

Appendices

Appendix 1: Response from Agency



Ms Margaret Crawford
Auditor-General
Audit Office of New South Wales
GPO Box 12
SYDNEY NSW 2001

Your ref PA6598
Our ref S17/346

Dear Ms Crawford

Final Performance Audit Report on Planning and evaluating palliative care services in NSW

I am writing in regard to your letter of 6 July 2017 providing a copy of the final performance audit report on *Planning and evaluating palliative care services in NSW*.

Supporting patients with life-limiting illnesses is important and at times challenging work. Providing care involves a range of clinicians and services working in partnership with patients, families and carers. NSW Health is committed to providing high quality care to all NSW residents as they approach and reach the end of their lives. As your report highlights, demand for palliative and end of life care is growing as our population ages.

This performance audit confirms the priority being placed on improving palliative care in NSW. NSW Health supports the report's recommendations as they complement the work that NSW Health has under way to enhance planning and evaluation of palliative care services. As you will be aware, the Minister has announced a commitment of an additional \$100 million over four years to further improve palliative care services in NSW.

Attached to this letter is a table outlining NSW Health's response to the individual report recommendations. I note that this letter and the attached table will be incorporated in the published report, which will be tabled in Parliament on 17 August 2017.

I would like to thank you and your team for working with NSW Health over the course of the audit program.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Elizabeth Koff'.

Elizabeth Koff
Secretary, NSW Health

1/8/17

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Audit Office Recommendation**NSW Health response**

By July 2018, NSW Health should:

1. Develop an integrated palliative and end-of-life care policy framework that:

- Clearly articulates the interface between palliative and end of life care and outlines priorities for the respective areas
- Defines policy goals and objectives, and a performance and evaluation framework for palliative care service planning and delivery
- Informs a related workforce plan which supports the policy framework and is linked to the Health Professional Workforce Plan 2012 -2022
- Reviews the funding allocation model to ensure future enhancement funds are distributed equitably and transparently based on the need and population of districts

Supported

NSW Health supports the development of an integrated palliative care and end of life policy framework.

NSW Health has made substantial achievements in the area of palliative care and end of life over the last five years, expanding community based services and increasing choices for patients. These achievements supported the goals of the *NSW Government Plan to increase Access to Palliative Care 2012-2016*, *Advance Planning for Quality Care at End of Life Action Plan 2013-2018* and *Palliative Care and End of Life Care Blueprint*. The Government's recent announcement of \$100M over four years for palliative care builds on three previous rounds of enhancement funds to address priorities in this area.

The new policy framework will guide service and workforce planning, and inform funding allocations for the delivery of palliative and end of life care.

By December 2018, NSW Health should:

2. Assess how the functionality provided in data collection programs such as the Palliative Care Outcomes Collaboration program can be provided across all palliative care services in NSW

Supported.

eHealth NSW is currently addressing the design and development of palliative and end of life care functionality within the Cerner Electronic Medical Record (eMR). This work includes an assessment of options for outcomes monitoring within the eMR and related data collection systems.

By December 2018, NSW Health should:

3. Complete its statewide review of systems and reporting for end of life management including specialist palliative care, and develop a business case to implement a more integrated set of solutions to:

- Support providers delivering end of life and palliative care
- Help monitor service quality and quantity
- Provide comprehensive data for service planning

Supported.

eHealth NSW will complement the above work through the establishment of the End of Life Management Design Working

Group (DWG) which includes representatives from across NSW.

Outcomes from this process will inform a more integrated set of IT solutions to support providers in delivering palliative care and to monitor outcomes.

Audit Office Recommendation**NSW Health response**

By December 2018, NSW Health should:

4. Improve stakeholder engagement by:

- Developing a state-wide stakeholder engagement strategy that brings together current activity and good practice, and is transparent and publicly available
- Defining accountability for overseeing and implementing the strategy at state and district levels.

Supported.

NSW Government has recently completed extensive stakeholder engagement through the Roundtable Meetings which were held around the state. As a result of the Roundtables NSW Health is committed to ongoing state-wide stakeholder engagement. NSW Health will embed Stakeholder and Consumer Engagement within the new policy framework.

The new framework will also articulate arrangements for governance and oversight at State and District/Network levels.