health Service	Regional Health Plan for the Lower Western Sector (north)

The above submissions have been handed over to the Minister for Health and the Director-General of the NSW Department of Health to assist in the implementation of the NSW Health Council recommendations.

Appendix 2 – List of consultations

List of the Parties Consulted by the NSW Health Council

We have attempted to identify all those people we met with in the course of the Council's work. We apologise if there are any omissions. In addition to this list, a wide reference group of people assisted with the production of the background papers. Those people are listed in the appendix of those papers.

Australian College of Health Service Executives

Mr Warren Westcott
Ms Sue McApin
Mr Raad Richards

Allied Health Alliance

Ms Sue Olsen
Ms Helen Wilson

Ambulance Service of NSW

Mr Greg Rochford
Mr John Ducker
Mr Malcolm Voysey

Australian College of Rural and Remote Medicine

Dr Richard Abbot

Australian Medical Association

Dr Kerry Phelps
Dr Robyn Napier
Mr Laurie Pincott

Australian Salaried Medical Officers Federation

Mr Peter Sommerville
Dr Geoff Duggin

Bernie McKay and Associates

Mr Bernie McKay

BGP Pty Ltd

Mr Rodney Swan

Cabinet Office

Mr Roger Wilkins
Ms Kate McKenzie
Ms Jenny McDonald
Ms Mary Darwell
Mr Mark Degotardi

Catholic Health Australia

Mr Francis Sullivan

Catholic Health Care Services Ltd

Mr Chris Rigby

Central Coast Area Health Service

Mr Jon Blackwell

Central Sydney Area Health Service

Dr Diana Horvath AO
Prof. John Horvarth
Dr Alistair Corbett
Dr Patrick Bolton

Chairmen of NSW State Committees of Medical Colleges

Dr Stephen Cahill
Dr Peter Henke
Dr Donald Holt
Dr Theresa Jacques
Dr J Leigh
Dr David Lillystone
Mr David Storey
Dr Shane Wiley
Ms Bev Lindley
Mr R Carruthers

CHIC

Sally Glass

Consumer Health Forum of Australia

Mr Lou McCallum

Commonwealth Dept. Health & Aged Care

Mr Andrew Podger
Mr David Borthwick
Mr Nick Blazlow
Mr Nick Merciadès
Mr Peter Davidson
Ms Rosarina Murace
Ms Lyn Brick
Mr Richard Eccles
Dr Louise Morauta
Dr Charles Maskell Knight

Corrections Health

A / Prof Debbie Picone
Dr Richard Mathews

Consumer Representatives

Ms Betty Johnson
Mr Bruce Huggett
Ms Jan Clifford

Department Infrastructure, Victoria

Dr John Patterson

Department of Human Services

Dr Campbell Miller

Department of Human Services South Australia

Ms Christine Charles
Mr Jim Davidson
Mr Peter Davidge
Dr Arthur van Deth

Appendix 2 – List of consultations (continued)

Dr E Price and Associates

Dr Eddie Price

Durri Aboriginal Medical Service

Mr Steven Blunden

Eurest

Mr Raymond J Capdevila

Stewart McGrow

Far West Area Health Service

Mr Gary Crase

Dr Hugh Burke

Ms Kim Browne

Ms Betty Mitchell – Remote Nurses

Ms Colleen Edgar

Fellowship of Emergency Physicians

Dr Paul Gaudry

Dr David Cooper

Greater Murray Area Health Service

Ms Karen McPeake

Dr Joe McGirr

Health and Medical Research Strategic Review Committee

Mr Peter Wills

Health Care of Australia

Vicki Taylor – Strathfield Private Hospital

Health Care Complaints Commission

Ms Merrilyn Walton

Health Department of Western Australia

Mr J Kirwan

Mr E Rohwedder

Ms K Patterson

Mr T McGuire

Mr Peter Collard

Mr Kim Snowball

Health Funds Association

Mr Alan Kinkade

Dr Frances Cunningham

Health Insurance Commission

Dr Jeff Harmer

Dr Brian Richards

Ms Andrea Hope

Ms Leone Cooper

Dr Andrew Parkes

Ms Ellen Dunne

Health Services Association

Mr Paul Naylor

Mr Brian Johnston

High Performance Healthcare

Dr Andrew Wilson

Ms Julie Baker

Hunter Area Health Service

Prof Katherine McGrath

Dr Julia Lowe

Dr Mark Foster

Dr Arn Sprogis

Mr Tony Maher

Ms Janet Cohen

Dr N Lyons

Lower Hunter Health Council

Mr Graham Smith

Upper Hunter Health Council

Mr John Piper

IBM Health Solutions

Mr Paul Sulkers

Illawarra Area Health Service

Dr Rod McMahon (Chairman of the Board)

Mr Ian Southwell

Mr Terry Clout

Mr Michael Spence

Ms Tineke Robinson

Integration SERU

Prof Mark Harris

Gawaine Powell-Davis

Independent Pricing and Regulatory Tribunal of NSW

Prof. Tom Parry

Mr Eric Groom

Intensive Care Units Working Party

Dr T Jacques

Dr R Herkes

Dr Malcom Fisher

KPMG

Mr Richard Stone

Ms Deborah Smithers

Mr David White

Local Governments & Shires Association of NSW

Mr Chris Vardon

Macquarie Area Health Service

Mr Allan McKinney (Chairman of the Board)

Mr Ray Fairweather

Ms Angela Honeysett

Macquarie Bank

Ms Mary Reemst

Mr David Shearwood

Ms Kerrie Mather

McKinsey, Inc

Mr Cuong V Do

Medical Staff Council (Coffs Harbour)

Dr Phillip Houlton

Medical Staff Councils Chairs (Metro)

Dr Greg Briggs

Dr Barry Duffy

Prof. John Dwyer

Dr Suzanne Hodgkinson

Dr Andrew Keegan

Prof. Reginald Lord

Dr Lou McGuigan

Dr Charles Pawsey

Dr John Pitkin

Prof. Kevin Rickard

Prof Graeme Stewart

Mental Health Coordinating Council

Ms Felicity Reynolds

Mid North Coast Area Health Service

Mr Bob Gore

Dr Victor Carey

Mid Western Area Health Service

Mr Martin Bowles

Dr Theam Eng Khoo

Midwifery Association

Ms Pat Brodie

Ms Hannah Dahler

Ministerial Advisory Committee Quality in Health Care

Dr Ross Wilson

National Council of Social Services

Mr Gary Moore

Ms Ros Bragg

National Rural Health Alliance

Mr Gordon Gregory

Ms Sue Wade

New England Area Health Service

Ms Christine Kibble

Mrs Christine Robertson

A/Prof. Debbie Picone

Mrs Jenni West

New Children's Hospital

Prof. Kim Oates

Ms Bronwyn Exley

Dr Ralph Hanson

NSW College of Nursing

Professor Judy Lumby

Ms Julienne Onley

NSW Nurses Association

Ms Sandra Moaitt

Mr Brett Holmes

NSW Health Funds Association

Mr Alan Kinkade

Dr Frances Cunningham

NSW Treasury

Mr John Pierce

Mr Tony Miller

Ms Judy O'Connell

Northern Sydney Area Health Service

Dr Stephen Christley

Ms Linda Smith

A/Prof. Kathy Baker

Mr Peter Lemon

Dr Kim Hill

Ms Joanne Fisher

Prof. Norbert Berend

Mr Bernie Harrison

Northern Rivers Area Health Service

Dr Tony Sherbon

Dr John Beard

Ms Pam Jones

North Western Health

Mr Chris Gibbs

Professor Len Gray

Ms Anna Burgess

Pharmacy Guild of Australia

Mr Ian Campbell

Postgraduate Medical Council of NSW

Prof. Kerry Goulston

Premiers Department

Dr Col Gellatly

Ms Kate Dundas

Mr Glenn Ball

Private Hospitals Association of NSW Inc

Ms Janene Eagleton

Mr Graham McGuinness

Ms Tina Penney

Mr John Pitsonis

Mr George Toemoe

Mr Andrus Tonismae

Mr Pat Grier

Mr Robert Glynn

Mr John Tucker

Appendix 2 – List of consultations (continued)

Ramsay Health Care

Mr Patrick Grier
Mr Christopher Rex

Rural Doctors' Association

Dr Ken Mackey

Rural Doctors' Network

Dr Ian Cameron
Ms Kirsty McEwin

Royal Australasian College of Physicians

Mr Paul Long
M Craig Patterson

Royal Flying Doctor Service

Captain Clyde Thomson GM

Rural Health Support Unit's Reference Group

Mr Paul Braybrooks

Rural Health Training Units

Dr Bruce Harris
Ms Louise Lawler

Services for Rural and Remote Allied Health Alliance

Mr David Cross

Sisters of Charity Health Service

Dr Stuart Spring

Shadow NSW Health Spokesperson

Dr Jillian Skinner

Shadow Federal Health Spokesperson

Ms Jenny Macklin

South Eastern Sydney Area Health Service

Ms Deborah Green
Prof John Dwyer
Dr Ian Rewell
Dr Lynette Lee
Dr David Goldstein
Dr Denise Robinson
Prof. Ronald Penny AO

South Western Sydney Area Health Service

Mr Graham Bush OAM (Chairman of Board)
Mr Ken Brown
Prof. Ken Hillman
Ms Kate Tynan
Mr Colin Froud
Dr Betty Andersen AO
Mr Tim Wills
Mr Denis Norsworthy
Dr. Suzanne Hodgkinson
Prof. Bruce Hall
Dr Liz Young
Prof. Stephen Deane

Southern Area Health Service

Mr Gratton Wilson (Chairman of Board)
Mr Kieran Gleeson
Ms Carol Madge
Dr Paul van Bynder

University of NSW

Prof. Peter Baume AO

University of Wollongong

A/Prof Kathy Eager

University of Adelaide

Errol Bamford

University Teaching Hospital Association

Dr D Robinson
Dr Christine Bennett

Western Sydney Area Health Service

Mr Allan McCarroll
Prof. Graham Stewart
Prof. Mekeller
Dr Christine Bennett

Wentworth Area Health Service

Dr Elizabeth Barrett
Mr Graham Jenkins

**NSW Department of Health staff who assisted the
NSW Health Council**

Mr Robert McGregor
Dr Tim Smyth
Dr Andrew Wilson
Mr Charles Pace
Ms Margaret Coffey
Mr David Gates
Mr Ken Barker
Ms Karen Crawshaw
Dr Stephen Boyages
Prof Beverley Raphael
Ms Judith Meppem
Ms Catherine Katz
Ms Kathy Meleady
Mr Jim Pearse
Ms Deb Hyland
Dr Jim Hyde
Mrs Lyn Brown
Ms Tim Agius
Ms Claire Croumbie Brown
Ms Leonie Baden
Ms Lucelle Wills
Dr Allan Patterson
Ms Sue Looysschelder
Dr Steevie Chan
Ms Lynda Smart
Ms Melissa Gibson
Dr Tim Churches
Ms Carmen Parter
Ms Margaret Banks
Ms Gillian Wood
Ms Margitta Olup
Ms Justine Waters
Dr Janine Stennett
Mr Michael Stewart
Mr Michael Stokes
Mr Bernard Gibson
Ms Maureen Thomas

Meetings/Forums Attended

Senior Executive Forum, NSW Health
Health Economic Reform Committee
Ministerial Advisory Committee on Health Services
in Smaller Towns
Quality Committee Meeting
Committee of Chairmen (College of Surgeons)
Post-graduate Medical Council
National Nursing Workforce Forum
Directors of Health Service Development
Rural Health Council Forum
Australian Institute of Management
Peak Nursing Forum
Australian Council of Health Service Executives
University Teaching Hospital Association

Services/Organisations Visited

Ambulance Service of NSW
Northern Sydney Area Health Service
Corrections Health
Macquarie Area Health Service
South West Sydney Area Health Service
Central Sydney Area Health Service
South East Sydney Area Health Service
Wentworth Area Health Service
Mid North Coast Area Health Service
Greater Murray Area Health Service
Far West Area Health Service
Wagga Wagga Aboriginal Medical Service
Walgett Aboriginal Medical Service
Dubbo Aboriginal Health Service

Consultants utilised by the Resource Group

Dr Nandini Keuhn
Ms Dragina Kessip
Ms June Hefferan
Prof John Deeble
Prof Stephen Duckett
Ms Vivien Twyford
Mr Stuart Oliver

Presentations made to the Council

Optus/GMD
Dr Kleinholz
Mr Greg King

Glossary

Access block

Delay experienced by people presenting to Emergency Departments in accessing acute hospital beds.

Access

Extent to which an individual or population can obtain health care. Access can be measured in terms of distances to facilities and the range of services offered locally.

Acute care

Acute care is where the principal clinical intent is to do one or more of the following: manage labour, cure illness or provide definitive treatment of injury, perform surgery, relieve symptoms of illness or injury (excluding palliative care); reduce severity of an illness or injury, protect against exacerbation and/or complication of an illness and/or injury which could threaten life or normal function, perform diagnostic or therapeutic procedures.

Area Health Services

Area Health Services are constituted under the Area Health Service Act 1997. There are seventeen Area Health Services in NSW: nine metropolitan (including Central Coast, Hunter and Illawarra) and eight rural Areas. The New Children's Hospital, Ambulance Service, Blood Transfusion Service and Corrections Health Service are single operating units outside of the Area administration structure and often referred to as statewide services.

Benchmarking

A continuous and systematic process to identify and introduce best practice into an organisation.

Best practice

Documented and/or accepted widely as providing and/or leading to optimal outcomes for consumers of health care and/or health professionals from a quality, health and/or economic perspective.

Capital charge

Where public service providers explicitly pay for their capital through the mechanism of an annual charge, based upon the value of assets used in service provision.

Chronic clinical pathway

Of long duration or frequent recurrence

A clinical pathway is developed by expert clinicians in order to define on average how long a person should be in hospital, when they should be discharged and the various health milestones they need to reach in the course of their treatment.

Clinician

Doctor, nurse or allied health professional.

Community health services

A range of services provided in the community for the purposes of disease prevention and health promotion. Services may include after hours and home nursing, audiometry, counselling, diabetes care, dietetics, drug and alcohol services, early childhood services, footcare/podiatry, health education and promotion, home modifications, occupational therapy, palliative care, physiotherapy, psychiatry, school-based programs, sexual assault services, social work, speech pathology and women's health.

Consumer participation

The process of involving health consumers in decision making about their own health care, health service planning, policy development, setting priorities and addressing quality issues in the delivery of health services

Consumers

Any person or group of people who use or have the potential to use health services

Continuity of care

The extent to which each individual episode of care is integrated into overall care provision.

Coordinated Care Trials

An initiative of the Commonwealth Department of Health and Aged Care as part of a range of endeavours designed to reform aspects of the health and community services sector. The trials tested models that may achieve better delivery of care for people with complex care needs, within existing levels of resources.

Coordination of care

The integration of services provided in the primary and community health and acute care (hospital) settings.

Discharge planning

Involves organising for the patient to be reviewed/followed up as appropriate and organising the provision of hospital care and support as required.

Effectiveness

The extent to which a treatment or intervention has achieved the desired outcome.

Efficiency

Health care of the desired quality being produced at the lowest cost, or, health care produced at a fixed cost being of the highest quality.

Efficiency has two aspects:

Technical: the degree to which the least-cost combination of resource inputs occur in production of a particular service; and

Allocative: the degree to which maximum benefit (or outcomes) is obtained from available resources.

Episode funding

Assigning an estimate of cost (or price) to each treatment category in an episode classification for use in funding health services

Episode of care

A phase of treatment during which the patient receives a particular type of care eg. acute care, rehabilitation. When that type of care is concluded the episode of care is ended and the patient either changes to a different type of care or leaves the hospital/health care facility.

Full-time equivalent (FTE)

Equivalent full time, excluding overtime hours.

Health information

Information about all facets of health care, including health promotion, health services, health conditions, treatments, procedures, medications consumer rights and responsibilities

Health outcome

The effect of health care on a patient or population. An outcome that affects a patient's health status.

Health priorities

Health conditions or population groups identified as priority areas for action.

Health promotion

A range of approaches aiming to create environments to support health, reduce health inequalities between groups within the population and enable individuals and communities to make health choices

Health protection

Measures, usually mandated by legislation, to mitigate the risks to health arising from environments and activities over which the individual has no control such as the prevention and management of outbreaks of communicable disease.

Individual care plan

An individual care plan involves:

- Working with the client who has ownership of the plan
- A comprehensive assessment of the client/consumer/patient's health and well-being.
- It specifies each client's unique care needs eg, nutrition, medical treatment, physiotherapy
- The plan specifies goals of care (objectives of care) required over a specified period of time
- It details the range of scheduled services, treatments and interventions required to ensure that a client's health and community care needs are met.
- It allows monitoring of the client to provide early intervention and avoidance of crisis hospital admissions.
- The plan will have ongoing review to assess the health outcome and further requirements of the client

It may be developed by a variety of service providers such as GPs, hospital-based physicians, or community or allied health workers.

Inpatient

Person admitted to hospital or health service facility

IPTAAS

Isolated Patient's Travel Assistance and Accommodation Scheme

Local Health Councils

Groups of people from local communities formed to advise their Area Health Services on local health needs, issues and developments

Market-testing

Where a publicly owned organisation seeks to sell services to, or by services in, from a privately owned organisation with a view to improving efficiency, effectiveness and quality of service by introducing a greater degree of competition and service innovation.

Morbidity

The proportion of sickness in a locality.

Outpatient

Person who receives medical, surgical, allied health or diagnostic services in a hospital outpatient facility who is not formally admitted to the hospital at the time of receiving the service.

Performance agreements

Agreements between the Director-General and Area Health Services which identify targets and performance measures.

Performance indicators

A quantitative measure designed to monitor performance on an ongoing basis.

Planned admissions

An admission is planned if in the opinion of the treating clinician it is not essential within 24 hours. A planned admission usually results from a GP consultation, referral to a specialist and a recommendation for admission to hospital by the specialist (or GP where appropriate)

Population health

Aims to promote health and reduce the incidence of preventable disease and disability by improving access to opportunities and pre-requisites for good health.

Primary health service

Health care services provided by a general practitioner (GP) in a community setting.

Private patient

A person who elects to be treated as a private patient and to be responsible for paying applicable fees. Private patients can also elect to be treated by a doctor of their own choice.

Public patient

A person who receives or elects to receive a public hospital service free of charge

Resource Distribution Formula (RDF)

A population-based formula used by the Department of Health in the development of budgets for Area Health Services.

Rural Clinical Schools

A component of the University undergraduate medical degree is the gaining of clinical skills. The Rural Clinical Schools have been established to offer opportunities to Medical Students in the fourth, fifth and sixth years of their training to acquire rural clinical experiences.

Service network

The formalised and clearly defined linkage of health services across a range of sites and settings to provide an appropriate, effective, comprehensive and well coordinated response to health needs.

State-wide service

A service provided in a limited number of facilities used by the population of the whole of the State.

Telemedicine

Telemedicine or telehealth is the transmission of images, voice and data between two or more health units via digital telecommunications, to provide clinical advice, consultation, education and training services.

Telemedicine is more specifically the delivery of healthcare services involving the patient/client or management of a patient/client.

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