



***ACT
Health***

Current issues in health system design and management

A practical perspective

What is the point of having a health system?

- To allow people to enjoy a high quality of life
- To assist those in need to maximise their participation in society

Health system challenges

- Growing demand
- Growing complexity of illness
- More technological solutions but higher expense
- Greater specialisation of the workforce with greater miscommunication risk
- Greater workforce shortages

Projected Activity

Overview of Future Activity projections - ACT Public Hospitals			
	2002/03	2011/12	Variance
Inpatient (total raw seps)	63,629	86,077	35%
Inpatient (raw seps excl renal/chemo)	43,572	51,687	19%
Day only seps (excl renal)	21,877	29,347	34%
Outpatients (all OOS)	322,877	451,163	40%
Emergency Department	96,149	119,340	24%

Projected Activity

Comparison Current and Projected Ambulatory Care Activity			
	Average patients per day		
	2002/03	2011/12	Variance
Emergency Department Attendances	263	327	64
Outpatient Clinic OOS	944	1,332	388
Elective Day Only Admissions	140	213	73
Total Ambulatory Care Activity	1,347	1,872	525
Average Overnight Patients	398	428	30

How should our systems be designed to meet these challenges?

Our systems will need to expand

- Redesign models of care – especially in chronic disease management
- Greater emphasis on early intervention
- Build better communication through IT
- Build innovation into our culture
- Research into new ways of doing things

System expansion

- No matter how smart we get about managing consumer needs in future needs we will still need to expand existing services:
 - Intensive care services
 - High technology short stay surgery
 - Community based services especially for the aged and mental health
 - Prevention services

Redesign models of care

- Build models of care for the chronically ill around the patient with greater management between crises
- Examples – chronic heart failure, diabetes
- Integrate care for those who require a diverse range of specialist care
- Example – cancer

Build better communication with IT

- Integration between sectors must be facilitated with IT systems
- Particular focus on linking GPs to our services

Build innovation into our culture

- Most innovation in health care service delivery occurs at very local level
- Dissemination of local innovation is an important role for governments
- We must be careful that the culture of our organisation encourages innovation – the paramilitarism of the professions must never return

Research

- Fundamental to building the innovative culture