

Aeromedical Services WA Inquiry - Provider's Staff Response

Overview

This consultation is part of the Chief Health Officer's Public Health Inquiry into Aeromedical Services in Western Australia, initiated under part 15 of the *Public Health Act 2016*.

Further details about the inquiry can be found at: [Aeromedical Services WA Inquiry \(health.wa.gov.au\)](https://ww2.health.wa.gov.au/Improving-WA-Health/Aeromedical-Services-WA-Inquiry) <<https://ww2.health.wa.gov.au/Improving-WA-Health/Aeromedical-Services-WA-Inquiry>>

This specific consultation is seeking to understand the current state of the aeromedical service providers and answered by staff of the provider organisation.

A combination of question types will be used in this consultation including: likert scales and free text answers.

It is requested that you answer all questions in this consultation, answering accurately and truthfully to ensure integrity of the information received.

It is estimated that this consultation will take between 5-15 minutes.

The questions you will be asked are specific to the Inquiry's Strategic Framework outlined below.

The Strategic Framework:

1. Policy and System
2. Case Coordination
3. Clinical Governance
4. Workforce (Clinical)
5. Knowledge Management
6. Information Management
7. Funding Model

Throughout the consultation there will be opportunity to elaborate further on answers, where you choose to do so.

Organisation Details

What is your name?

Name *(Required)*

What organisation are you representing?

Organisation *(Required)*

What is your position in this organisation?

Position title *(Required)*

Basis of response/interest

(Required)

Please select all that apply

- Service Provider
- Service user (referring practitioner or health facility)
- Service user (industry body, company etc)
- Healthcare user/client/patient/member of public
- Government department or organisation
- Other: (please specify below)

Policy & System - Corporate/System Governance

Organisational Structure

(Required)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know/I have no opinion
The existing structure of aeromedical services is effective at a state-wide level? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The existing organisational structure of this aeromedical service is optimised and fully effective? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Culture of Organisation

(Required)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know/I have no opinion
The culture of the organisation is effectively aligned to drive safe, effective outcomes for patients. <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Strategic Direction

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

The strategic plan is mature and well understood
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Clinical Services Plan

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

The clinical services plan is mature and well understood
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Risk Management

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Risk management systems meet contemporary standards and are effectively administered and monitored
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

OHS/WHS Systems

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

OHS systems meet contemporary standards and are effectively administered and monitored
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Contract Management

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Contract management systems meet contemporary standards and are effectively administered and monitored
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Management reporting

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Management reporting is comprehensive and provides both dynamic (live/real-time) monitoring and amalgamated reporting
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Relationship management

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

Inter-organisation relationships are managed actively and effectively
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Policy & System - Governance Environment

Legislative

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

Legislative compliance is met
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Accreditation

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

Accreditation compliance is met
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Regulatory

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Regulatory compliance is met
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Policy & System - Policy & Procedures

This question relate to general organisational and governance policy and procedure (not clinical).

Policy & Procedures

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

The organisation has a comprehensive, up-to-date, collated policy and procedure system.
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Case Coordination

Access to services

(Required)	Never	Seldom	Sometimes	Usually	Almost Always	Don't know/ have no opinion
Are services available when needed? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Required)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know/ have no opinion
Processes to access services are well understood by referrers? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Communication Systems

(Required)	Never	Seldom	Sometimes	Usually	Almost Always	Don't know/ have no opinion
Are case communication systems (telephony, radio, telehealth) for users and aeromedical providers reliable and effective? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Case management and clinical support

(Required)	Extremely	Very	Moderately	Slightly	Not at all	Don't know/ have no opinion
How effective and efficient is case management and access to clinical advice? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Destination management

(Required)

Never Seldom Sometimes Usually Almost Always Don't know/I have no opinion

Is choice of destination and patient acceptance by a destination hospital managed efficiently?
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Platform and crew allocation

(Required)

Extremely Very Moderately Slightly Not at all Don't know/I have no opinion

How effective are systems for appropriate allocation of crew and platform for aeromedical cases?
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

End-to-end case monitoring

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

There is a coordinated process for end-to-end case monitoring for delays, incidents or other problems?
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Escalation and control systems

(Required)	Extremely	Very	Moderately	Slightly	Not at all	Don't know/I have no opinion
How effective are escalation options and control systems to manage issues arising during aeromedical transfer? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Clinical Governance

Clinical Guidelines and Standard Operating Procedures

(Required)	Never	Seldom	Sometimes	Usually	Almost Always	Don't know/I have no opinion
Are clinical guidelines comprehensive and readily accessible to aeromedical staff? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clinical guidelines comprehensive and readily accessible to referring clinical staff? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Periodic external review

(Required)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know/I have no opinion
There is a process for independent periodic external review of clinical services and outcomes? <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Incident and adverse event monitoring

(Required)

Never Seldom Sometimes Usually Almost Always Don't know/I have no opinion

The clinical incident review system provides timely, effective and transparent management of clinical incidents and adverse events?
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Root Cause Analysis program

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

The Root Cause Analysis program is timely, effective and transparent
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Open disclosure program

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

The Open Disclosure program is timely, effective and transparent
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Case Review

(Required)

Never Seldom Sometimes Usually Almost Always Don't know/I have no opinion

Cases are subjected to peer review, analysis and discussion and outcomes are fed back to relevant clinicians
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Audit

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

Clinical Audit is performed regularly and leads to improvement in patient care. Please attach a copy of the clinical audit program and an illustrative audit record.
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

KPI Monitoring & Reporting

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

KPI monitoring & reporting is performed regularly and leads to improvement in patient care.
Please select only one item

Please attach a copy of any documents you wish to include to this printout.

Please attach a copy of the KPI monitoring & reporting program and an illustrative KPI record. (.pdf or .docx)

(Required)

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Risk Management framework (clinical)

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Clinical risk is managed actively through a structured risk management system
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Clinical Documentation review

(Required)

Never

Seldom

Sometimes

Usually

Almost Always

Don't know/
have no opinion

Clinical documentation is peer-reviewed and fed back to relevant clinicians
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Process for new equipment/intervention/treatment

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

There is an effective policy and procedure defined for introduction of new equipment/intervention/treatment
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Equipment management system

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

There is a formal equipment management system which considers equipment appropriateness, longevity and maintenance

Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Complaints & feedback

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

There is a system for complaints and feedback to users which provides timely, effective and transparent management of complaints?

Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Workforce (Clinical)

Workforce model

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

The current workforce model meets the clinical needs of the patient

Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Interdisciplinary framework

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

The current workforce model supports interdisciplinary clinical practice
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Selection & Recruitment

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Selection and recruitment processes are robust and compliant with contemporary standards
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Credentialing & Scope of practice

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

All clinical staff undergo regular credentialing and scope of practice review
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Onboarding systems

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

Induction systems for new staff are comprehensive and effective
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Education & professional development

(Required)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't know/I have no opinion

All staff have access to professional education and development systems
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Performance management

(Required)

Never Seldom Sometimes Usually Almost Always Don't know/I have no opinion

Individual performance standards are managed according to policy and contemporary standards
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Training programs/qualifications

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Formal training programs assist staff to attain expert status as aeromedical practitioners
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Knowledge Management

Education

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

The education program is comprehensive and meets the needs of all staff groups
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Research

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

The research program is active, contemporary, and materially affects clinical practice
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Evidence Based

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/I
have no opinion

There is a clearly documented evidence base for clinical practices and policies
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Information Management - Operational systems

Coordination systems

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/I
have no opinion

There is an IT system for real-time active management of cases which allows case tracking, decision support, and comprehensive reporting
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Clinical (POC) systems

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/I
have no opinion

There is a mobile IT system which provides a clinical record, and which comprehensively supports delivery of clinical care at the point of care.
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Clinical case management systems

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

There is an IT system which provides real-time support for clinical advice, telehealth advice or other advice provided to clinicians
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Platform management systems

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

There is an IT system to effectively and actively monitor, allocate and track air assets in real time
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Information Management - Business systems

Business reporting

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Business reporting systems meet contemporary standards
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Asset management system

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Asset management systems meet
contemporary standards
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Human resources

(Required)

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

Don't know/
have no opinion

Human resource systems meet
contemporary standards
Please select only one item

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

Other Comments

Any other comments that you would like to make, please use the space provided below.