
Austin 2025 Clinical Services Plan

CONSUMER DISCUSSION PAPER

1. Introduction

Austin Health is developing an organisation-wide Clinical Services Plan, *Austin 2025*, which will guide our clinical service development for the next ten years. This document provides background information about Austin Health, our community, our activity, and the changing healthcare environment.

We would like your consideration of this information and your response to the questions posed in Section 7 (page 4) of this paper. Responses will inform the development of Austin 2025.

2. Who we are

Austin Health is a major tertiary health service located in the North East of Melbourne. We are one of Victoria's largest healthcare providers, employing more than 8,200 people over several locations.

In addition to being a major provider of state-wide and specialist health services to Victoria, Austin Health is committed to providing community hospital services to its local community. Austin Health prides itself on providing high quality patient care to a diverse multicultural population and our Veteran community.

Austin Health is an internationally recognised centre of excellence in hospital based research. We are committed to providing an environment of teaching, training and education, and have strong links with some of Australia's leading universities and educational providers. Austin Health is currently the largest Victorian provider of training for specialist physicians and surgeons.

3. Our community

Austin Health has a core catchment population of approximately 1.14 million people, living in eight Local Government Areas (LGAs) - Banyule, Darebin, Nillumbik, Whittlesea, Boroondara, Manningham, Moreland and Hume (Figure 1). Our catchment area is characterised by:

- Areas of high socio-economic disadvantage, particularly in the Darebin, Whittlesea, Hume and Moreland LGAs
- A higher than average proportion of Aboriginal and Torres Strait Islander people in the Darebin LGA
- Significant variation in the reported health status of residents, with a high proportion of those in Darebin, Hume and Whittlesea reporting fair or poor levels of health
- High levels of cultural diversity.

Population growth within our catchment to 2023-24 is expected to be slightly higher than the expected growth for all of Victoria. The majority of this growth will be in the Northern corridor, which includes the Whittlesea and Hume LGAs. Most other areas in our catchment are expected to have much lower than average growth for this time period.



Figure 1: Austin Health core catchment

4. What we do

Activity at Austin Health in 2013-14 included:

- 95,153 admissions to hospital
- 2,126 admissions to Hospital in the Home
- 26,105 operations
- 176,846 attendances to 311 specialist clinics
- 69,422 attendances to a range of allied health clinics
- 75,355 Emergency Department attendances
- 160,057 Radiology examinations

By 2026-27, patients aged 70 and over are expected to account for 43% of all admissions.

If there is no change to how we provide services, we expect hospital admissions to increase by 42% from 2013-14 to 2026-27.

5. Key issues in healthcare

Austin Health clinical services operate within a rapidly changing environment that needs to be considered when planning our services. Key issues for healthcare now and in the future include:

- The ageing population
- A high prevalence of chronic and disabling conditions
- High rates of mental health related conditions
- More informed and engaged consumers
- Rapid advances in technology
- Rising healthcare costs
- A stronger focus on hospital performance
- A preference for services to be provided in or close to home
- Workforce challenges - including anticipated shortages of some health professional groups in the next ten years.

6. Our strategy at a glance



1.
 Patients, primary carers and families are active partners in the care relationship
 Service delivery is organised around the needs and preferences of patients

2.
 Our core clinical strengths are further developed
 We advance basic, clinical and translational research
 Our clinical leaders deliver exceptional health outcomes

3.
 We plan services in partnership and deliver the care our community needs
 Our patients receive timely and appropriate health care wherever possible
 Improvements and service innovations in clinical care result in outstanding service and outcomes

4.
 Our workforce is highly engaged and agile, and safety is paramount
 We provide outstanding education, learning and advancement opportunities
 Teams are well-led and achieve high performance

5.
 Our resources and facilities support best patient care
 Our staff and patients have timely access to information
 Our environmental impact is minimised

7. Consultation questions

We are seeking responses to the following questions to inform the development of *Austin 2025*.

1. What do you consider to be the most important feature or strength of a health service for healthcare consumers?
2. What are Austin Health's major strengths?
3. How can Austin Health better respond to the needs of patients, families and carers?
4. What is the most significant issue that Austin Health will need to address in the next 5-10 years?
5. What can Austin Health do in the next 5-10 years to be an outstanding health service?
6. Any other comments?

Please access our online survey to respond to these questions:

<https://www.surveymonkey.com/s/Austin2025>

Alternatively, you can forward your responses to Austin2025@austin.org.au by 31 August 2015.