

# Aeromedical Services WA Inquiry - Provider 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://www.health.wa.gov.au/Improving-WA-Health/Aeromedical-Services-WA-Inquiry) <<https://www2.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 on behalf of the organisation.

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

It is requested that you answer all questions in this consultation, answering accurately and truthfully; and provide all the requested documentation requested.

It is estimated that this consultation will take between 15-30 minutes, depending on your access to documents requested and your understanding of your organisation.

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

The existing structure of aeromedical services is effective at a state-wide level?  
*Please select only one item*

                      

The existing organisational structure of this aeromedical service is optimised and fully 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.

#### Culture of Organisation

*(Required)*

Strongly Agree      Agree      Neither Agree nor Disagree      Disagree      Strongly Disagree

The culture of the organisation is effectively aligned to drive safe, effective outcomes for patients.  
*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.

### Strategic Direction

*(Required)*

Strongly Agree

Agree

Neither Agree nor  
Disagree

Disagree

Strongly Disagree

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

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

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

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

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

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

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

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

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

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

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

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

Please attach a list of all policies and procedures, including date of last review and date of next planned review. (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.

### Policy & System - Type and distribution of aircraft

\*Please note 'N/A' for assets not relevant to your organisation.

#### Fixed Wing (Turbine)

Provide a description of existing assets *(Required)*

### Fixed Wing (Jet)

Provide a description of existing assets *(Required)*

### Rotary Wing

Provide a description of existing assets *(Required)*

### Aeromedical case activity

Provide a breakdown of at least 12 months activity for all aeromedical platforms: Case numbers, aircraft type, base, flight distance (&/or origin, destination, flight time analysis), urgency(priority), acuity, mission type (primary etc), crew, clinical problem, patient criticality, critical interventions, patient age, patient demography, and other data as may be available to inform the inquiry. Alternatively, this information can be uploaded as a file below. Please note "as attached" in the text box if this option is selected. *(Required)*

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

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
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"/>

(Required)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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"/>

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
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"/>

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
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"/>

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

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

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

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

How effective are escalation options and control systems to manage issues arising during aeromedical transfer?  
*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 Process Flow Chart

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

Please upload a typical/representative case process flow chart(s) (.pdf or .docx)

*(Required)*

### Clinical Governance

#### Clinical Governance Framework

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

Please provide a copy of the Clinical Governance Framework (.pdf or .docx)

*(Required)*

#### Clinical Guidelines and Standard Operating Procedures

*(Required)*

Never

Seldom

Sometimes

Usually

Almost Always

Are clinical guidelines comprehensive and readily accessible to aeromedical staff?  
*Please select only one item*






Are clinical guidelines comprehensive and readily accessible to referring clinical staff?  
*Please select only one item*






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

Attach a list of all clinical policies and procedures, including date of last review and date of next planned review

*(Required)*

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

There is a process for independent periodic external review of clinical services and outcomes?  
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.

Incident and adverse event monitoring

*(Required)*

Never

Seldom

Sometimes

Usually

Almost Always

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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.

### Funding Model

Provide a description of the funding system for the organisation

*(Required)*

Comment on the effectiveness or strengths of this component

Comment on the weaknesses, gaps or unmet need related to this model

#### Other Comments

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

Please attach up to two (2) annual reports if available. Attachments are optional to support or illustrate responses to questions requested previously or in addition.

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

Please upload Annual report or other supporting documents.

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

Please upload Annual report or other supporting documents.

Any other documents or files that you think are relevant to the Inquiry,  
please upload here.

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