

Public Submission Cover Sheet

Please complete this sheet and submit with any attachments to the Sustainable Health Review Secretariat

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Publication of Submissions	
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Submission Guidance	
<p>You are encouraged to address the following question:</p> <p>In the context of the Sustainable Health Review Terms of Reference listed below, what is needed to develop a more sustainable, patient centred health system in WA?</p> <ul style="list-style-type: none"> • Leveraging existing investment in Primary, Secondary and Tertiary healthcare, as well as new initiatives to improve patient centred service delivery, pathways and transition; • The mix of services provided across the system, including gaps in service provision, sub-acute, step-down, community and other out-of-hospital services across WA to deliver care in the most appropriate setting and to maximise health outcomes and value to the public; • Ways to encourage and drive digital innovation, the use of new technology, research and data to support patient centred care and improved performance; • Opportunities to drive partnerships across sectors and all levels of government to reduce duplication and to deliver integrated and coordinated care; • Ways to drive improvements in safety and quality for patients, value and financial sustainability, including cost drivers, allocative and technical efficiencies; • The key enablers of new efficiencies and change, including, research, productivity, teaching and training, culture, leadership development, procurement and improved performance monitoring; • Any further opportunities concerning patient centred service delivery and the sustainability of the WA health system. 	

Submissions Response Field

Please type your response into the field below. Alternatively you may provide your submissions as a separate attachment (Suggested Maximum 5 pages).

The goal of the WA Government is through the Sustainable Review program to build a health system that is centred around the highest levels of patient care, but that is also cost effective and makes the best use of the finite resources of the Government.

Lessons from Governments internationally and indeed other states within Australia would show that a large and complex, “one system to rule them all” approach is extremely costly and most often fails to deliver any real benefit. Deployments have easily run into the tens and even hundreds of millions of dollars with delivery timeframes typically extending through 5-7 years. Even if successful, the benefits realized usually fall short of those expected. A different approach is required.

Effective and efficient hospitals and health systems are those that are transparent. They make the invisible, whether that be data, processes, doctors, or in fact patients themselves, visible. Once something is visible, it can be monitored, measured and managed. Making these things visible requires an ability to fill in the gaps between the systems, the processes and the people using and following them. Once these gaps are filled then the whole system can be monitored and measured to deliver a more efficient and effective outcome for all participants.

Filling these gaps is not as difficult as you might think. However, it requires a different approach to the traditional, complex systems that would typically be the norm. It requires leveraging what is there already and providing a mechanism to create a data flow that places the patient at the centre and manages the patient journey through the systems and through the hospital and beyond. Long elective surgery waiting times, high levels of adverse events and unplanned admissions and increased staffing costs are all indicators of poor flow of patients through the system. By improving patient flow, hospitals and the health system in general will become more effective and efficient. By putting the patient at the centre and then joining the various systems into an experience hub, flow can be drastically improved.

Genesys Patient First (GPF) is designed to be the experience hub that facilitates and improves flow. GPF is the data “glue” that fills the gaps between the existing systems and makes the invisible, visible. It tracks the patient through every step of their journey, capturing information and then using this information to inform clinical staff so that they can manage this journey more effectively. It does this from the unique perspective of the tasks that need to be performed in relation to the patient’s journey and matching them to the resources with the necessary skill that need to be informed and advised of the patient’s progress. GPF is a cloud based platform that uses the best in modern technology to get optimal results from the healthcare workforce. GPF allows healthcare practitioners to focus on performing their jobs, reducing administrative burdens by streamlining patient interactions, records and needs across a shared platform. Patients most at need receive attention as a priority and productive time is focused on quality care.

GPF works via a light touch method with existing disparate IT systems and provides a much more granular set of standardized data that is focused on the “data gaps” in a patient journey to identify areas of inefficiency in a patient’s journey through a hospital and indeed beyond the

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hospital to primary care providers.

It would deliver a standardized set of data for the Government across the hospitals and care facilities, so that they could be managed wholistically and as a single system, rather than being managed in isolation.

This data could then also be used to inform performance issues, not just in terms of services delivered, but also an individual practitioner's performance in comparison to others with the same or similar job function.

Being cloud-ready, this type of technology would also minimise the impact on the hospitals and allow the WA Government to manage this centrally.

Moving forward, the data available about patient acute episodes could inform future care models that would allow the balance of care to be redistributed to primary and community care providers, rather than hospitals, further reducing costs and improving patient care outcomes.

Focusing on a patient's journey through the entire health system, rather than just improving a single episode, will provide a much more effective and sustainable approach for the WA Government.

Genesys would welcome the opportunity to work in partnership with the WA Government in the future.