



TASMANIA'S HEALTH PLAN

Implementation Newsletter Issue 3, April 2008

From the Secretary

Last month I announced a new strategic direction for our Department based on us all having one core objective – caring for people.

The strategies are aimed at ensuring our patients and clients are at the heart of the services we provide, and include a new organisational structure that better facilitates priorities outlined in Tasmania's Health Plan.

The Plan sets out a sound and well-considered direction for Tasmania's health system. I am particularly passionate about the integration of health services – enabling a more effective flow of patients between the care sectors. The reorganisation of the Department announced on 5 March will make it much easier for true integration of services to happen.

It brings primary and acute health service delivery into a new Departmental group entitled 'Health Services' led by Deputy Secretary, Catherine Katz. This means that many of the service delivery outcomes under Tasmania's Health Plan will occur in this space.

Strategic coordination and monitoring of implementation of the Plan will be the responsibility of the new 'Statewide System Development' group, led by Deputy Secretary Mary Bent. This group also includes a dedicated unit to focus on developing and rolling out the new integrated care centres.

The implementation of Tasmania's Health Plan isn't the sole responsibility of our Deputy Secretaries and their teams. Its success will be dependent on staff working in all areas of the DHHS – not just in hospitals, the ambulance service and community health centres, but in IT, human resources, facilities management, public health, and more.

We know that many of our clients don't understand language like 'models of care' and rarely get deeply engaged in the detail of service delivery structures. What they want assurance on is getting better if they're sick, and staying well if they're healthy. It's our job to join all the dots so their experience of Tasmania's public health system is as successful and seamless as possible.

I believe in Tasmania's Health Plan, and I look forward to working with my staff to deliver real outcomes for all of our clients.



David Roberts
Secretary
Department of Health and Human Services

Regional and local community forums

Around 150 Tasmanians took part in the first series of regional community forums last month on implementation of Tasmania's Health Plan.

Community leaders and representatives of key stakeholder bodies joined around 30 consumer representatives at the three forums in Hobart (3 March), Launceston (18 March) and Burnie (20 March).

The regional meetings followed local forums attended by more than 500 community health staff and clients at 37 sites around the State during February and early March.

Participants discussed opportunities and challenges associated with implementation of the Plan, which will be summarised in reports to be placed on the Future Health website shortly.

A number of project-specific posters and fact sheets were developed for the forums. The fact sheets are now available on the Future Health website, and the posters are available for display at local workplaces (see below).

The next round of regional community forums will take place in October.

Project posters for local display

Nine A1-size posters detailing the following Tasmania's Health Plan projects are going on tour:

- patient transport and accommodation services
- integrated care centres
- health promotion
- Access Point (improving access to community services through a call centre)
- Mature Tastes (nutrition project targeting older people)
- feedback from our local primary health forums
- Partners in Health (partnership between the DHHS and University of Tasmania)
- CanNet Tasmania (clinical network for cancer services)
- the New Royal Project

If you are interested in displaying these posters in your hospital or centre for the information of local staff and clients, please contact Anita Morgan on 6233 5202 or anita.morgan@dhhs.tas.gov.au by Friday 16 May.

Project updates

Implementation of Tasmania's Health Plan involves more than 100 projects, many of which will be put in place during the next two years, and others within the next five years. Status updates on some key projects follow.

Patient transport and accommodation services

Banscott Health Consulting was appointed in March to make recommendations for better coordination and delivery of patient transport and accommodation services.

Tasmania's Health Plan commits to better patient access to health services by reviewing and improving systems for transport between hospitals, medical retrieval, non-emergency community transport, access to accommodation near hospitals, and financial assistance schemes relating to patient travel and accommodation. The Department has already made significant progress with the review of services – particularly in mapping existing services and consultation with providers and users – but consultations are ongoing.

An industry forum will be held shortly to discuss low cost accommodation options and opportunities.

Banscott Health Consulting is bringing together work done to date and starting to shape its recommendations. The consultancy's final report, which will take into account stakeholder advice received in coming months, is expected by the middle of the year.

For more information contact Amanda McAully (Acute Care Strategies and Reform) on 6233 9064, or amanda.mcaully@dhhs.tas.gov.au.

Statewide services – bone marrow transplants

An independent expert review of bone marrow transplantation (BMT) services in Tasmania has concluded a single statewide service should operate out of the Royal Hobart Hospital.

Tasmania's Health Plan committed to an independent review to obtain expert advice on the viability of a second Tasmanian site – at the Launceston General Hospital (LGH) – to conduct BMT.

The review by the Director of Bone Marrow Transplant Services at the Royal Perth Hospital, Dr Paul Cannell, concluded that on current evidence and projections, Tasmania would not be able to support a viable second stand-alone transplant unit for the foreseeable future.

Dr Cannell's report said the principal transplant centre should remain at the Royal Hobart Hospital, with an enhanced haematology role for the Launceston General Hospital. A single cryopreservation unit would remain.

The Department will progress the implementation of Dr Cannell's recommendations, including establishing a framework for a clinician-led, formal statewide bone marrow transplant service.

For more information contact Helen Mulcahy (Clinical Performance and Emergency Management) on 6233 7456, or helen.mulcahy@dhhs.tas.gov.au.

In brief

- Dr Heather Wellington's **Clinical Services Plan update** will be released shortly. Staff briefings will be held at the major hospitals to coincide with the release of the update.
- Hospital and ambulance services in Tasmania received significant funding boosts in March to enable key upgrades in support of recommendations in Tasmania's Health Plan. This **investment in infrastructure and equipment** included funding for IT upgrades at the major hospitals, as well as for a range of new equipment.
- Independent consultants have been appointed to review options for the future delivery of **health and aged care services in the Central Highlands**. Community meetings start this week, and written submissions are also invited. More information is available online at www.mmtohl.com.au.

More information

- **visit** www.health.tas.gov.au/futurehealth
- **email** future.health@dhhs.tas.gov.au
- **call** 6233 3964