

NSW STATE HEALTH PLAN

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PROGRESS REPORT 2015



Health

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State Health Plan Progress Report 2015

Summary

The *NSW State Health Plan: Towards 2021* is a framework that sets priorities and details existing plans, programs and policies across the system for the delivery of ‘the right care, in the right place, at the right time’. This progress report summarises progress across NSW Health in implementing the NSW State Health Plan.

Significant work has been undertaken across NSW Health to implement the four strategies and three directions set out in the NSW State Health Plan since it was launched in June 2014. The Directions and Strategies established the common values, actions, policies and programs with the aim of improving the health system and ensuring the continued delivery of world-class clinical care in NSW.

NSW Health has continued to develop major planning strategies building on the NSW State Health Plan to help improve funding and performance outcomes in priority areas. These include, the *NSW Rural Health Plan: Towards 2021*, released in November 2014, to support the delivery of health services in rural and regional communities.

Healthy, Safe and Well: A Strategic Health Plan for Children, Young People and Families of NSW 2014-24 was released in December 2014 to guide improvement in health outcomes of children, young people and families. In December 2014, the NSW Government announced an overhaul of mental health care service delivery in NSW with a commitment of an additional \$115 million over three years to enhance mental health services in the community, while ensuring inpatient acute mental health services grow in line with community needs.



Healthy Communities

NSW Health has continued to implement successful early intervention and prevention initiatives to improve the health of the NSW population.

- Recent initiatives to reduce smoking rates have included the enhancement of the NSW Quitline icanquit.com.au, new anti-smoking advertising campaigns, and initiatives to support Aboriginal tobacco control. NSW Health has achieved high levels of compliance with tobacco legislation: 94 percent of retailers comply with sales to minors and 89 percent comply with tobacco sale requirements; and 98 percent compliance with outdoor smoking laws.



Initiatives continued to reduce smoking rates:

- **94 percent retailer compliance with sales to minors provisions in the *Public Health (Tobacco) Act 2008*.**

- Implementation of the *NSW Healthy Eating and Active Living Strategy 2013–2018* has had notable achievements. These include:
 - The rollout of the NSW Healthy Children Initiative to promote healthy eating and physical activity to children.
 - More than 80 percent of NSW early childhood education and care services and primary schools participating in programs that promote healthy eating and physical activity to children.
 - Participation of over 3780 children and their families, in the Go4Fun program. Children in the program, on average, achieved a significant reduction in waist circumference and body mass index.
 - Over 680 businesses registered for the Get Healthy at Work program, reaching approximately 120,000 workers in NSW.
 - Development of new Get Healthy Information and Coaching Service modules for Type 2 Diabetes for Aboriginal people and pregnant women.



Overweight and obesity rates continued to stabilise:

- **52.5 percent in adults, stable since 2007**
- **27.7 percent in children, stable since 2007.**

- NSW Health is working with lead agencies to promote healthy food environments and healthy built environments in NSW, through the Healthy Built Environments Program.

Healthy Communities

- NSW Health has made a range of drug and alcohol treatment services available to the public, as well as community prevention and education initiatives such as the Your Room website, a suite of drug and alcohol factsheets, and Community Drug Action teams.



Alcohol consumption rates continued to stabilise toward 2015 target of 25 percent:

- 27.6 percent in 2012
- 26.6 percent in 2013
- 27.4 percent in 2014.

- In September 2014, NSW Health released the *NSW Hepatitis C Strategy 2014-2020* and the *NSW Hepatitis B Strategy 2014-2020*, which include targets to increase the number of people receiving treatment for hepatitis B and C in NSW.

- NSW has significantly improved access to, and uptake of services for HIV prevention, testing and treatment. In 2014 there were 447,186 HIV serology tests performed in NSW, an 11 percent increase compared to 2012. The proportion of gay men reporting an HIV test in the last 12 months is at an all-time high at 76 percent, 89 percent of HIV patients in public clinics are on treatment, and condom use reported by men who have sex with men with casual sexual partners is stable at 65 percent.



2014 – The year of testing:

- **Launched inaugural NSW HIV Testing Week**
- **76 percent of gay men reporting an HIV test in the last 12 months. The highest level recorded since 1996 (Gay Community Periodic Survey Sydney 2014)**
- **Investment in the first fixed community based HIV testing service of its kind in NSW on Oxford St, Sydney**
- **1966 more rapid HIV tests performed in community sites compared to 2013.**

- Year on year improvements have been seen in participation in BreastScreen by eligible women.

- Helping local communities plan, build and deliver locally-led services in response to the health issues and priorities of different communities is a priority of the NSW State Health Plan. A range of localised services providing maternity and early childhood health services for Aboriginal children were delivered across NSW, including the delivery of:

- Culturally safe Aboriginal maternal and infant health services in over 80 locations, and
- The building Strong Foundations for Aboriginal Children, Families and Communities program, in 15 locations.

- A wide range of programs and services have been supported including initiatives to address cardiac health and healthy lifestyles, environmental health and dental health to help close the gap in health outcome disparity between Aboriginal and non-Aboriginal people.



There has been a significant decrease in the gap between Aboriginal and non-Aboriginal infant mortality:

- **2010-2012 there were 3.8 deaths for every 1000 Aboriginal babies born, and 3.5 deaths for every 1000 non-Aboriginal babies born.**

World-Class Clinical Care

NSW Health has prioritised the delivery of high quality clinical care by developing and implementing new models of care and service standards.

- The Agency for Clinical Innovation has led the development of new models of care such as the NSW Stroke Reperfusion Project, that see patients receive care faster from the first onset of stroke symptoms. NSW has recently moved into the implementation phase for the Better Cardiac Care for Aboriginal People project. This work will include reviewing data on need for, and access to cardiac procedures for residents of NSW.



11 local health districts have implemented the Stroke Reperfusion project in 2014.

- Clinicians and managers are increasingly using the online Activity Based Management (ABM) Portal to assess performance, identify areas for clinical improvement and opportunities for standardisation of clinical care.
- The ABM Portal is being rolled out state wide and currently has over 1100 registered users, 800 of which are providing clinical operational functions within their local health district. The ABF Taskforce is working to significantly increase this number through ABM workshops and direct engagement with NSW Health clinicians and clinical support personnel and to date has delivered over 100 WebEx training sessions and over 70 onsite training sessions.

- The Perinatal Advice line now successfully connects hospitals with perinatal experts who can provide clinical guidance and/or assist in arranging the transfer of high risk pregnancies to a specialist service.

- NSW Health has implemented a series of new palliative care services offering patients, families and carers improved choice about their care at end of life. As part of implementing *Advance Planning for Quality Care at End of Life: Action Plan 2013-2018*, the Ministry released a new policy directive and Resuscitation Plan form in September 2014 and published a web resource for healthcare professionals on End of Life Decisions, the Law and Clinical Practice in NSW.

- The ongoing rollout of the Whole of Hospital Program demonstrates the continued focus across NSW Health to improve service provision by building effective partnerships across the health system. NSW Health extended 'whole of hospital' to 'whole of health' by implementing initiatives that integrate healthcare and make use of shared data platforms to improve the patient journey right across the system.



NSW patients with an emergency department length stay of four hours or less:

- 70.8 percent in 2013
- 75.1 percent in 2014.

- NSW Health has built on the success of online tools such as the Patient Flow Portal, which helps clinicians and managers better coordinate patient flows through emergency departments and hospitals.



Proportion of elective surgery patients treated on time has continued to increase across all categories:

- 96.7 percent – January to December 2013
- 97.3 percent – January to December 2014.

- Electronic Patient Journey Boards have been implemented across a significant number of sites to provide staff with up to date patient information. As of the end of March 2015, 224 Electronic Patient Journey Boards have been implemented with more to rollout in upcoming months.



Whole of Hospital Program expanded to:

- 44 sites by August 2014. This has increased from 21 sites at the end of 2013.

- The Clinical Excellence Commission (CEC) leads and coordinates continual improvement in the safety and quality of the NSW health system. Following the introduction of National Safety and Quality Health Service Standards in 2013, the CEC has worked closely with local health districts and specialty networks to provide tools and resources to support them to meet accreditation against the Standards. During 2014, 165 health services successfully underwent accreditation against these national standards.

Integrated Care

NSW Health has developed new initiatives to ensure the health system better supports integrated care for patients.

- Empowering patients, their families and carers to be partners in care is an important component of integrated care. *Patient Perspectives*, a recently released analysis from the Bureau of Health Information, examined the in-patient integrated care experience of patients using the NSW Patient Survey Program, with 60 percent of patients surveyed 'definitely' involved in decisions about their care and treatment.
- The NSW Patient Survey Program (run by the Bureau of Health Information) helps to support the integration of patient feedback and experiences into health system improvements. In-hospital engagement is a positive step towards empowering patients to be involved in joined-up care across treatment settings in NSW.



Care provided in partnership with the individual, their carer and family:

- **60 percent of patients were 'definitely' involved in decisions about their care and treatment**
- **64 percent were 'completely' involved in decisions using medication after discharge**
- **63 percent were 'definitely' involved in decisions about discharge**



Patient satisfaction with care:

- **91 percent of patients reported their overall experience in NSW public hospitals as good or very good.**

- Enablers including tools and capability for patients to access electronic information on care plans and service offerings are being explored as part of the Integrated Care Strategy.
- The Agency for Clinical Innovation is developing and implementing Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs). These tools enable patients to provide direct feedback to improve individual patient care and improve local service delivery.

- The NSW Health Integrated Care Strategy aims to transform how care is delivered with more connected service provision across different local health service providers and testing unique system-wide approaches to integrating care.
- NSW Health has supported the development of locally-led integrated care initiatives with three integrated care demonstrator sites in Western NSW, Central Coast and Western Sydney. All local health districts and Speciality Health Networks have been able to seek seed funding under the Planning and Innovation Fund with 16 successful proposals selected for funding in 2014-15.
- These new patient-centred models of care are helping patients to better engage with their health providers and receive the information they need.



\$120 million committed for new integrated care models in local health districts and networks from 2014 to 2018.

- Integrated care is also being facilitated through funding an increased number of community-based services to manage long term health conditions, especially in priority areas such as mental health services. Integrated care initiatives in NSW build effective partnerships between hospital, specialist, primary and community care providers to ensure continuity of care for patients.

Health Workforce

NSW Health has continued to support and develop an effective health workforce enabling the delivery of quality health services in NSW.

- The health workforce has grown through recruitment activities for health clinicians, nurses, midwives, allied health, research and support professionals.



NSW continued to increase the number of junior doctors in the public health system:

- 959 medical interns recruited in 2014
- 980 medical interns recruited in 2015.

- NSW Health invests in competitive training programs in public health, biostatistics and Aboriginal Population Health to develop a highly skilled and expert workforce in prevention and health protection. An Aboriginal Policy Pathways program has been established by the NSW Ministry of Health. Aboriginal policy trainees are located in the Ministry and NSW Kids and Families.



Aboriginal cadetships for nursing and midwifery continued to increase:

- 38 cadetships in 2014.
- 42 cadetships in 2015.

- NSW Health has also invested in programs to grow the Aboriginal health workforce to ensure culturally appropriate healthcare for Aboriginal people such as the training and support that has been provided to the Aboriginal Maternal and Infant Health Services and Building Strong Foundation teams, including Aboriginal Health Workers working in partnership with clinicians.



The percentage of Aboriginal people employed by NSW Health increased from 1.9 percent to 2.1 percent between 2012 and 2014.

- In response to the needs of rural communities, the Rural Generalist Training Program provides 30 training positions for doctors training as rural GPs in NSW and internships under the Rural Preferential Recruitment Scheme have increased by 29 percent since 2012, to 97 in 2015.

- A Youth Health Resource Kit has been developed to support clinicians who work with young people.

- To build the most effective health workforce, new training opportunities and partnerships have been established to develop skills and support staff. Approximately 150,000 users across NSW Health are now able to access HETI Online, a new integrated Learning Management System with online learning modules.



HETI Online course completions 2014:

- 603,526: Online learning
- 79,626: Classroom learning.

Research and Innovation

NSW has invested significantly in health and medical research to ensure there is translation of innovative policy and practice into health system.

- The use of technological platforms in research analysis continues to improve through the adoption of Health Statistics NSW, and the Secure Analytics for Population Health Research and Intelligence (SAPHaRI) data platform.



Continued use of technology in research analysis:

- **More than 1000 indicators now available via Health Statistics NSW.**
- **\$12 million allocated to the Population Health and Health Services Research Support Program.**

- Significant work is also underway to better understand and link the patient journey across care settings through the NSW Health Enterprise Data Warehousing (EDW) platform.

- NSW Health has also grown its evidence base through undertaking rigorous evaluation of key programs such as the NSW Healthy Children Initiative, the Get Healthy at Work program and NSW Health-led Keep Them Safe programs. NSW Health continues to deliver data quality improvement activities that improve the accuracy and reliability of reporting to inform the evidence base for closing the gap.

- NSW has invested significantly in health and medical research to ensure there is translation of innovative policy and practice into the health system. NSW has continued to fund the NSW Health and Medical Research Hubs Strategy, the Population Health and Health Services Research Support Program, the Medical Research Support Program, the Medical Device Commercialisation Training Program and the Medical Devices Fund.
- New medical research initiatives have been established including the Sydney Genomics Collaborative Program in partnership with the Garvan Institute and the Bioinformatics Collaborative Grants Program to provide support for projects that demonstrate the benefit of data linkage across different research areas.



Significant investment in medical research initiatives in 2014:

- **\$42.3 million allocated to independent medical research institutes in 2014-15**
- **\$6.055 million committed to medical device projects in 2014-15**
- **\$24 million committed to the Sydney Genomics Collaborative program (\$6 million in 2014-15)**
- **\$1 million committed to support pathogen genomics in 2014-15**
- **\$250 thousand committed to support bioinformatics training program in 2014-15.**

eHealth

NSW Health has progressed the adoption of eHealth solutions in the health system recognising the transformative impact of technology on patient care, treatment and research.

- Investment has been made to extend the functionality and reach of the electronic medical record. This includes integration of the Community Health and Outpatient Care system with the electronic medical record. eHealth solutions are being developed to support local health districts and speciality health networks and their integrated care initiatives.



eHealth is increasingly embedded in the NSW health system with:

- **230,000 electronic medical records accessed daily**
- **136,000 tests ordered electronically daily.**

- Investment in new technologies is also an important part of improving the delivery of information to patients. Tools for patients to access electronic information on care plans and available services are currently being designed. The Electronic Medication Management program is delivering a solution to improve the quality, safety and effectiveness of medications management within NSW hospitals. As well, the rollout of HealthNet across the State is close to completion. HealthNet is a clinical portal that links health records with the Commonwealth Personally Controlled Electronic Health Record to create a unified picture of a patient's health information for both patients and providers.

- eHealth solutions have been developed to bring about improvements in payroll, staff and financial management.

- Further investments in infrastructure, such as the Health Wide Area Network will improve security and performance and are critical to the delivery of telehealth and other clinical solutions.

Capital Infrastructure

NSW Health has invested in new and improved healthcare facilities and partnerships to enhance access to health services.

- The forward capital program has responded to the need to provide world-class clinical services with timely access and effective infrastructure. The program will deliver hospital developments and upgrades, multipurpose services, integrated care and ambulance infrastructure. In the next four years, over \$5 billion will be spent to enable this, with planning on a number of projects already underway such as the redevelopments at Gosford and Westmead Hospitals. Redevelopment projects are also underway at the Wagga Wagga, Lismore Base, Blacktown and Mt Druitt Hospitals.



\$5 billion committed to deliver capital infrastructure projects from 2014-2018.

- NSW Health has continued its history of partnering with non-government organisations (NGOs) to deliver quality health services. Grants have been provided to many NGOs through the NSW Health NGO Grants Program for a range of services including Aboriginal health, drug and alcohol, mental health, AIDS, infectious disease, oral health, kids and families and chronic illness disease. In addition, the procurement of the new Northern Beaches Hospital through a purchaser provider model demonstrates NSW Health's commitment to developing innovative models to partner with the private and not for profit sector.

