

The “True” Value of Allied Health

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Background: In a public health care environment where demands are ever increasing and future cost containment is inevitable, how can we clearly demonstrate the value add of allied health services? An overt strategy to target our key stakeholders that goes beyond the accepted methodology of clinical review, evaluation and analysis is required. At Western Health (WH), the Allied Health (AH) Leadership Team have met with targeted fund holders and key influencers to determine what they see as the “true” value add of AH within a public health setting.

Methods: The AH Leadership Team consulted with Western Health (WH) key stakeholders regarding key organisational risks and priorities and their perception of the potential impact and contribution of AH services. A multimodal strategy was then developed to demonstrate the importance of the AH workforce in supporting achievement of key hospital priorities and challenges. These focus around the elements of Access, Quality and Finance.

Results: This presentation highlights the journey AH has been on to identify the priorities of the CEO, executive team and other key stakeholders. It articulates the strategies that have been implemented to address these priorities and the impact this has had on the perception and profile of AH services within WH. Key strategies included the introduction of AH ward representatives, Grade 4 interdisciplinary organisation wide portfolios and AH management divisional portfolios.

Discussion: To maximise the future of AH services in a public health setting, there needs to be a consistent and compelling methodology to demonstrate impact, importance and value add. This framework needs to target key stakeholders and the priorities as perceived by them- which are not necessarily the same as those perceived by the AH workforce.