Partnership in Healthcare

Tony O’Brien, Director General of the Health Service
Outline

**Part 1:** Context & HSE updates

**Part 2:** Partnership Approaches
My Start Date
Health Services in Ireland

Diversity
Health & social Care
‘Pharma’ Spend Hospital & community.
Building a high quality health service for a healthier Ireland

Health Service Executive Corporate Plan 2015-2017
Our Corporate Plan sets out how we aim to improve the health service over the next 3 years.

We want to provide a world class health service which:

- Is available to people where they need it and when they need it.
- Provides people with the very best outcomes which can be achieved, as this is what everyone who uses our services expects.
Vision

A healthier Ireland with a high quality health service valued by all

Mission

People in Ireland are supported by health and social care services to achieve their full potential

People in Ireland can access safe, compassionate and quality care when they need it

People in Ireland can be confident that we will deliver the best health outcomes and value through optimising our resources
We will try to live our values every day and will continue to develop them over the course of this plan

Values

Care
► We will provide care that is of the highest quality
► We will deliver evidence based best practice
► We will listen to the views and opinions of our patients and service users and consider them in how we plan and deliver our services

Compassion
► We will show respect, kindness, consideration and empathy in our communication and interaction with people
► We will be courteous and open in our communication with people and recognise their fundamental worth
► We will provide services with dignity and demonstrate professionalism at all times

Trust
► We will provide services in which people have trust and confidence
► We will be open and transparent in how we provide services
► We will show honesty, integrity, consistency and accountability in decisions and actions

Learning
► We will foster learning, innovative and creativity
► We will support and encourage our workforce to achieve their full potential
► We will acknowledge when something is wrong, apologise for it, take corrective action and learn from it
Promote health and wellbeing as part of everything we do so that people will be healthier

Provide fair, equitable and timely access to quality, safe health services that people need

Foster a culture that is honest, compassionate, transparent and accountable

Engage, develop and value our workforce to deliver the best possible care and services to the people who depend on them

Manage resources in a way that delivers best health outcomes, improves people’s experience of using the service and demonstrates value for money
Future Health Service Delivery Model

Throughout the lifetime of this Corporate Plan, we will fundamentally change the way in which the health service operates by:

- Creating an empowered and accountable health delivery system through the establishment of Community Healthcare Organisations, Hospital Groups, and the reform of the Primary Care Reimbursement Service and the National Ambulance Service
- Building and designing models of care which are patient-centred, evidence-based and clinically led across the whole organisation
- Reforming the key support functions of Human Resources, Information and Communication Technology, Finance and Health Business Services
Conclusion

This Corporate Plan sets out our ambition across the services, what we will do to achieve this and how we will measure success.

In some cases, in order to deliver our full ambition and to be successful in all our goals, we will require assistance that is external to the organisation through policy, legislative change and additional funding.

Annual National Service Plans will provide the details of the actions and resources for each year of the Corporate Plan.
Tackling the Challenge

How can the health system accommodate an increase in demand with less resources - financial and employment - while at the same time improve quality of healthcare services?

- **Continued Implementation of Health Reforms**
- **Investing in Prevention**
- **Promoting integrated care and further innovations in healthcare**
Integrated Approach
- to ED Pressures, Delayed Discharges
& Rising Population

Increased Demand

ED Pressures

Delayed Discharges
Population over 65

Population of Ireland aged 65 years and over and percentage change each year (Projected to 2018)

Over 65 population

% change

2006: 467,926
2009: 498,900
2011: 535,393
2014: 585,700
2016: 624,000
2018: 665,800

Projected to 2018: 665,800

Percentage change:
- 2006-2009: 6.3%
- 2009-2011: 6.6%
- 2011-2014: 9.4%
- 2014-2016: 16.5%
- 2016-2018: 13.7%
Fair Deal & Home Care Funding
Relative to the >65 Population 2006-2014
Major Areas of Reform

- Integrated Care
- National Financial System
- Activity Based Funding (MFTP)
- Seven Hospital Groups
Nine Community Healthcare Organisations

Area 1 - Population 389,048
Donegal LHO, Sligo/Leitrim/West Cavan LHO and Cavan/Monaghan LHO.

Area 2 - Population 445,356
Galway, Roscommon and Mayo LHOs

Area 3 - Population 379,327
Clare LHO, Limerick LHO and North Tipperary/East Limerick LHO

Area 4 - Population 664,533
Kerry LHO, North Cork LHO, North Lee LHO, South Lee LHO and West Cork LHO

Area 5 - Population 497,578
South Tipperary LHO, Carlow/Kilkenny LHO, Waterford LHO and Wexford LHO

Area 6 - Population 364,464
Wicklow LHO, Dun Laoghaire LHO and Dublin South East LHO

Area 7 - Population 674,071
Kildare/West Wicklow LHO, Dublin West LHO, Dublin South City LHO and Dublin South West LHO

Area 8 - Population 592,388
Laois/Offaly LHO, Longford/Westmeath LHO, Louth LHO and Meath LHO

Area 9 - Population 591,496
Dublin North LHO, Dublin North Central LHO and Dublin North West LHO
Seven Hospital Groups

- RCSI Hospitals Group (Dublin North East)
- Dublin Midlands Hospitals Group Academic Partner TCD
- Ireland East Hospitals Group Academic Partner UCD
- South/South West Hospitals Group Academic Partner UCC
- Saolta W/NW Hospital Group Academic Partner NUIG
- University of Limerick Hospitals
- Children's Hospital Group Academic Partner: All
Changing Worlds
Transformation From:

Industrial Age Healthcare  TO  Information Age Healthcare

Person  Community  Primary  Secondary  Tertiary

Individual Self-care  Friends & Family  Community Networks  Professionals as Facilitators  Professionals as Partners  Professionals as Authorities

Source: Adapted from Malaysian Telemedicine Blueprint
IHI – Benefits for Patients

Information for Better Care – IHI Improves:

Personalised care

Efficiencies
Referrals, scheduling appointments, e-Prescribing, supports moving towards a focus on prevention.

Integration of care
Providers of care have access to relevant data. Supports E.H.R, e-Prescribing, Healthlink.

Safer care
Through accurate information, decision support, improving adverse event management.

Patient engagement & empowerment
Information giving, accessing own records.

Choice
Mobility is supported.
Partnership Approaches

- Partnership & Innovation, Research and Development
- Co-operation with other partners
- Public-private partnerships
- Innovating in Service Delivery

Acknowledge

- Role in economy and economic recovery
- partnership between pharma industry and healthcare professionals are subject to stringent legislation and IPHA Code of practice
- Through partnerships, industry is building healthier societies in the developing world.
Normally, I'm not an optimist, but in this case the glass is half full.
Conclusion

- **Dual challenge**
  - Reduce costs
  - *while at the same time*
  - Improve patient outcomes

- **Deliver a Service that is**
  - Responsive to the needs of patients & clients
  - Better integrated to deliver maximum value
  - Safe
  - models of care which are patient-centred, evidence-based and clinically led across the whole organisation
  - Fair, Accountable and empowered.
Reform...

"If I had asked people what they wanted, they would have said faster horses."

—Henry Ford