

Overview – Online Feedback on SHR Interim Report

The SHR online feedback mechanism captured both quantitative and qualitative data on key themes discussed in the Interim Report. In the approximately 12 weeks that it was open, between 27 February 2018 to 18 May 2018, 113 responses were received, with nearly 40 organisations and 70 individuals responding¹.

Overall, 91% of the respondents had heard of the Sustainable Health Review before. Half (51%) of the respondents had read the SHR Interim Report extensively. One in four, or 26% of the respondents had read the executive summary/key findings. 36% of respondents had made a submission to the Sustainable Health Review. One in four, or 27% of the respondents had attended a public forum.

Overall, survey responses indicate broad support for the inconvenient truths the Panel articulated in its Interim Report as well as the Panel's 12 Preliminary Directions, with over two thirds of respondents supporting both of these. Detailed comments provided further suggestions on key areas, identified key gaps, or advocated for further consideration of specific topics.

Inconvenient Truths

Each of the 14 statements received an overall score of 66% or more in relation to how well the statements described the current state of the health system.

Half of the respondents or more, **strongly agreed** that

- the quality of a health care system should not just be measured by the number of beds available;
- the system can be difficult to navigate for health consumers ; and
- there are significant and persistent inequities in health outcomes among some groups of people.

In addition, more than three in four or $\geq 75\%$ of respondents **agreed or strongly agreed**, that

- the focus remains on treatment rather than prevention;
- consumers and carers are not central enough in the decision-making and planning on health delivery;
- there are too many rules and bureaucracy making it harder for patients and staff; and
- the WA health system has fallen short of good change management.

¹ It is noted that organisations and individuals have provided additional responses through other mechanisms, as well as through a range of ongoing engagement. All responses and feedback are being considered.

One in twelve, or 8% **disagreed or strongly disagreed** that WA is lagging behind in transparency and accountability and 7% that medical dominance and vested interests slow the pace of change.

Nearly half (46%) of respondents **did not have a strong opinion** on whether workforce costs remain well above national benchmarks.

SHR Interim Report 12 Directions

The following directions received **the highest overall scores** of 75% or above, in relation to the likelihood of each direction leading to a sustainable health system:

- Direction 1. Keep people healthy and get serious about prevention and health promotion
- Direction 2. Focus on person-centred services
- Direction 3. Better use of resources with more care in the community
- Direction 5. New ways to support equity in country health
- Direction 6. Develop partnerships for Aboriginal health outcomes and
- Direction 11. Plan and invest more wisely.

Approximately one in five respondents had **no opinion or did not have a strong opinion** on the following directions:

- Direction 4. Facilitate effective interaction between acute and community-based mental health services to deliver mental health reforms across the WA health system (20%)
- Direction 7. Create and support the right culture (19%)
- Direction 9. Harness and support health and medical research collaboration and innovation (20%)
- Direction 10. Develop a supported and flexible workforce (23%) and
- Direction 12. Building financial sustainability, strong governance, systems, and statewide support services (19%).

Qualitative Feedback

Most respondents provided feedback on how to maximise improvements in each of the directions and highlighted the importance of implementation. These detailed comments are being considered.