

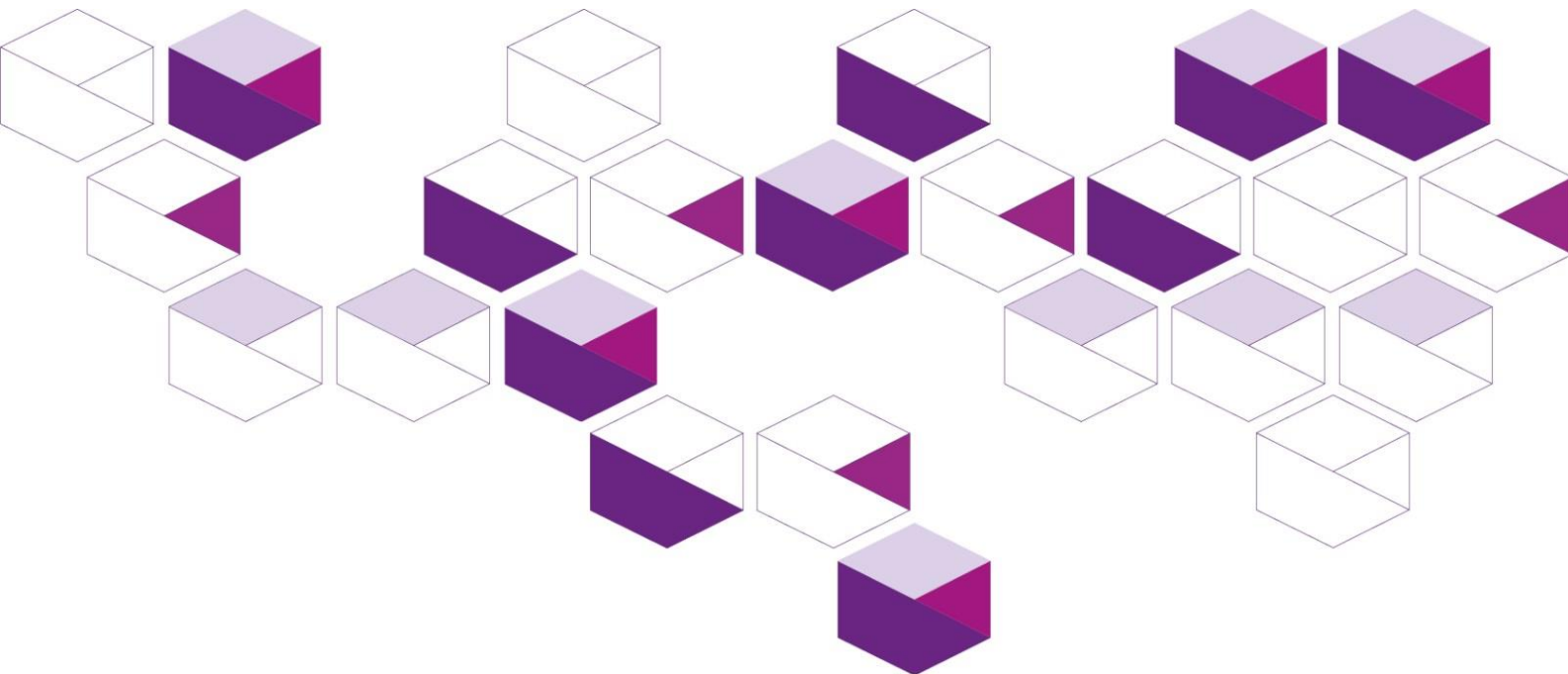


Government of **Western Australia**  
**South Metropolitan Health Service**

# Disability Access and Inclusion Plan (DAIP) Progress Report

## 2021 - 2022

South Metropolitan Health Service



# Table of contents

<b>Table of contents</b>	<b>2</b>
<b>Background</b>	<b>3</b>
<b>Providers contracted by SMHS who provide updates on their contribution towards disability access and inclusion are as follows:</b>	<b>3</b>
<b>Outcomes against the SMHS access and inclusion plan</b>	<b>4</b>
Outcome 1. General services and events	4
People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.	4
Outcome 2. Buildings and facilities	5
People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.	5
Outcome 3. Information and Communication	6
People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.	6
Outcome 4. Quality of service	7
People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.	7
Outcome 5. Complaints and safeguarding	8
DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.	8
Outcome 6. Consultation and engagement	8
People with disability have the same opportunities as other people to participate in any public consultation by a public authority.	8
Outcome 7. Employment, people, and culture	9
People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.	9
<b>Agents and Contractors</b>	<b>10</b>

# Background

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The South Metropolitan Health Service (SMHS) delivers healthcare via hospital and community based services. Nearly a quarter of the State's population reside in the SMHS catchment area which spans nine Local Government Councils. SMHS hospital services include:

Fiona Stanley Fremantle Hospital Group (FSFHG)

- Fiona Stanley Hospital (FSH) – 783 bed tertiary hospital
- Fremantle Hospital (FH) – 300 bed specialist hospital

Rockingham Peel Group (RkPG)

- Rockingham General Hospital (RGH) – 242 bed general hospital
- Murray District Hospital (MDH) – 15 inpatient beds

Peel Health Campus (PHC) as part of Ramsay Health Care – 193 bed public and private hospital.

SMHS community services:

- Complex Needs Coordination Team (CoNeCT)
- Rehabilitation in the Home (RITH)
- Community Physiotherapy Service (CPS)

Providers contracted by SMHS who provide updates on their contribution towards disability access and inclusion are as follows:

- At Home Care Proprietary Limited
- Hills Enterprises Proprietary Limited trading as TLCU
- Orthopaedic Appliances Proprietary Limited
- Radiation Oncology – GenesisCare
- St John of God Murdoch Community Hospice

# Outcomes against the SMHS access and inclusion plan

The following section outlines SMHS progress against each of the seven desired outcomes for the 2021 - 2022 period.

## Outcome 1. General services and events

**People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.**

### Virtual Clinics

Fremantle, Fiona Stanley and Rockingham General hospitals have all seen a significant rise in virtual outpatient clinics as we shift the way we deliver outpatient care in response to COVID-19. Focused on maximising patient safety and care, clinical teams have been working hard to reconfigure how they deliver services to accommodate more virtual options where practical, with a focus on group clinics. Switching to virtual outpatient appointments allows patients to be treated from the comfort of their own home, avoiding the need to come to site.

In a first, the FSH midwifery team successfully offered their Active Birth Class via MS Teams for ten women and their birth partners, a class which is usually offered in-person.

### Fremantle Hospital Adult Community Mental Health

Fremantle Hospital Adult Community Mental Health have adopted a program for Community Psychiatrists to undertake assessment and treatment in the home for people with disability. This initiative recognises both the barriers faced by people with chronic disabilities, and the differing clinical picture and behaviours observed when attend clinics for assessment and treatment. This allow for the planning and delivery of care that is more patient centred.

Evaluation of access to group program sessions using telehealth is demonstrating improved patient outcomes, with patients reporting that they find it less confronting when working in groups online.

### International Day of People with Disability 2021

On 3 December 2021, SMHS co-hosted an event with the Disability Health Network to celebrate International Day of People with Disability. In 2021 we focused on spreading awareness of disability, encouraging us all to increase our understanding about the potential and lives of people with disability.

The event was opened by Dr Maxine Wardrop, Executive Director, Safety, Quality and Consumer Engagement, South Metropolitan Health Service.

Four guest speakers shared their stories of living and working with disability, including physical and mental disabilities.

Over 80 people attended the event in person and via videoconference including clinical and non-clinical staff from SMHS, North Metropolitan Health Service, Child and Adolescent Health Service, WA Country Health Service and Department of Health. Representatives from the Health Consumers Council and Carers WA attended. All attendees who completed an event evaluation indicated that the presentations were interesting and a valuable use of their time.

The following table demonstrates attendee satisfaction with access to the event.

Evaluation statements	Agreed	Disagreed	Not applicable/ answered
The facilities at the venue were adequate (room size/toilets etc).	87%	0%	13%
The access to the venue was adequate (parking/public transport).	74%	0%	26%
The video conference facilities were adequate (if applicable).	87%	0%	13%

## Outcome 2. Buildings and facilities

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

### Fiona Stanley Hospital - Cognitive Impairment friendly changes

Fiona Stanley Hospital has completed planned changes to support patients with cognitive impairment by adding signage to light switches and doors in individual patient rooms and at shared toilet and showers within the Emergency Department. Progress is ongoing to paint bathroom doors blue on both sides and toilet seats to be changed to blue in the Acute Neurology and Acute Care of the Elderly wards.



## Rockingham General Hospital

### Cognitive Impairment Environmental Audit at Rockingham General Hospital and Murray District Hospital

A number of areas were audited across both hospital sites to identify opportunities to improve access for patients who are cognitively impaired. Recommendations were agreed for implementation, including a program to replace toilet seats and light switches with ones in contrasting colours and the installation of cognitive impairment friendly signage.

### Car park extension – disabled access

Following expansion of car parking at RGH, work to locate four disabled bays at the drop off area at the front of the hospital, and a disabled access path to link the new car park with the main hospital was completed in January 2022. Pram ramps have been inserted to improve access to paths for people with disability.

### Reconfiguration of the Cashiers Office

Reconfiguration of the Cashiers Office to improve access and communication for people using wheelchairs has been completed.

Additional hearing loops have been implemented at reception areas including MDH for patients hard of hearing.

### Fremantle Hospital Services Relocation Project

Improvements in accessibility of the Patient Equipment Centre at FH now allows for direct access via drive-in configuration.

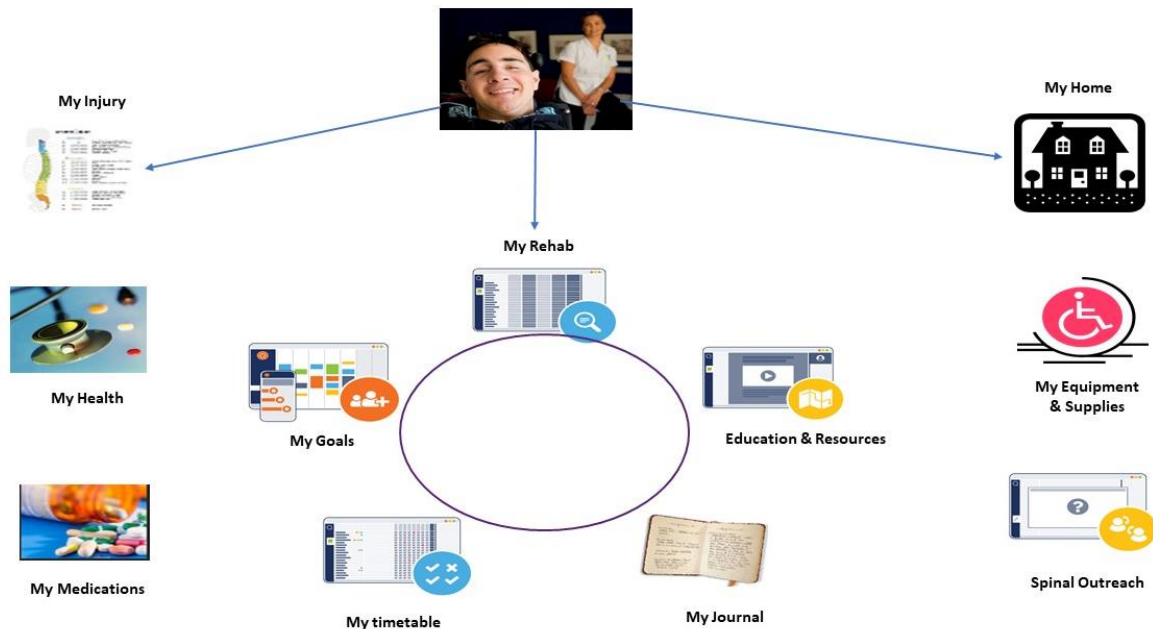
## Outcome 3. Information and Communication

**People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.**

### State Rehabilitation Service Spinal App

The State Rehabilitation Service is developing a mobile app for people undergoing rehabilitation for spinal cord injury. The overall aim is to empower patients by fostering an individual's ability to make decisions and manage his or her own life. The app will include patient and family education and resources, allowing patients and their health care team to communicate more effectively.

A minimum viable product has been designed, developed and tested, incorporating development of content that includes education videos. The following graphic highlights app content;



## Outcome 4. Quality of service

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

### Fiona Stanley Hospital - Sunflower tool for patients with Cognitive Impairment

The Sunflower tool supports the provision of patient centred care for people with cognitive impairment. The tool captures physical, medical, social and psychological needs to allow a tailored approach to care provision. Information is gathered from the patient and/or a carer or family member, or someone who knows the person well. The Acquired Brain Injury ward collaborated with volunteers, who completed the tool with newly admitted patients over a twelve-week implementation period. Evaluation of the trial demonstrated that staff felt the tool improved communication and assisted de-escalation of agitated patients. This initiative has since been embedded into usual ward processes.

### SMHS Outpatient Reform Program

The SMHS Outpatient Reform Program continues to change the way SMHS delivers outpatient care.

People with disability often face challenges obtaining referrals. A pilot Immunology Outpatient Virtual Clinic offers real time GP referrals, whereby patients can attend their GP and immediately connect to their Immunologist during their GP appointment. Using MS teams to deliver appointments enables people with hearing disability to use real time captioning. This multiple provider service also improves access and affords patients greater control over the coordination of their care whilst combining specialist assessment, joint care planning and GP upskilling. Virtual Outpatient Clinics reduce the travel burden. They offer the opportunity to link with patients in hospice or respite care, in the home setting, and in the presence of their carer or support person.

### National Disability Insurance Scheme linkage project

The State Rehabilitation Service has continued to build on the success of project work to improve consistency of processes for staff to access National Disability Insurance Scheme (NDIS) funding for eligible inpatients. The project has expanded to build the capacity of staff by increasing skill level and confidence in managing NDIS cases. This has been achieved through the establishment

of the NDIS Champions group at FH, and the delivery of education workshops focussed on completing NDIS related documentation and increasing staff understanding of processes and pathways. Results published in the six-month project progress report to October 2021 demonstrated that the average Length of Stay reduced by over 80% between December 2020 and September 2021.

RGH has appointed an NDIS coordinator to ensure consistency of processes for staff to access NDIS funding for eligible inpatients and provide education for staff.

## Outcome 5. Complaints and safeguarding

**DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.**

### Patient feedback processes

The processes available to SMHS consumers with disability and their families to provide feedback or make complaints are firmly embedded across the organisation. A QR code that links to FSH/FH website feedback form and PFL email address has been introduced for reporting compliments, contacts and complaints, which can be used by patients and staff. This allows for an additional and easier way of capturing feedback and enables the inclusion of photographs to support feedback.

The following examples demonstrate the response to feedback received:

- FSH received feedback from a number of people with disability who had experienced difficulty accessing toilets on the main concourse designed for people with disability. In response to this feedback, FSH secured funding to undertake works to change the manual access doors to automated doors.
- Access to ACROD bays within certain car parks across the FSH site has been highlighted as a concern by patients attending the hospital, particularly at busy times of the day.

Whilst FSH complies with the required number of ACROD bays across the site, a utilisation audit was completed in response to feedback provided by consumers with disability. Audit findings indicated underutilisation of ACROD bays in one car park. The hospital Disability Access and Inclusion Committee reviewed the findings and agreed to re allocate a number of underutilised bays to car parks with higher demand.

## Outcome 6. Consultation and engagement

**People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

### SMHS Disability Access and Inclusion Plan

Consumer consultation to inform the 2022-2027 SMHS Disability Access and Inclusion Plan was undertaken, including a survey that was made available in several formats, and promoted widely throughout the community. Responses received identified opportunities that will support the organisation to continue progress to meeting the seven desired outcomes as outlined in the Disability Services Regulations Act 2013.

### Fremantle Hospital Redevelopment – Mental Health

Consumers are members of the working group involved in the design of a new Mental Health ward at FH. Initially engaged during the Architect sessions, consultation is now focussed at the design



and development stage of the project. This includes consideration of outdoor spaces, courtyards, furniture and fittings of the new facility.

## Outcome 7. Employment, people, and culture

**People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

### **Rockingham Peel Group (RkPG) establishment of links with external employment services**

Rockingham Peel Group (RkPG) has initiated conversations with a number of external employment agencies and disability support providers to progress ongoing employment opportunities within the service for people with disability. This includes discussions with Down Syndrome WA to investigate potential traineeships for people with disability, funded through the Chamber of Commerce and Industry WA.

### **Job Description Form Template and Guidelines**

The SMHS Job Description Form (JDF) template and guidelines have been revised and now include comprehensive information related to the organisation's values and public policy. These modifications and inclusions will assist in the uptake of values-based recruitment, providing more balanced and equitable recruitment processes for people with disability.

### **Values-based Recruitment**

Values-based Recruitment (VBR) guidelines and tools are currently under development by SMHS Workforce and are scheduled for implementation in 2022. Along with the JDF redesign, the VBR guidelines provide more balanced and equitable recruitment processes for people with disability.

### **SMHS Disability Employment Provider Memorandum of Understanding/Service Level Agreement**

SMHS Workforce has created a Memorandum of Understanding/Service Level Agreement template for use when engaging the services of Disability Employment Providers (DEP). The document clearly articulates the duties and responsibilities of both SMHS and the DEP ensuring staff with disability are provided the necessary support and supervision they require for the duration of their employment.

October 2021 saw an increase of 25 employees with disability across SMHS. Within FSFHG, 7 volunteers with disability and one volunteer with quadriplegia have volunteered to serve as mentors for others with disability.

# Agents and Contractors

The *Disability Services Act 1993* requires authorities to take practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about the DAIP helps to make sure that services delivered to the public on the organisation's behalf share the values and reputation associated with SMHS' commitment to access and inclusion. The following methods are used by SMHS Contract Management to support the SMHS DAIP:

- Informing agents and contractors about the DAIP through contracts or agreements
- Requiring agents and contractors to implement a DAIP or have access and inclusion policies and procedures
- Requiring an annual report on DAIP related activities
- Providing training or resources

Significant DAIP activities driven or led by SMHS agents and contractors in 2021-22 are described below:

## **Outcome 2 - People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

St John of God Murdoch Community Hospice is a single story building within the grounds of the St John of God Murdoch Hospital campus. Initiatives to provide accessible buildings and facilities for people with disability include;

- Dedicated ACROD bays located close to the front entrance of the Hospice and a patient set down bay located adjacent to the entrance. Wheelchair and walking aids are available in the foyer and assistance can be provided by staff to access vehicles.
- Connecting wheelchair accessible pathways surrounding the building, linking patient rooms with the carpark, external grounds and café facilities.
- Raised garden beds at wheelchair height to improve access for those who enjoy gardening.
- An external wheelchair accessible family gathering area, created to allow a space for larger family/cultural groups to meet, and a wheelchair accessible Family Room to allow independent access to tea and coffee making facilities for patients and their families.
- Installation of grab rails in all corridors, shower and toilet areas.
- Newly refurbished bathrooms with basins at wheelchair height and wheelchair clearance at vanities.

## **Outcome 3 - People with disability receive information in a format that will enable them to access information as readily as other people are able to access it.**

- SJOG hospice provide information in a variety of formats for consumers with communication difficulties, including pictorial assessment scales, prompt sheets and electronic communication boards. Interpreters (including Auslan interpreters) are engaged to communicate clinical information and provide patient and carer input into care plans.

## **Outcome 7 - People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

- SJOG Healthcare have established formal partnerships with disability employment providers to ensure smooth transition into the workplace, and ongoing support for both people with disability and the employer.

This document can be made available in alternative formats on request.

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