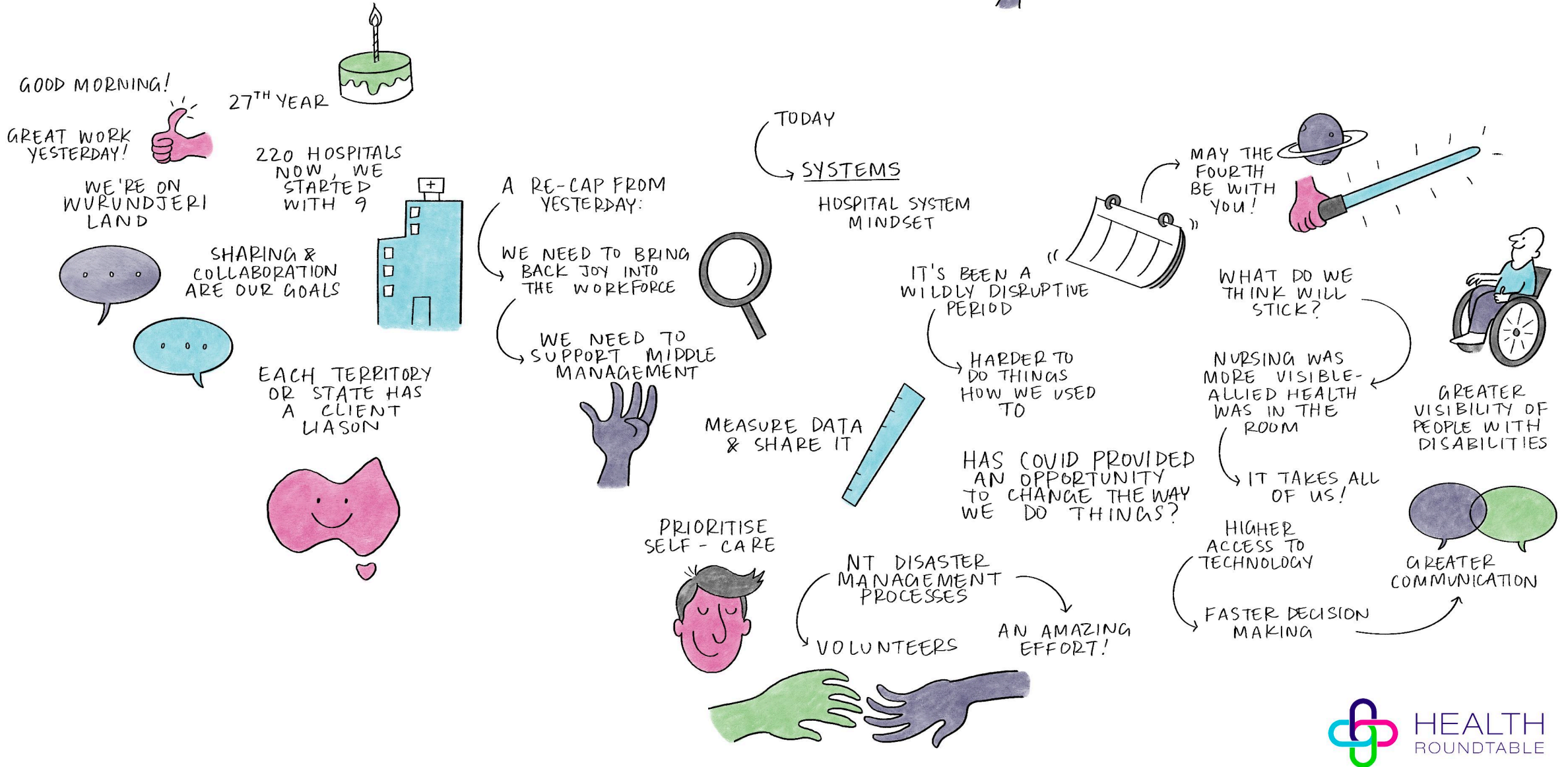


# WELCOME AND INTRODUCTION



# THOUGHT-STARTER PRESENTATION: WHAT'S YOUR PROBLEM?

WITH DR DEAN PRITCHARD

NORTHERN HEALTH,  
VICTORIA

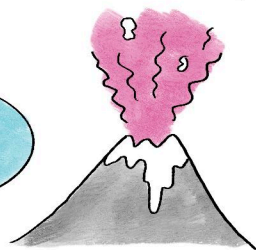
IT'S SO GOOD  
TO BE HERE  
IN PERSON!



PROBLEMS ARE  
SHARED  
ACROSS THE  
SYSTEM

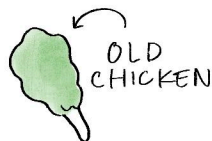
LET'S MAKE  
THE SYSTEM  
BETTER!

CHAOTIC PROBLEM  
- MASS CASUALTY  
DISASTER



EG NATURAL  
DISASTERS

CHAOTIC PROBLEMS



OLD  
CHICKEN

SIMPLE PROBLEM  
- FOOD POISONING

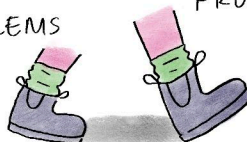
CYNEFIN FOR  
HEALTHCARE  
PROBLEMS

COMPLICATED PROBLEM  
- INFECTED JOINT  
REPLACEMENT

WHAT ARE THE  
HARDEST PROBLEMS  
TO SOLVE IN  
HEALTH CARE?

COMPLEX PROBLEMS  
IN A COMPLEX  
SYSTEM

PERSPECTIVE



WE NEED TO WALK  
IN THEIR SHOES

RICH PICTURES

ILLUSTRATING  
INTERACTION

PEOPLE ARE BROUGHT  
TOGETHER

PEOPLE UNDERSTAND  
THE SHARED GOAL &  
THE TRADE OFFS INVOLVED

THE IMPACT OF  
COVID-19 ON RURAL



WEAKNESS IN  
SYSTEM



OPPORTUNITIES  
FOR TELE-HEALTH

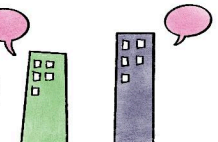
ACT-SENSE-RESPOND

THEN WE MOVED  
INTO A COMPLEX  
PHASE

PROBE-SENSE-RESPOND

AUSTRALIA HAS  
SOME OF THE LOWEST  
MORTALITY RATES IN  
THE WORLD  
FROM COVID

BEFORE COVID:  
- HEALTHCARE  
SERVICES OPERATED  
IN SILOS



THE COVID RESPONSE

WE ALL WORKED  
TO THE SAME GOAL

COMMONWEALTH  
WILL NEED TO  
DO MORE

LONG COVID -  
APPROACHED FROM  
A SYSTEMS PERSPECTIVE?

WE NEED TO INVEST  
IN RESEARCH



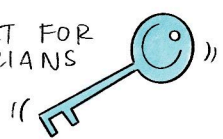
VACCINATIONS



COMMUNICATION  
IS KEY TO GET  
THE COMMUNITY  
ON BOARD

WE UNDERESTIMATE  
THE ABILITY OF THE  
COMMUNITY TO MAKE  
THEIR OWN DECISIONS

SUPPORT FOR  
PHYSICIANS

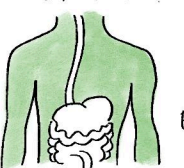


COLLABORATION  
IS KEY

THE HIGHER OUR  
PROBLEM, THE  
BROADER THE IMPACT  
OF SOLUTIONS

FUNDAMENTALS  
OF THE SYSTEM

WHAT IS A  
SYSTEM?



THE GASTROINTESTINAL  
SYSTEM

EMERGENCY  
PATIENT FLOW

THINGS THAT  
INTERACT

EG TRANSPORT,  
EDUCATION, WORK  
ETC

THE HEALTHCARE  
SYSTEM

A COMPLEX  
ADAPTIVE  
SYSTEM

WE'RE ALL AN  
AGENT OF  
THE HEALTHCARE  
SYSTEM

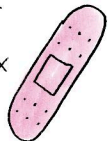


CYNEFIN

SIMPLE:

EG BAKING  
A CAKE

FOLLOW THE  
RECIPE



CLASSIFY BEFORE  
SOLUTION

EMPLOY CORRECT  
STRATEGY

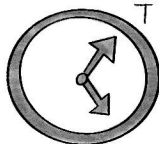


NEED TO BE  
MANAGED,  
THEY CAN'T  
BE SOLVED

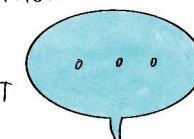
COMPLEX PROBLEMS:

UNCERTAIN RELATIONSHIP  
BETWEEN CAUSE  
& EFFECT

VARIABLE &  
CHANGES OVER  
TIME



ASK THEM!



TALK TO PEOPLE  
ABOUT COMPLEX  
PROBLEMS

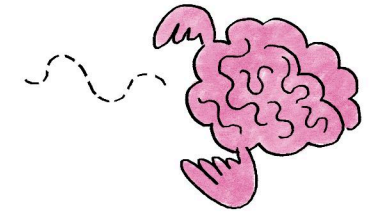


HEALTH  
ROUNDTABLE



# WORKSHOP THOUGHT PIECE #1

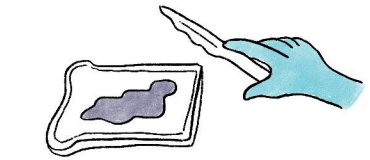
WHAT SYSTEM/PROCESS CHALLENGES DO WE FACE IN MEETING THESE EXPECTATIONS?



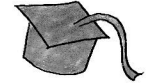
WHY IS THE PATIENT HERE?



WHAT ARE THEY EXPECTING FROM US?



SOMETIMES CAN BE SPREAD TOO THIN



EDUCATION COMPONENT IS NEEDED

IN TIMES OF STRESS OUR ROLES GET DE-PRIORITISED

ACCESS TO TIMELY DATA

CHANGES IN SPONSORSHIP

LACK OF COMMUNICATION

GOVERNANCE & SAFETY

TIME

VOILA!

GENERATIONAL EXPECTATIONS

5 DAY WEEK HOSPITAL

ALLIED HEALTH

DISCHARGE

RECRUITMENT

INDUSTRIAL ISSUES ARE GETTING WORSE IN SOME STATES

STRUCTURES AROUND PERFORMANCE

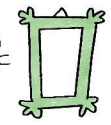
BED PRESSURES

LOOK AT THIS FROM A SYSTEMS PROCESS

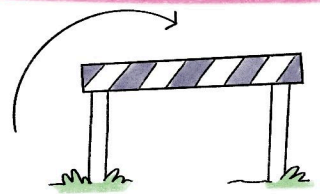
HIGH RISK TOLERANCE

EMERGENCY DEPARTMENT

ACTIVITY VS RESOURCING MISMATCH



RE-FRAMING OF THE TYPE OF WORK



EVERY ASPECT OF HEALTHCARE IS STRUGGLING TO GET STAFF

WELL BEING OF STAFF

UPDATE TECHNOLOGY

WORKING ENVIRONMENT - OLD TECHNOLOGY & MACHINERY

IMAGING

LIMITED CAPACITY EC CT SCAN

VISIBILITY OF IMAGING

FLOW ON EFFECT



LEADERSHIP

ACCUTE HOSPITAL CARE HAS BEEN DELAYED

KEEP FOCUS ON WHERE IT NEEDS TO BE

PRIMARY CARE

SOME INDIGENOUS AUSTRALIANS SEEING HOSPITAL AS A PLACE TO DIE

BARRIER BUSTERS!

HOW DO WE HELP OUR CLINICIANS?

WHAT IS THE ROLE OF VIRTUAL CARE? HOW MUCH?

CLINICIAN ENGAGEMENT

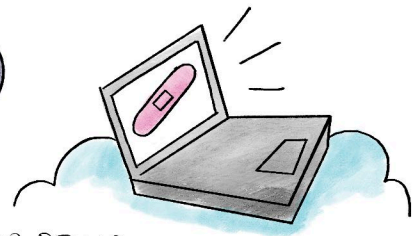


KPI'S



# CASE STUDY:

# VIRTUAL HEALTHCARE -HAS INNOVATION SPRINTED AHEAD OF GOVERNANCE?



SUPPORTING VIRTUAL CARE

COVID HAS PROVIDED MANY NEW OPPORTUNITIES



OUR NATURAL INSTINCT IS TO STICK TO OUR COMFORT ZONE

TELEHEALTH



VIRTUAL EMERGENCY DEPARTMENT

PREVENTING PEOPLE WHO DON'T NEED TRANSPORT



GROUP DISCUSSIONS

LOOKING AT DECISION MAKING FROM DIFFERENT PERSPECTIVES

A TOOL THAT WE CAN USE GOING FORWARD

SIX HATS



FACTS



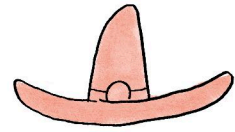
BRIGHTNESS & OPTIMISM



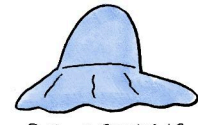
CAUTION & CRITICISM



POSSIBILITIES & CREATIVITIES



FEELINGS, HUNCHES & INTUITION



REVIEWING YOUR THINKING PROCESS

WHITE HAT

INFECTION & CONTROL  
WHAT IS THE PROBLEM & HOW DO WE SOLVE IT?



WE'VE GOT TO MAKE SPACE FOR EVERYONE TO SPEAK  
LIKED THE DIGITAL TWIN CONCEPT

GREEN HAT

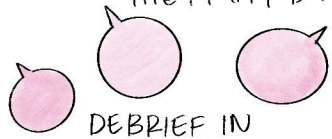
YES INNOVATION HAS SPRINTED AHEAD



YELLOW HAT

ADAPTIVE GOVERNANCE WE CAN REDUCE COSTS RIGHT AWAY

HAVE WE BEEN COLLECTING THE RIGHT DATA?



DEBRIEF IN GROUPS

BLACK HAT

IT'S NOT GOING TO WORK! SIMPLE AS THAT!



INVESTING IN EDUCATION

THIS WAY!



YOU'VE GOT TO FOLLOW YOUR CUT

BLUE HAT

KEEPS THINGS FAIR

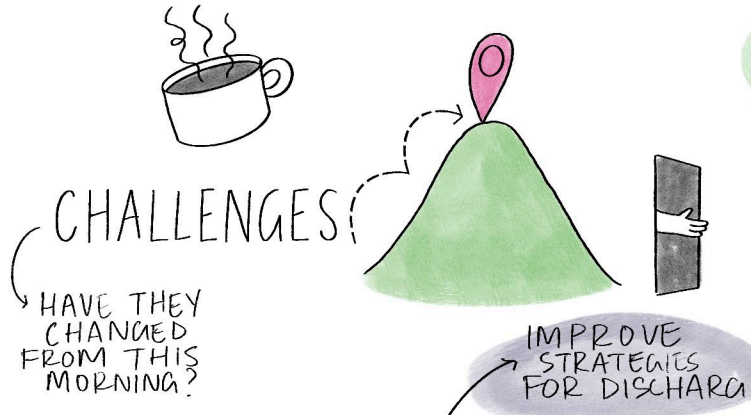
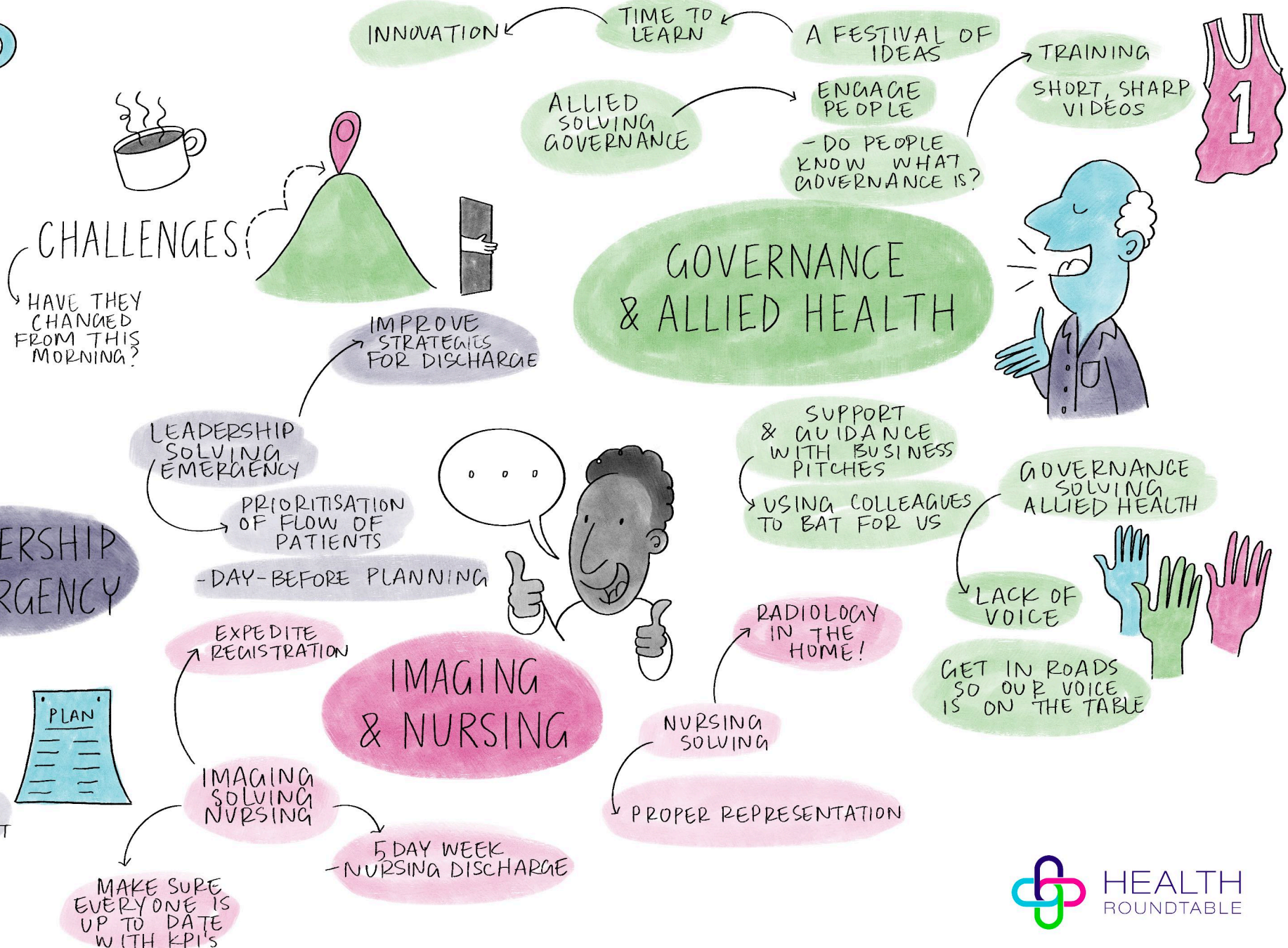
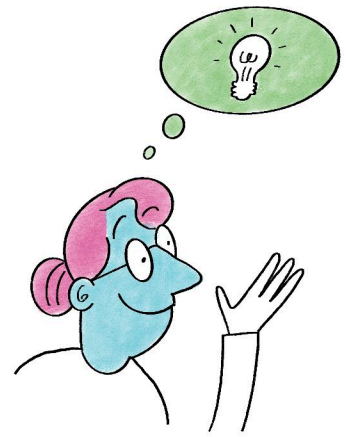
HOW DO OUR CONSUMERS FEEL?

HAVING THE DATA AND STARTING, NOT FOREGOING GOVERNANCE

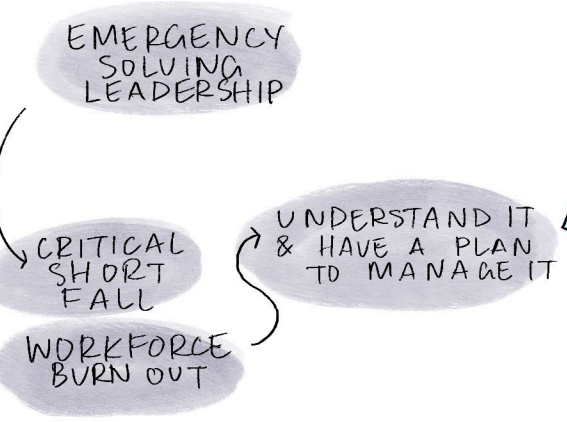




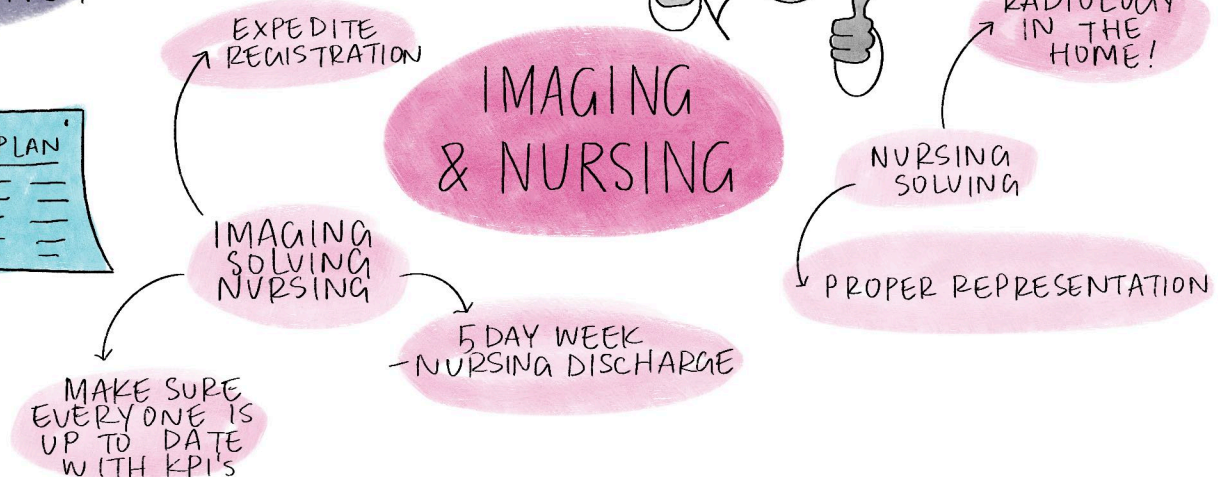
# WORKSHOP THOUGHT PIECE #2



## LEADERSHIP & EMERGENCY



## IMAGING & NURSING



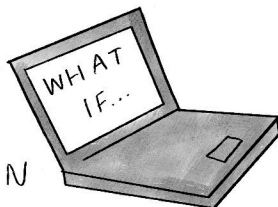
# REFLECTIONS AND TAKEAWAYS



WORKFORCE ISSUE

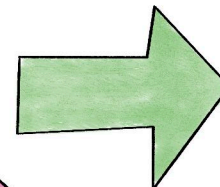
IMPROVE EFFICIENCY

USING DIGITAL TWIN

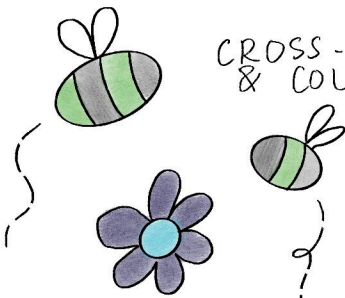


IMPORTANCE OF ADDRESSING BURNOUT

WORK TOWARDS SOLUTIONS



CROSS-POLLINATION & COLLABORATION



TRY & CREATE THIS IN OUR HOME ENVIRONMENT

WE'RE NOT CAUGHT UP IN HIERARCHY



A VERY MULTI-DISCIPLINARY GROUP HERE - WE'RE VERY PLEASED!



IT'S WONDERFUL TO BE BACK WITH YOU!



CLAP CLAP CLAP!



THANKS SO MUCH!