Introduction
WA Health System

WACHS is the largest country health system in Australia and one of the biggest in the world, providing health services to a 531,000 people, including over 57,000 Aboriginal people, over a 2.5 million square kilometer area.

Metropolitan Services

WA Health is divided into the WA Country Health Service and four Health Service Providers (HSPs) covering the Perth metropolitan area - three Adult services and a specialist Child and Adolescent service:

- North Metropolitan Health Service (NMHS)
- South Metropolitan Health Service (SMHS)
- East Metropolitan Health Service (EMHS)
- Child and Adolescent Health Service (CAHS)

WA Country Health Service (WACHS)

WACHS is a network of health facilities across 7 regions including regional hospitals, district hospitals, nursing posts and community health centers. We provide all health services outside Perth, across an area of more than 2.5 million square kilometres, from Kalumburu in the Kimberley to Albany in the Great Southern.
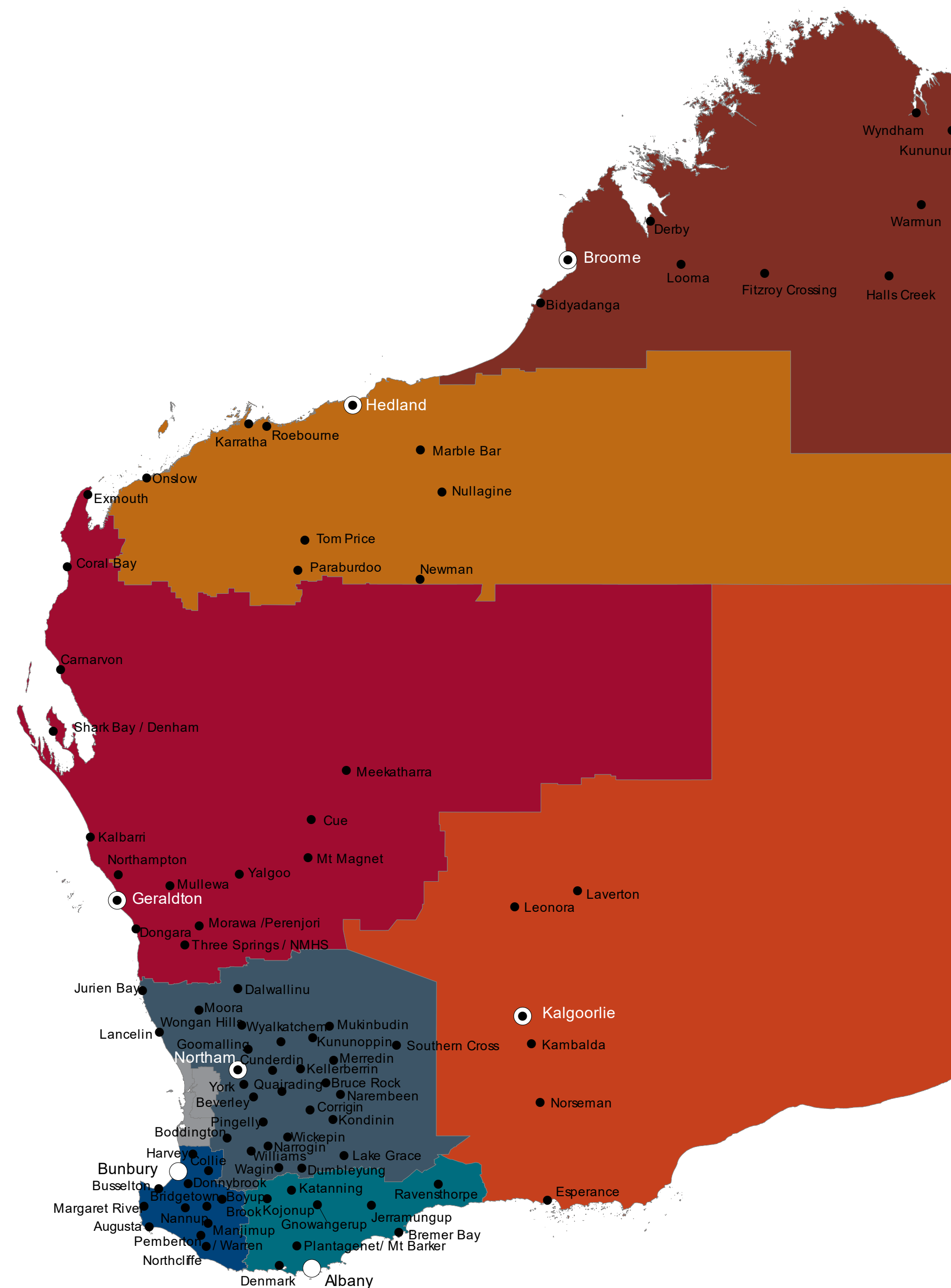
WACHS Services

- Emergency and hospital services
- Population, public and primary healthcare
- Aboriginal health services
- Mental health services
- Drug and alcohol services
- Child, community and school healthcare
- Telehealth services
- Residential and community aged care services

Government of **Western Australia**
WA Country Health Service

WACHS Regions & Towns

- **Kimberley** (MM 6-7, 423,517 km²)
  Towns: Broome, Kununurra, Derby, Halls Creek & Fitzroy Crossing
  Population: 38,801 (approximately half identify as Aboriginal, more than 30 language groups in over 200 indigenous communities)

- **Pilbara** (MM 6-7, 507,896 km²)
  Towns: Karratha, Port Hedland, Newman & Tom Price
  Population: 59,552 (15% identify as Aboriginal) + FIFO population.

- **Goldfields** (MM 6-7, 771,276 km²)
  Towns: Kalgoorlie, Leonora, Laverton, Norseman & Esperance
  Population: 55,000 (10% identify as Aboriginal) + FIFO population

- **Midwest** (MM 3-7, 600,000 km²)
  Towns: Geraldton, Dongara, Meekatharra, Carnarvon & Exmouth
  Population: 63,650 (10% identify as Aboriginal)

- **Wheatbelt** (MM 4-7, 154,862 km²)
  Towns: Northam, Narrogin, Merredin, Moora & Jurien Bay
  Population: 76,394 (6% identify as Aboriginal)

- **South West** (MM 2-6, 23,000 km²)
  Towns: Bunbury, Collie, Busselton, Manjimup & Margaret River
  Population: 177,300 (2.3% identify as Aboriginal)

- **Great Southern** (MM 3-7, 39,007 km²)
  Towns: Albany, Katanning, Denmark, Kojonup & Gnowangerup
  Population: 60,000 (3.6% identify as Aboriginal)

WACHS Mental Health

WACHS WA Country Health Service
Mental Health

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WA Country Health Service

Command Centre

Rapidly changing technology has created new opportunities to drastically improve health care and access to specialists, particularly in country WA where vast distances, smaller populations and diverse community needs create unique challenges for health care provision.

WACHS has a strong history of developing innovative technology solutions and investing in world-class telehealth services to enhance access to high quality health care for country people.

The WACHS Command Centre is a true innovation in country healthcare. Building on the success of the award-winning Emergency Telehealth Service, the WACHS Command Centre brings together new and existing services in a 24/7 'virtual' clinical hub.

Using videoconferencing and high-tech information technologies, the WACHS Command Centre is expanding the range of timely specialist advice and support currently available to front-line clinicians caring for country patients.

The WACHS Command Centre delivers a digitally enabled, flexible and dedicated specialist clinical workforce available to every WACHS facility in real-time, supporting local clinicians, improving outcomes for patients and keeping care closer to home.

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WA Country Health Service

Command Centre
Telehealth & Remote Services

The WACHS Command Centre leverages technology to provide a 24/7 one-stop shop for country doctors and nurses to access a range of clinical expertise via virtual technologies.

Emergency Telehealth Service

Supports WA's country doctors and nurses caring for patients by providing 24/7 access to specialist emergency clinicians by videoconference.

Inpatient Telehealth Service

Provides virtual ward rounds to patients admitted to our country hospitals when the local GP is unavailable.

Mental Health Emergency Telehealth Service

Provides WA country doctors and nurses with access to specialist mental health nurses and psychiatrists, to assist in caring for people presenting to our hospitals and nursing posts.

Acute Specialist Telehealth Service

Provides country clinicians and their patients with access to a range of specialists using three-way videoconferencing facilities.

Acute Patient Transfer Coordination

A coordination centre that oversees safe, timely and efficient patient transfer to and from regional and metropolitan hospitals for admitted country patients.

Advanced Patient Monitoring System

A monitoring centre that uses advanced technologies and real-time information to support doctors and nurses in detecting and responding to unwell patients in country hospitals and nursing posts.
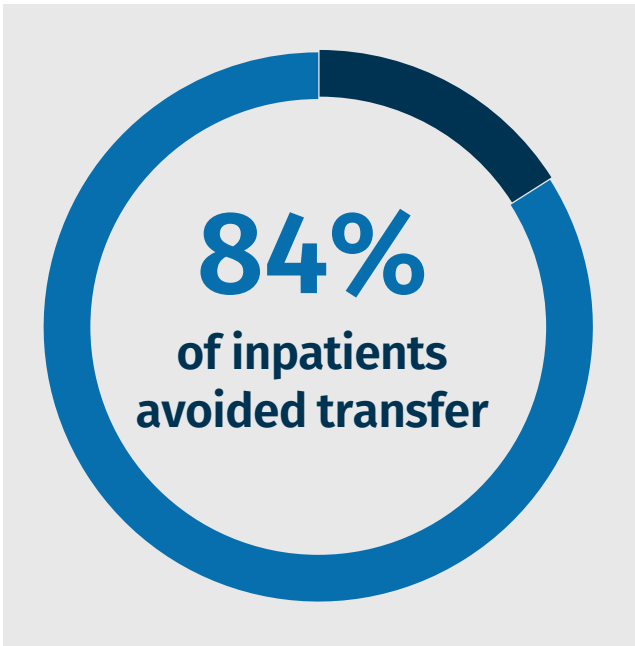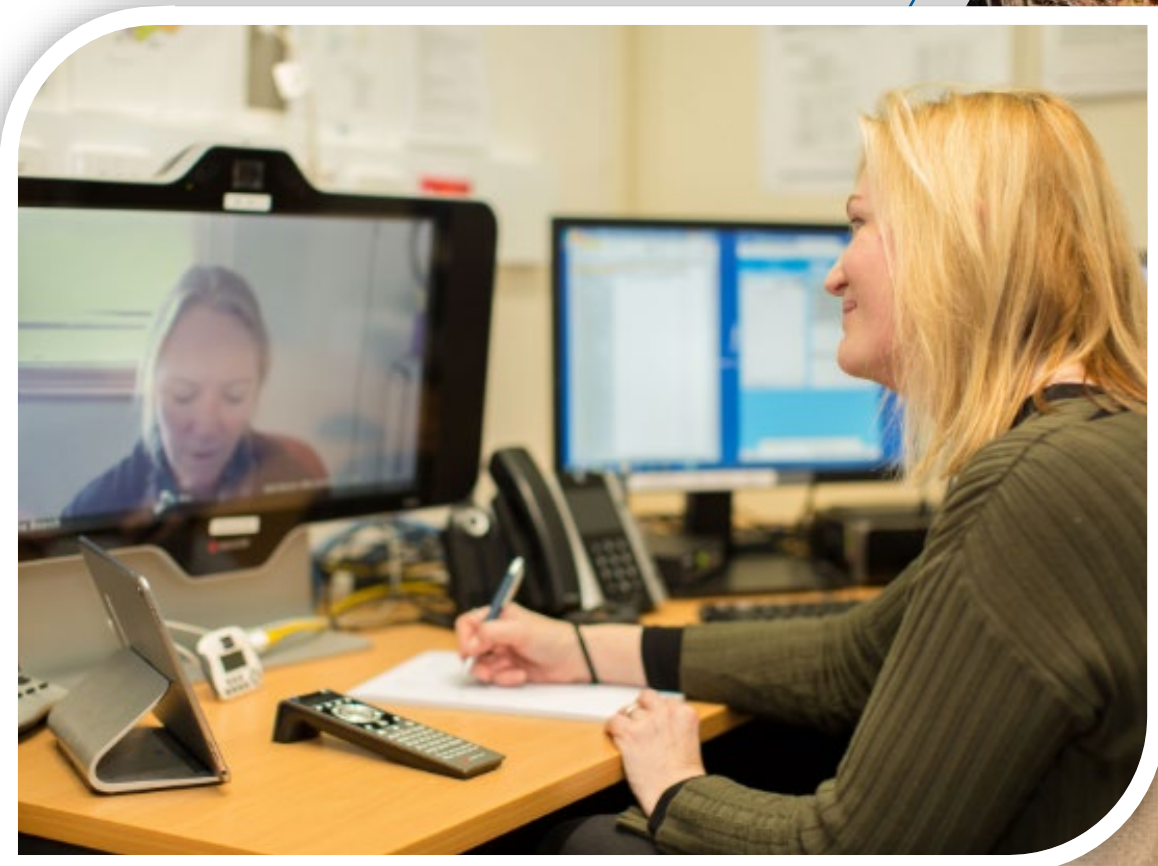
Command Centre
Mental Health Telehealth

The Mental Health Emergency Telehealth Service (MHETS) provides WA country doctors and nurses with access to specialist mental health nurses and psychiatrists, to assist in caring for people presenting to our hospitals and nursing posts.

Our team includes Clinical Nurse Consultants (all Authorised Mental Health Practitioners) rostered and on-call Psychiatrist/Senior Medical Practitioners (Psychiatry) and a Nurse Educator.

What we provide to regional emergency departments:

- Mental health assessments and care planning for all age groups
- Support when patients present with behavioural disturbance or intoxication
- Advice on the application of the Mental Health Act
- Support for patients requiring admission to an Acute Psychiatric Unit
- Medication advice
- Education and training

Currently available in
85
country sites

84%
of inpatients avoided transfer

1,772
Patients seen between July 2019 & October 2020

Telehealth

Mental Health Emergency Telehealth Service

Available at 85 country sites (WACHS & AMS)

Consultant Psychiatrist FTE	2
Registrars/SMP FTE	2
Nursing Staff FTE	12.5
Allied Health FTE	1

WACHS **WA Country Health Service**
Mental Health

MHETS Locations

Goldfields
1. Esperance
2. Kalgoorlie
3. Kambalda
4. Laverton
5. Leonora
6. Norseman

Great Southern
7. Bremer Bay
8. Denmark
9. Gnowangerup
10. Jerramungup
11. Katanning
12. Kojonup
13. Plantagenet / Mt Barker
14. Ravensthorpe

Kimberley
15. Bidyadanga (AMS)
16. Broome
17. Derby
18. Fitzroy Crossing
19. Halls Creek
20. Kununurra
21. Wyndham

Midwest
22. Carnarvon
23. Coral Bay
24. Cue
25. Dongara
26. Exmouth
27. Geraldton

28. Kalbarri
29. Meekatharra
30. Morawa
31. Mt Magnet
32. Mullewa
33. Northampton
34. Shark Bay / Denham
35. Three Springs
36. Yalgoo

Pilbara
37. Hedland
38. Karratha
39. Marble Bar
40. Newman
41. Nullagine
42. Onslow
43. Paraburdoo
44. Roebourne
45. Tom Price

South West
46. Augusta
47. Boyup Brook
48. Bridgetown
49. Busselton
50. Collie
51. Donnybrook
52. Harvey
53. Margaret River
54. Nannup
55. Northcliffe
56. Pemberton
57. Warren / Manjimup

Wheatbelt
58. Beverley
59. Boddington
60. Bruce Rock
61. Corrigin
62. Cunderdin
63. Dalwallinu
64. Dumbleyung
65. Goomalling
66. Jurien Bay
67. Kellerberrin
68. Kondinin
69. Kununoppin
70. Lake Grace
71. Lancelin
72. Merredin
73. Moora
74. Mukinbudin
75. Narembeen
76. Narrogin
77. Northam
78. Pingelly
79. Quairading
80. Southern Cross
81. Wagin
82. Williams
83. Wongan Hills
84. Wyalkatchem
85. York

WACHS **WA Country Health Service**
Mental Health

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