



Government of **Western Australia**
Department of **Health**

WA Health Networks Strategic Direction

Online Consultation: Phase 2

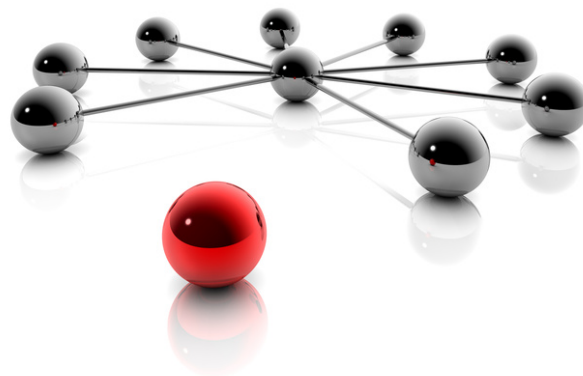


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1. Background

WA Health Networks enable everyone with an interest in health to connect with others, share their expertise and experience to improve the health system and the health of all Western Australians. WA Health Networks are unique in that they bring together diverse partners across health to identify a shared vision for health reform and to improve service quality and care.

In April 2015, the WA Health Networks commenced the development of the WA Health Networks Strategic Direction 2015-2020. The aim of the Strategic Direction is to ensure the WA Health Networks continue to play an important role in identifying opportunities to create a culture of collaboration and to influence positive change to the health system.

In May 2015, consultation with WA Health Networks' stakeholders commenced to gather data to inform the priorities and guiding principles for the Strategic Direction.

The consultation was undertaken in three stages:

- Stage One: Face to face interviews with key strategic stakeholders across the WA health system.
- Stage Two: Online consultation via a Citizen Space survey with stakeholders registered on the WA Health Networks database. The purpose of the consultation was to collect feedback on the priorities and guiding principles of the Strategic Direction. The results were collated in a report which is available on the WA Health Networks website www.health.wa.gov.au (under Improving WA Health).
- Stage Three: Second online consultation via a Citizen Space survey with stakeholders registered on the WA Health Networks database. The purpose of the consultation was to collect feedback on the overall vision and proposed activities of the Strategic Direction.

Between stages two and three, the draft Strategic Direction was edited to incorporate the feedback gathered from the initial online consultation.

This report details the findings from stage three of the consultation.

2. Aim and Objective

Feedback from the survey was used to draft the Strategic Direction and provide input into an operational plan for the WA Health Networks.

A specific objective of the survey was to measure support across the four key action areas:

- engagement
- pathways
- planning
- leadership.

3. Methodology

3.1 Survey

Stakeholder input for the WA Health Networks Strategic Direction 2015-2020 was collected using a self-completion questionnaire. A copy of the questionnaire is provided in Appendix 1.

The questionnaire included five open-ended questions.

Citizen Space, an online consultation tool, was used to design and collect survey responses. A hard-copy of the survey was available on request.

3.2 Sampling

The sampling frame included all persons and/or organisations listed on the WA Health Networks members' database that includes clinicians, consumers and carers, policy makers, planners and researchers across the public and private health sectors.

3.3 Data collection

Respondents were invited to participate via an email invitation (see Attachment 2), which included a link to the online survey tool. The survey was open for two weeks from 30 June to 14 July 2015.

3.4 Data analysis

Quantitative data from the self-completion questionnaires was downloaded from Citizen Space and analysed using Microsoft Excel. Qualitative data was analysed using thematic analysis; this was used to identify recurring themes that represented common views of the respondents.

4. Results

4.1 Responses

In total 45 survey responses were received, including 11 received from organisations (24 per cent of responses).

4.2 Demographics

Respondents to the survey were asked to provide basic demographic information about their:

- primary role in the health sector (Figure 1)
- primary place of work (Figure 2)
- involvement with Health Networks (Figure 3).

The following response patterns are noted in the demographic responses:

- 76 per cent of responses were received from individuals and 24 percent were received from organisations.
- 51 per cent of respondents worked in the WA Health Services (either the South Metropolitan, North Metropolitan, WA Country or Child and Adolescent Health Service).
- 67 per cent of respondents were employed by the WA Department of Health.
- 36 per cent of respondents reported that their primary work role involved the provision of health services (nurse/midwife, allied health practitioner or medical officer).
- 7 per cent of respondents reported their primary role as either a consumer, carer or health advocate.
- 84 per cent of respondents were involved with one or more of the WA Health Networks.
- 7 per cent of respondents identified as Aboriginal or Torres Strait Islander.

Figure 1: Respondents' role in the health sector

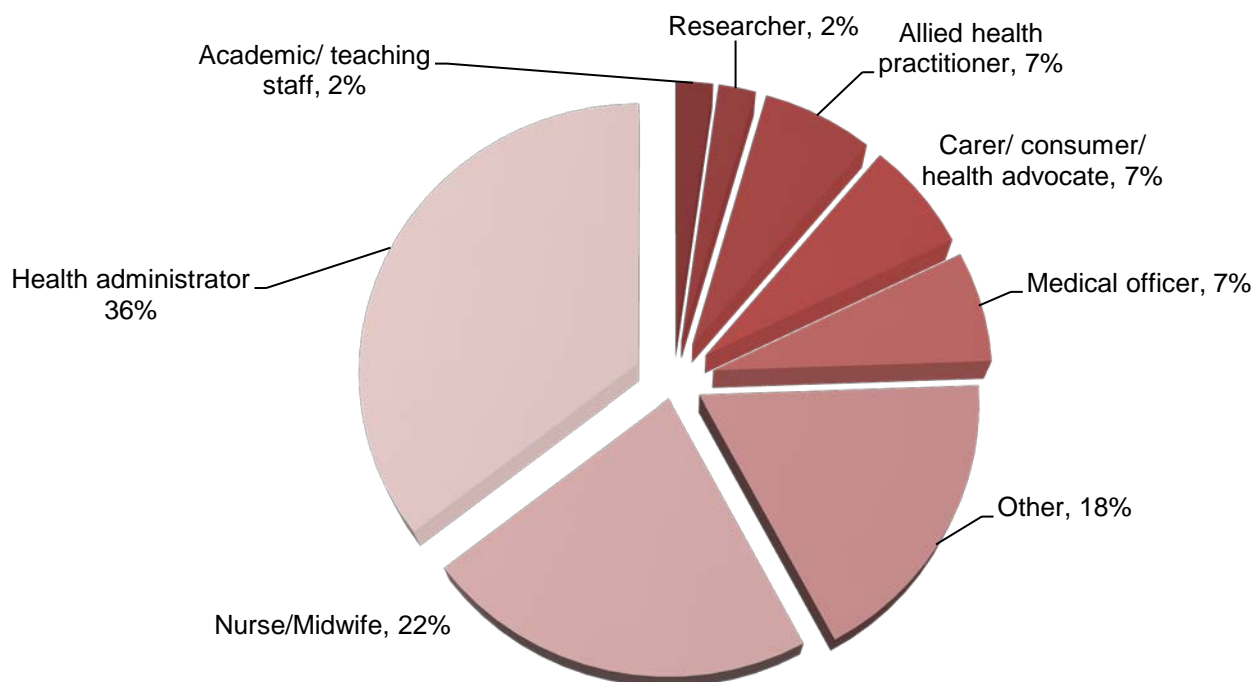


Figure 2: Respondents' primary place of work

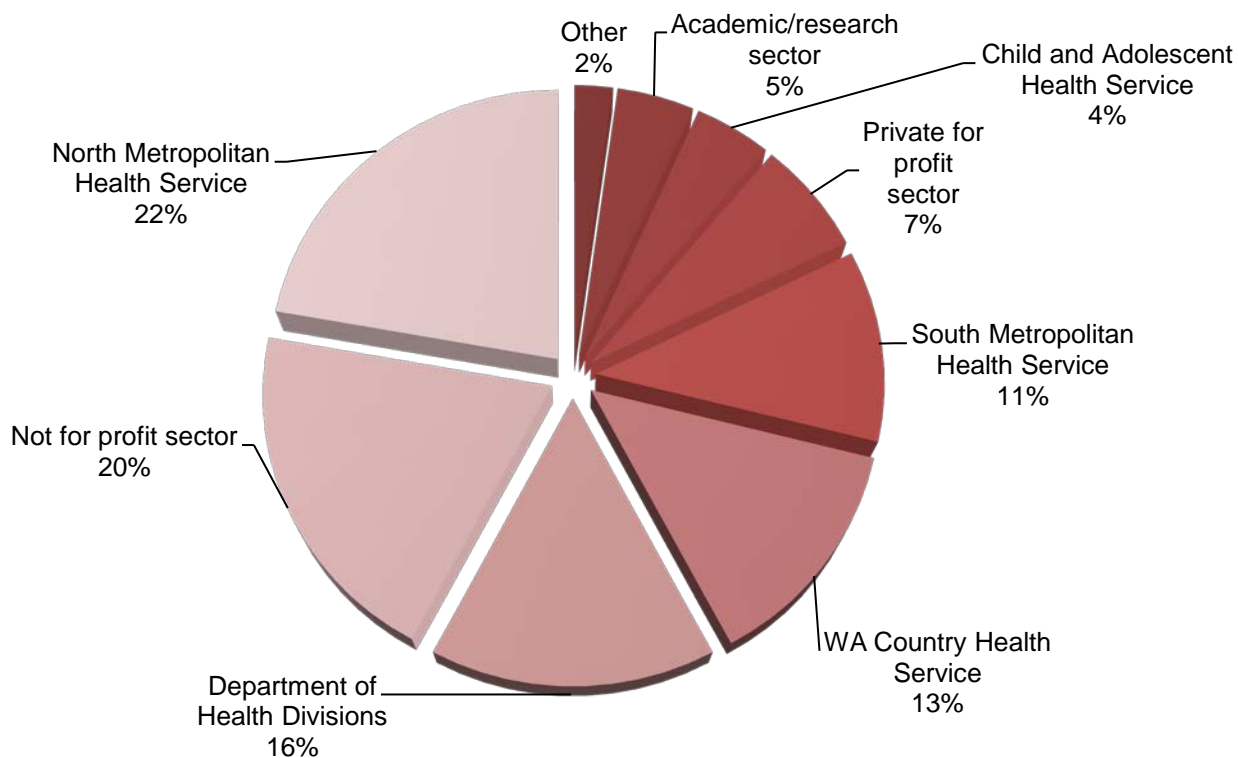
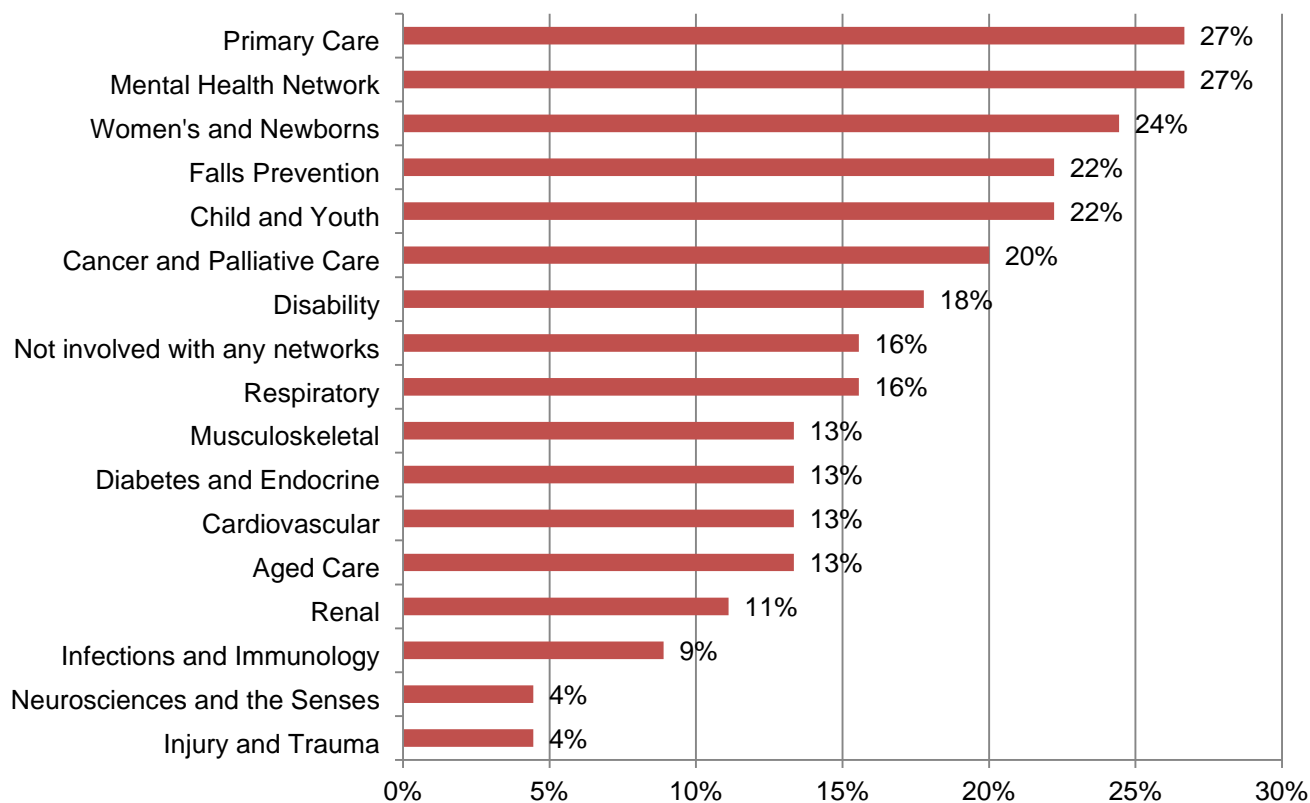


Figure 3: Respondents' involvement in Health Networks

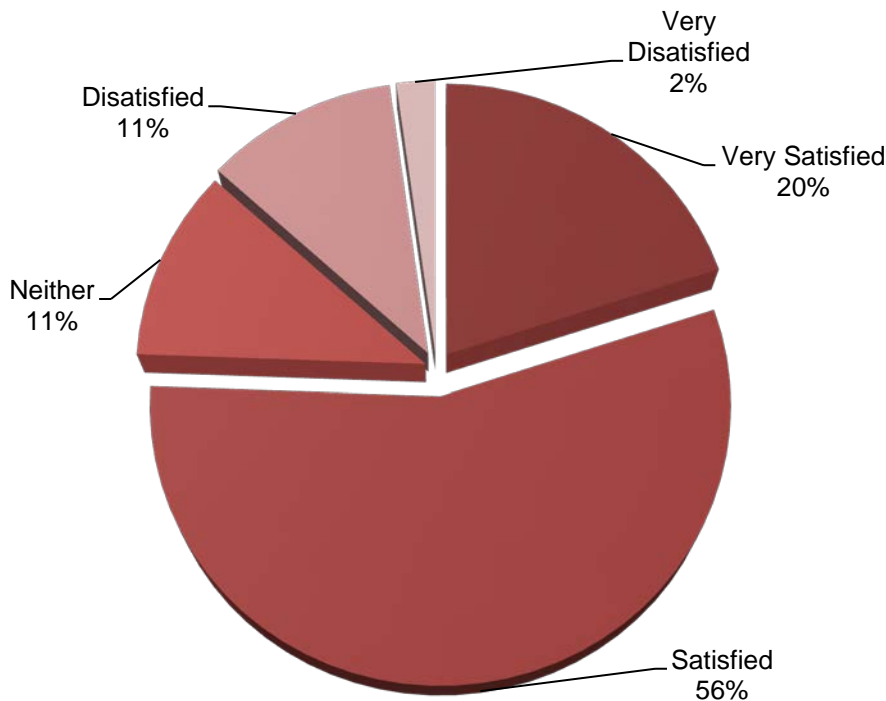


* Totals exceed 100% as respondents were able to nominate involvement with multiple Health Networks

4.3 Respondents' satisfaction levels regarding the Strategic Direction

Survey respondents were asked to rate their level of satisfaction with which the Strategic Direction identified a way forward for WA Health Networks in the next five years. The satisfaction results are presented in Figure 4.

Figure 4: Satisfaction ratings for extent to which the Strategic Direction identifies a way forward for WA Health Networks in the next five years



Respondents were also asked to provide comments on the proposed way forward for WA Health Networks. Feedback was received from 51 per cent of respondents and common themes included:

- the importance of engagement with a broad spectrum of partners
- a desire for greater clarity in how the action areas of the Strategic Direction will be operationalised
- the importance of patient-centred policy development which effectively engages all individuals and organisations across the health care sector.

“Representation of external partners should be enhanced/broadened.”

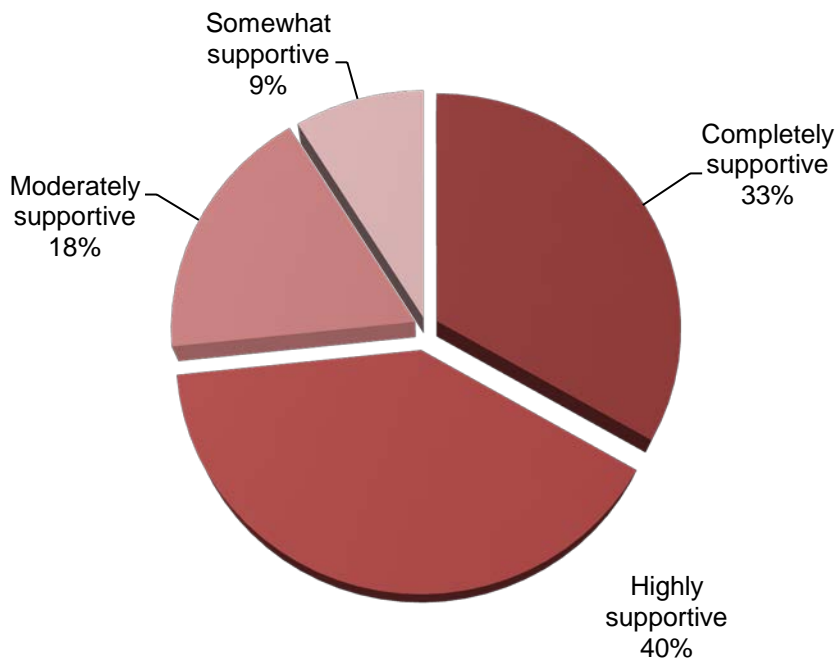
“The Networks offer an opportunity to synergise with and optimise the performance of health services to deliver appropriate services to optimise patient health outcomes.”

“The Strategy aligns well with other international and contemporary health reform, the importance of service integration and focus on “place” of care (e.g. community) is crucial. Principles of equity and accessibility are key influencers, but even more key are tangible local supports...a networked, connected pan state approach to community service design and delivery will be beneficial to outcomes.”

4.4 Respondents' support for the four key action areas

Survey respondents were asked to rate their level of support for the four key action areas outlined in the Strategic Direction. A brief description was provided (embedded in the survey) for each of the four key action areas. The support rating results are presented in Figure 5.

Figure 5: Support rating for the four key action areas outlined in the Strategic Direction



Respondents were also asked to provide comments on the key action areas. Feedback was received from 31 per cent of respondents and included:

- strong support for the four key action areas
- the importance of engagement with specific populations or professions, e.g. Aboriginal people and allied health workers
- the need to engage with Area Health Services, specifically in the pathways and planning action areas
- the importance of adequate resource allocation required, specifically staffing within Health Networks, to progress the four key action areas

“Completely agree with focus on engagement, pathways, planning and the cultivation of leadership. I also completely agree with the increased focus on developing partnerships with the primary health networks, the Mental Health Commission and Disability Services Commission.”

“(Our organisation) highly supports the pathways aspect of the four key action areas. The Aboriginal Health sector must be involved in the development of this area at a local level.”

“The Networks progress many fantastic initiatives with the limited staff at their disposal and I feel that more development/policy/project officers are required to continue the great work.”

4.5 Respondents’ suggestions as to how to improve the Strategic Direction

Survey respondents were asked to identify what (if anything) they believed was missing and/or could be improved in the Strategic Direction.

Survey responses were analysed and categorised by theme; responses were received from 64 per cent of respondents. The two most common themes evident in the feedback were:

- queries on the operationalisation of the Strategic Direction, including resourcing, accountability and implementation
- the importance of engagement of consumers, carers, areas health services and other government agencies.

“Harnessing health outcome data to drive decisions regarding health service modelling, development and implementation [is missing from the Strategic Direction document].”

“Quality and accountability markers in terms of ensuring this document influences change, design, implementation, sustainability and outcomes. Having identified markers for progress and person accountable for that progress will ensure the tangible impacts continue to be driven.”

“Reinforcing the role of informed health consumers interacting with (our) responsive health system provides a powerful paradigm for influencing the development of health services and models of care provides an opportunity for innovation.”

4.6 Respondents’ role in helping achieve the Strategic Direction

Survey respondents were asked what role they believed they, as individuals or organisations, could play in helping WA Health Networks achieve their Strategic Direction.

Survey responses were analysed and categorised by theme; responses were received from 71 per cent of survey respondents. The range of responses were thematically analysed and categorised into one of the four key action areas.

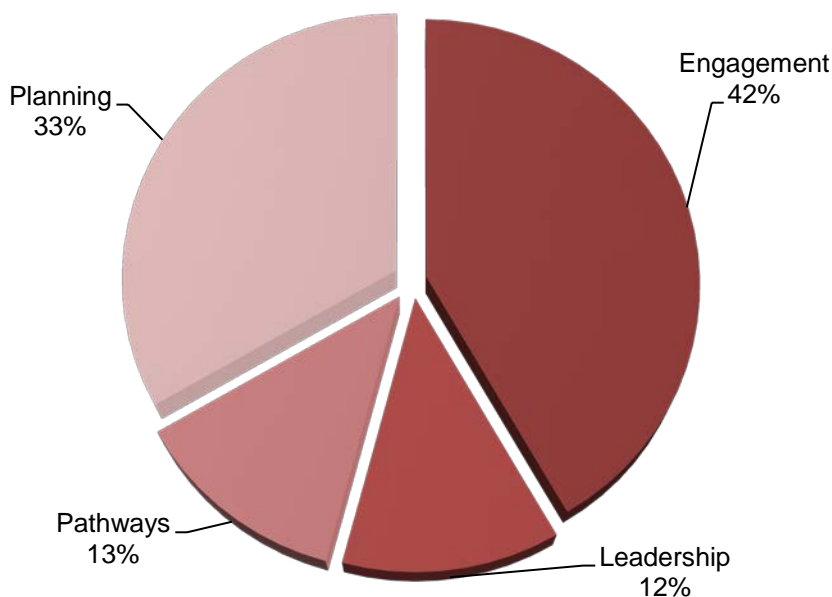
- engagement
- leadership
- pathways
- planning.

Of those survey participants who responded, 50 percent identified their capacity for influence spanning across two or more key action areas.

Feedback demonstrated the broad range of skills, knowledge and professional networks that respondents could contribute towards helping achieve the strategic direction.

More than 20 percent of respondents nominated an interest in helping Health Networks engage with rural and remote health services.

Figure 5: Key Action Areas that respondents could assist Health Networks achieve their Strategic Direction



4.7 Other feedback

Survey respondents were asked to provide further comments relating to the future direction of WA Health Networks. Just under half of the total survey respondents provided feedback to this question.

The feedback received was broad-ranging. The two most common themes identified from the responses were:

- accountability; how Health Networks can increase accountability by:
 - demonstrating evidence of their effectiveness, thus maintaining their value to the health system
 - developing KPIs and critical measures as part of an operational plan.
- engagement; how Health Networks can increase stakeholder engagement by:
 - utilising ICT available through the Department of Health
 - enhancing communication with Network members to increase participation.

“I believe that as we are rapidly moving into a health service environment that has greater scrutiny around efficiency. ... I feel that the strategic direction document captures the essence of this and communicates a clear plan to measure effectiveness through KPIs and in doing so will assist the Networks to remain accountable and sustainable for the future.”

“The networks should focus on engagement across all sectors and health sites and the community.”

5. Next Step: Developing an Operational Plan for WA Health Networks

The responses to this consultation were used to further refine the final Strategic Direction for WA Health Networks.

The final document was then presented to members of the WA Health Networks Leads' Forum for endorsement. Following this, the WA Health Networks Strategic Direction 2015-2020 was then formally endorsed by the Assistant Director General, System Policy and Planning, Department of Health.

The Strategic Direction has now been made publicly available on the WA Health Networks' website www.health.wa.gov.au (under Improving WA Health) and a Communications Plan has been developed to drive awareness of, and engagement with the Strategic Direction.

An Operational Plan is currently being developed by the WA Health Networks to achieve the vision and key action areas outlined in the Strategic Direction. It takes into account all the feedback received across the three stages of consultation.

6. Appendices

6.1 Appendix 1: Survey Instrument



Government of Western Australia
Department of Health

WA Health Networks Strategic Direction - Phase Two Consultation

Overview

WA Health Networks are currently drafting the WA Health Networks Strategic Direction for 2015-2020. The Direction will provide a vision for the WA Health Networks over the next five years. It will also ensure the Networks continue to play an important role in identifying opportunities to create a culture of collaboration to influence positive change across the health system.

Why we are consulting

In May 2015, a broad consultation was undertaken on the three priorities and guiding principles for the Direction. Feedback from the consultation was used to develop the first draft of the WA Health Networks Direction for 2015-2020 and to provide valuable input into an operational plan for the Networks. A summary report for the feedback is available under the 'related documents' heading below, with a detailed report due for release in July.

The purpose of this second phase of consultation is to collect feedback on the overall vision and proposed activities of the Direction.

Once again we invite feedback for this draft document. All interested parties, including consumers, carers, health and social service providers, government, private, community and nongovernment sectors are now invited to provide any further input or comments for consideration and possible inclusion in the final draft document.

About the Survey

This consultation is open until **Tuesday 14th July 2015**. The survey is expected to take about 10 minutes to complete. All responses to this survey will remain private and confidential.

To begin the survey, click on the '**Online Survey**' link in the blue box below.

If you have any queries about the survey or plan or for further information please contact the Health Networks Branch at healthpolicy@health.wa.gov.au or phone (08) 9222 0200.

Thank you for participating in the survey. Your interest and feedback is very much appreciated

Introduction

1 Providing your email address below.

This is optional. Providing your email address will allow you to return to edit your consultation at any time until you submit it. You will also receive an email acknowledgement of your participation in this consultation.

Email

Demographics

Please provide the requested demographic information. It is used to ensure we receive feedback from a broad range of stakeholders.

2 Please select the category below that best describes your PRIMARY role in the health sector.

Please select one answer.

(Required)

Please select only one item

- Medical officer Nurse/Midwife Allied health practitioner Researcher Academic/ teaching staff
 Health administrator (eg. health policy, planning, management) Carer/ consumer/ health advocate
 Other (please specify below)

3 Please select the category below that best describes your PRIMARY place of employment. Please select one answer.

(Required)

Please select only one item

- I do not have a place of employment Child and Adolescent Health Service North Metropolitan Health Service
 South Metropolitan Health Service WA Country Health Service
 Department of Health Divisions (eg. Royal St Divisions, Health Corporate Network, Health Information Network)
 Academic/research sector Not for profit sector Private for profit sector Other (please specify below)

4 Do you identify as an Aboriginal or Torres Strait Islander?

(Required)

Please select only one item

- Yes No

5 Which (if any) of the WA Health Networks listed below are you involved with? Please select all that apply.

Involvement includes, but is not restricted to:

- receiving emails about a network(s)
- attending network forums/events
- being part of a network executive/working group.

(Required)

Please select all that apply

- None, I am not involved with any of the listed networks
 Aged Care
 Cancer and Palliative Care
 Cardiovascular
 Child and Youth
 Diabetes and Endocrine
 Digestive (inactive)
 Disability
 Falls Prevention
 Genetics
 Infections and Immunology
 Injury and Trauma
 Mental Health
 Musculoskeletal
 Neurosciences and the Senses
 Primary Care
 Renal Health
 Respiratory Health
 Women's and Newborns

6 Does your feedback represent an individual or group / organisational perspective?

(Required)

Please select only one item

- An individual response
 A group / organisational perspective (please specify the name or the group / organisation below)

WA Health Networks Strategic Direction

7 How satisfied/dissatisfied are you that the Strategic Direction identifies a way forward for the WA Health Networks in the next five years?

(Required)

Please select only one item

- Very satisfied
 Satisfied
 Neither
 Dissatisfied
 Very dissatisfied

Please provide below any comments relating to the way forward for the WA Health Networks.

8 Overall, how supportive are you of the four Key Action Areas areas outlined within the WA Health Networks Strategic Direction?

Click to see the Key Action Areas

The four Key Action Areas are:

- Engaement
- Pathways
- Planning
- Leadership

(Required)

Please select only one item

- Completely supportive Highly supportive Moderately supportive Somewhat support
 Not at all supportive

Please provide below any comments relating to the Key Action Areas.

9 Overall, what (if anything) do you believe is missing and/or could be improved in the Wa Health Networks Strategic Direction?

10 What role (if any) do you believe you or your area/organisation could play in helping the WA Health Networks achieve their Strategic Direction?

11 Please provide below any comments or other feedback you have in relation to the future direction of WA Health Networks.

6.2 Appendix 2: Invitation to participate in the survey

Health Networks Strategic Direction 2015-2010 Consultation: closing 14 July

In May 2015, WA Health Networks undertook a broad consultation on the priorities and guiding principles for the WA Health Networks future directions. Over 200 responses were received and used to develop the draft WA Health Networks Strategic Direction 2015-2020. Much of the feedback will also be used in the development of an operational plan.

We are now asking for your feedback on the draft Direction. We invite anyone with an interest in health and networking to complete a 10 minute survey to ensure the Networks continue to play an important role in creating a culture of collaboration to influence positive change across the health system.

The online survey will close on **Tuesday 14th July 2015**.

For more information please email Health Networks or phone 9222 0200



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