



Health
Western Sydney
Local Health District

Western Sydney LHD Medical and Dental Engagement Initiative

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WSLHD Medical and Dental Engagement Initiative

Background to Western Sydney LHD

The Case for Enhancing Engagement

**A piece in the puzzle: Medical and Dental Engagement
Scale**

Our approach

What we have learned along the way



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A Day in the Life of Western Sydney Local Health District

On an average day in WSLHD during 2012-13 there were:

428

admissions to our five hospital campuses, with 46 percent being admitted and discharged from hospital on the same day

26

babies born in three of our hospitals

425

presentations to Emergency at four sites

9,850

outpatient occasions of service (for people not admitted but seen)

97

surgical cases performed at four sites, with 41 percent being emergency surgery

600

people attending a dental clinic at three sites



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- WSLHD employee > 9,000 people across 100 sites

- > 950 Senior Medical and Dental Staff

- 710 Junior Medical Staff

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The Case for Enhancing Engagement



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Kings Fund: Commission on Leadership II (2012)

The case for leadership and engagement is compelling...engaged staff deliver:

Better patient, carer and family experience

Fewer errors

Lower infection and mortality rates

Stronger financial management

Higher staff morale and motivation

Less absenteeism and stress



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The Case for Enhancing Engagement

A time of change for WSLHD

New clinical services and facilities

Hospital restructures and new executive

Clinical services redesign – Integrated Care,
surgery, Medicare Local, ABF

Intention to ensure clinicians are part of decision-making, continuous improvement and change



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A piece in the puzzle:

Medical and Dental Engagement Scale



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Why go on this journey?

Opportunity through Health Roundtable

Strategically well timed and good fit

Medical Workforce Strategy

Evidence based tool with benchmark capacity to assessed how engaged staff are – through levels of engagement



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Levels of Engagement

Embedded: Doctors are fully involved at all levels in leading the design and delivery of service innovations

Expanded: Doctors traditional roles have expanded to embrace some aspects of managing healthcare

Energised: Doctors are keen to become more involved in the planning, design and delivery of services

Expectant: Doctors understand the importance of becoming involved in the management area

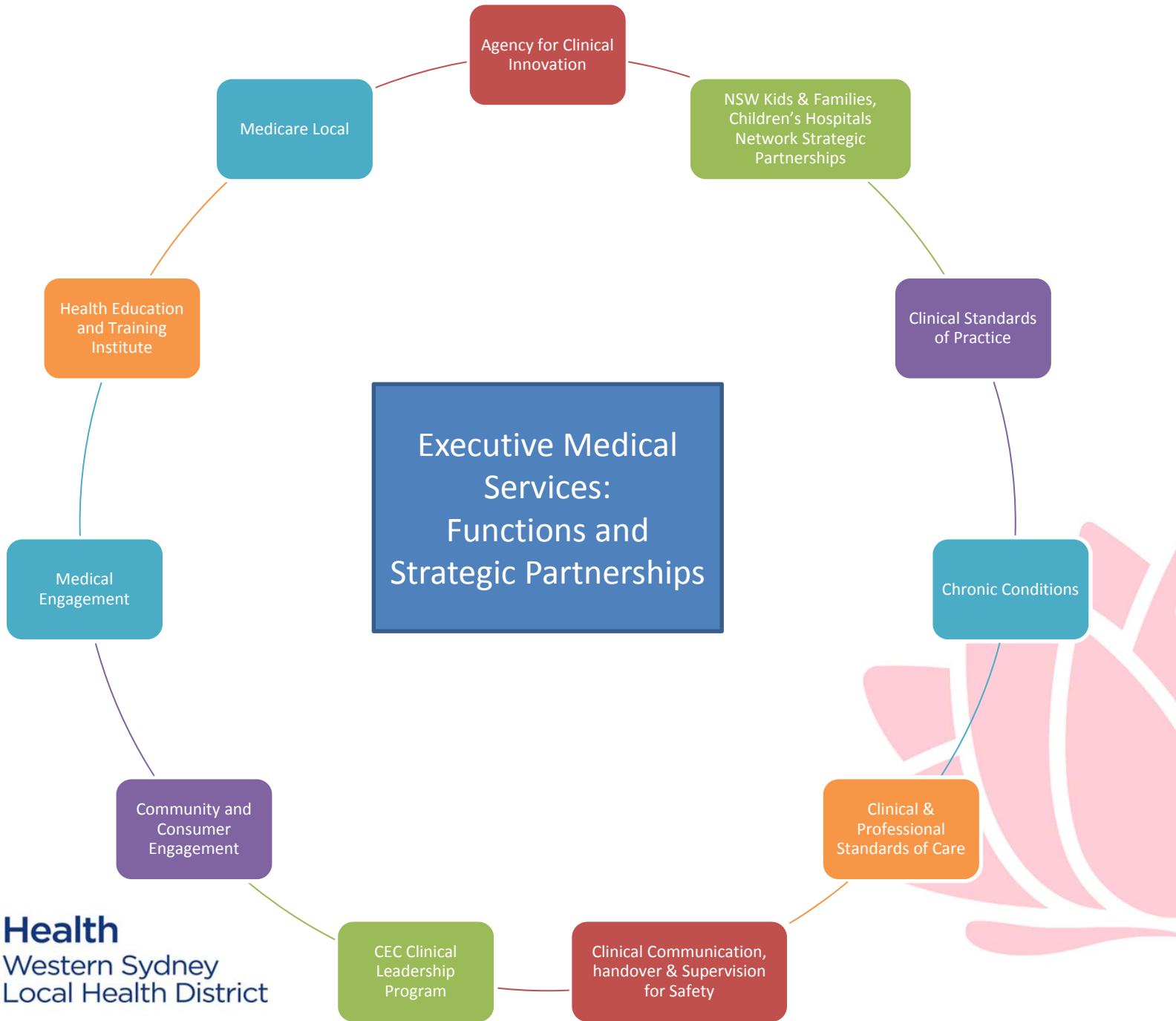
Excluded: Doctors are not part of the management process and confine activities to their traditional role



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Our approach





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Our approach

- Why were we doing this – stating the vision
 - Executive Sponsorship and Leadership
 - Medical Leadership from LHD, Hospitals, Services
- Planning – a well run survey process was essential for maximum response
- Up and Down communication approach using existing channels of communication where possible
- Following through on the results – being ready to take the feedback on board and act upon it
- Learn from other Australian sites that had surveyed



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Post Survey Action Planning

- Work through the same structures and communication channels i.e. Bottom Up and Top Down
- Identify the positive deviations – what can we learn from what is working well?
 - Learn from others
- Repeat survey to check for efficacy (early 2015)



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What we have learned along the way



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What we have learned along the way...

- Convey a vision as to why undertaking the initiative
 - Involve Medical and Dental leaders early
 - Start at outset talking about post survey actions/ interventions
- Build in Executive commitment and partnership – it will help to promote/facilitate the survey phase, and when it is time to work on actions be respond to the feedback
- Take time to work through what information is needed – eg, department structure/specific questions



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What we have learned along the way...

- A great motivator was the readiness of senior staff to be part of the survey
 - Dental Leadership were immediate champions and actively helped with survey planning
- Raising awareness for junior staff needs special focus – routine JMO lunches, trainee meetings and liaising with RMO Associations were some strategies
- Planning may take longer than expected...unless you already have complete mailing lists... but it is worth taking the necessary time



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*Our Survey is due to go live
within a fortnight*

*It will remain live for six weeks and feedback on
completion rates will be given during the survey period*

Our survey target is 60% return



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Thank you

Any questions?



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