

RESEARCH DIRECTIONS

A new integrated healthcare model in Western Sydney

Professor Jennifer Reath, Dr Penny Abbott, and Dr Ronald Brooker from the School of Medicine have received funding from the Western Sydney Local Health District to evaluate a new integrated healthcare program. This program aims to better integrate primary and secondary/tertiary health care in Western Sydney, streamlining patients' experience and reducing cost. The aim of the study is to provide a qualitative evaluation in Western Sydney that will complement other evaluation activities undertaken by the NSW Ministry of Health.

'The NSW government has commenced three integrated health programs, one of which is in Western Sydney', Professor Reath says. 'The Western Sydney Integrated Care Program (WSICP) aims to pilot a range of strategies to improve integration of health care provided in the community including by General Practitioners with care provided in the hospital setting. We hope these will improve access to and experience of health care for those patients with chronic and complex health conditions, reduce unnecessary hospitalisations, improve communication between General Practitioners, community services and specialists and identify cost efficiencies and better use of health resources.'

The University team will conduct interviews with a range of stakeholders in the WSICP, to explore the experience and satisfaction of patients and carers, health care providers, and WSICP staff and management. The research findings will inform the roll out of the program and assist in building an understanding of how the various strategies work in improving integration of health care in Western Sydney.



Evaluation of the effectiveness of the integrated care models in all three NSW sites will inform how the program will be extended in the future.

Project Title: Evaluation of the Western Sydney Integrated Care Demonstrator Initiative
Funding has been set at: \$227,273
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August 2015

Supported by: Western Sydney Local Health District, NSW Health