Whole of Health

**Luke Worth, Director System Relationships
& Whole of Health program
27 February 2015**

NSW
GOVERNMENT | Health

IMPROVING ACCESS TO CARE

- **What is Whole of Health?**
- **Why is it different to Whole of Hospital?**
- **How do Acute and Primary care differ?**
- **What's important for us to progress?**

Working together to provide the right healthcare for all communities in NSW every day

We value patients' experience & input

Development of local skills and capacity for system change

Action today for tomorrow's solutions

We value the involvement of all health professionals

Health service design and leadership to improve that creates an affordable and sustainable health system

We all have our part to play

Improving partnerships and connectivity to create a seamless care experience

Ministry of Health, Pillars, LHDs, SHNs & our partners

Whole of Hospital Program

- Improving access to hospital based care
- Addressing existing barriers to patient flow
- Facilitating system change in order to combat increasing demand
- Creating networks and sharing success stories

- 17 LHDs and SHNs involved
- 43 facilities directly engaged

- **Diagnostic & Patient Flow Improvement strategies**
- **State-wide networks for information sharing**

Specialised Programs include:
- Mental Health
- Ambulance NSW Services
- Hospital Demand Management
- Medical Engagement

Statewide enablers
- **HealtheNet**
- **Risk Stratification**
- **Patient Reported Outcome Measures (PROM)**
- **Real time patient feedback**

Demonstrators
- **Central Coast LHD**
- **Western NSW LHD**
- **Western Sydney LHD**

Innovators
- **seed funding for innovative integrated care initiatives at the local level across NSW**

Integrated Care Implementation Program

- Transforming the planning & delivery of care to improve health outcomes for patients
- Building strong partnerships with primary & community care to create a seamless care experience
- Designing truly connected care centred around patient needs
- Facilitating integration at a local level for system-wide change

Centrally facilitated and locally led

NSW GOVERNMENT | Health

The possible future

Predictive ED Attendances
2012 - 2,318,343
2017 - 2,826,954
2022 - 3,226,145
2027 - 3,682,135

What does this mean for health outcomes & patient care?

What is currently in place to support the system?

- Whole of Health Program – platform for sharing
- WOHP Integrated Care Implementation - Demonstrator sites &PIF
- WOHP Stocktake
- ACI- Building Partnerships
- ACI- Risk Stratification
- ACI- PrOMS
- CEC – Improve patient safety & quality of care through care coordination eg. In Safe Hands
- HETI - Smooth Patient Flow module
- HETI – CETL program
- NSW Ambulance – Demand Management Strategies
- HealtheNET
- Partnerships with HealthDirect

NSW GOVERNMENT | Health

What do we need?

- To build on the success of the Whole of Hospital Program
- To ensure there is a designated lead to drive change locally
- To provide assistance with access to the Redesign Panel
- To build local capability through providing opportunities for coaching
- To provide platforms for sharing your work with your peers – to help you tell the story of the change you made
- To take guidance from you on what is needed

NSW GOVERNMENT | Health

What's Missing?

- The panel discussion will provide some guidance

Thoughts?

- strategy for educating the public
- strategy for sharing information on publically available services
- partnerships & models which support patient care that is joined up

QUESTIONS?