



# Strengthening Local Health Services

WA Country Health Service (WACHS) has evolved over the years and now we are modernising the way we are designed and operate at senior management level.

Our staff are part of the community they work and live in and, building on this strong foundation, we are working to better support and enable our frontline staff to provide the services our country communities need.

We know that better connecting leadership to local staff, service partners, communities and consumers will result in better patient services.

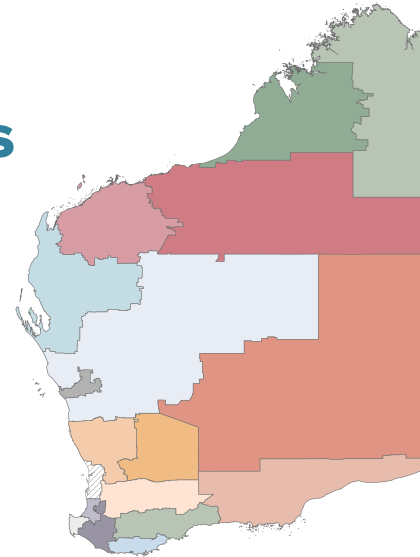
Over the past five years, we have strengthened governance, standardised processes, expanded virtual care, and embedded workforce strategies that improve recruitment, retention, and workplace safety.

Building on this foundation, we are now undertaking Strengthening Local Health Services (SLHS) structural change.

These improvements will better support staff on the ground, resulting in more joined up and connected health teams aimed to improve healthcare delivery and care pathways for country communities.

District-based senior management will enable increased local staff reporting to local leaders, and employment opportunities across country WA. A key feature of this is larger hospitals supporting smaller sites and standardising operating systems.

SLHS will result in better patient, service and system outcomes, and see a more contemporary and agile health service that best supports staff to provide excellence in healthcare delivery.



## Meeting the needs of country communities

WACHS staff are part of the community they work and live in. Local leaders on the ground will be given greater service accountability and decision making, with access to 24/7 clinical and operational support when and where it is needed.

Strong leadership bolsters our health service by increasing support to frontline staff across regional and remote areas.

The SLHS reforms follow the success of internal reforms undertaken by WACHS including business services, 24/7 virtual care and operational support.

**Better connected, more effective health teams with access to 24/7 clinical and operational support will enable a stronger focus on patient and community access to locally coordinated on-site and virtual services.**

## This will

- ✓ Improve equity and access to care pathways.
- ✓ Strengthen community and service partner engagement and collaboration.
- ✓ Increase service connectedness and local responsiveness.
- ✓ Increase local employment options and training pathways.
- ✓ Improve clinical, corporate, and cultural governance.
- ✓ Create a more contemporary and resilient organisation responsive to a complex regulatory and standards-driven environment.
- ✓ Better allocate resources across country WA and deliver value for money for country communities.

## Creation of District Directors

Increased local leadership will be achieved through the creation of District Directors who are responsible for leadership, service performance, staffing accountability, workforce development, community, and service partner collaboration.

District Directors are responsible for:

- Strategic and operational leadership, governance and assurance for health services within relevant Health Districts.
- Management, integration, and coordination of local and district services to ensure the delivery of safe, sustainable, and quality local and virtual services to provide connected care.
- Engagement with the community, other health providers and non-health agencies through connected and collaborative partnerships.
- Ensuring care coordination achieves the best health outcomes for the patient and supports the patient journey.
- Supporting the health district and advancing place-based care by partnering with WACHS-wide program leads to ensure consistent standards and access to 24/7 clinical and operational support.

## Strengthening local community relationships and partnerships

- WA Country Health Service remains focused on improving health service access and health outcomes for country communities.
- Strengthening place-based leadership and care coordination aims to better connect staff and teams within country communities to meet local health needs and support frontline care. It will also empower local and district leaders to make informed, accountable decisions that reflect the needs of country WA.
- Community and service partner relationships are central to bringing care as close to home as possible, improving care coordination and access.

