



Fifty-six people joined Board Directors at Footscray Town Hall in March 2015 for Western Health's annual Open Access Board meeting.

## Open Access Board Meeting 2015

Fifty-six people joined Board Directors at Footscray Town Hall in March 2015 for Western Health's annual Open Access Board meeting.

The theme for the meeting was strategic planning for a positive patient experience. The most common themes contributing to a positive patient experience into the future were identified by participants as:

- ∅ **Communication** – between patients, families, staff and community partners
- ∅ **Wait** – reducing waiting times, predominantly in our emergency departments but also with a strong focus on outpatient service waits
- ∅ **Co-ordination** – at all stages of the patient journey, including following discharge
- ∅ **Patient/Experience** – considering care from the perspective of the patient and their carers and providing a consistent care experience
- ∅ **Services/Care** – determining the health services best provided by Western Health, primary care, and other health services where there are specialist health needs.
- ∅ **Discharge** – supporting patients to transition from hospital to home and partnering with community services, particularly General Practitioners (GPs) to ensure continuity of care.
- ∅ **Community** – partnering with the community to provide the best possible care; understanding and meeting the health needs of our culturally diverse community, including the needs of those with chronic disease.
- ∅ **Ehealth** – supporting one health record that facilitates communication and co-ordination across the patient journey and minimises duplication.
- ∅ **Different** – being innovative about how Western Health can provide person-centred, outcome focused healthcare

The above themes were added to the broad consumer consultation process to support the development of the new Strategic Plan 2015-20 for Western Health.