

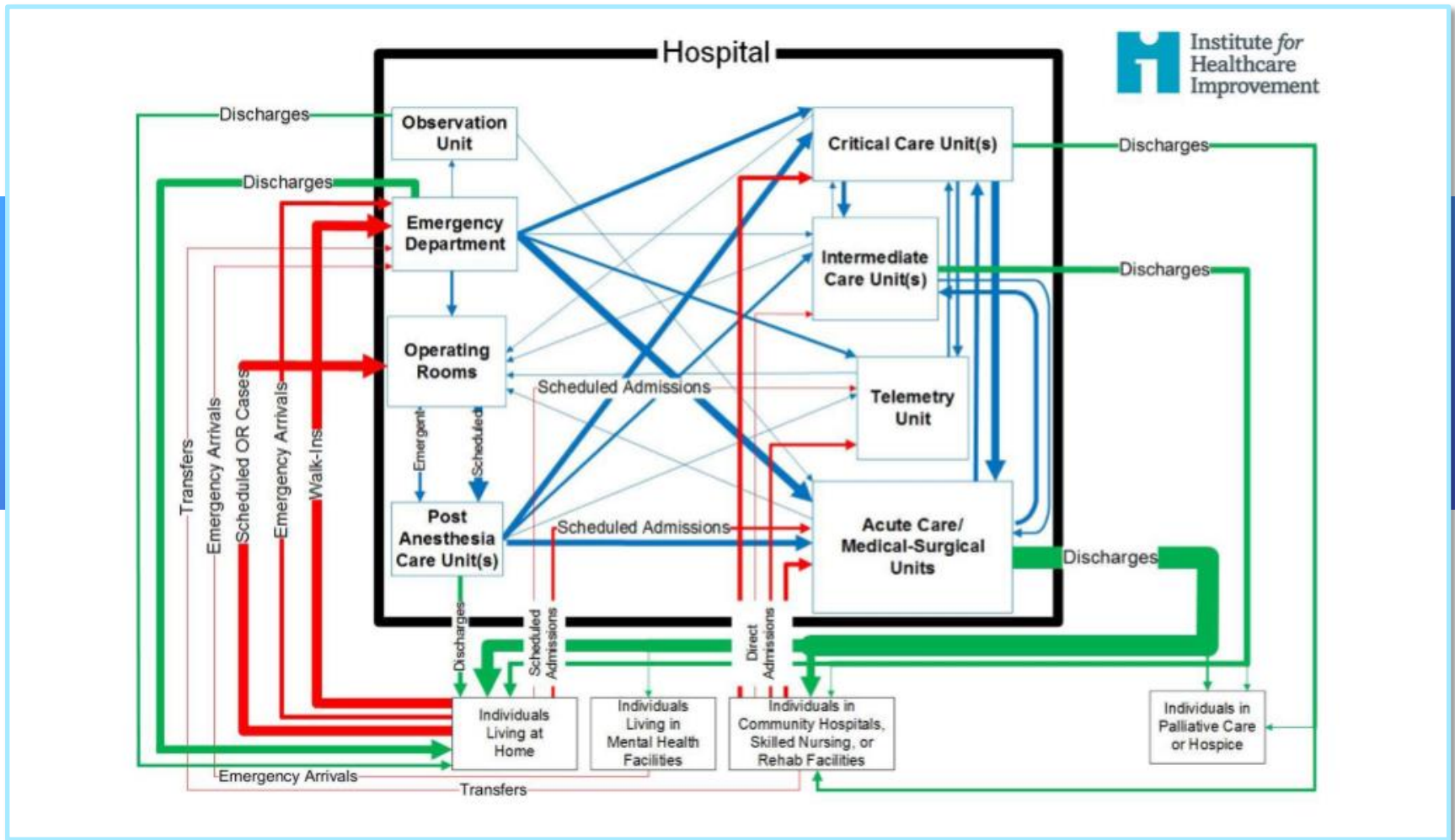
NSW Patient Flow Collaborative

NSW Hospital in the Home Forum,
Friday 23 March 2018



Health

The challenge: Hospital-wide patient flow



Our solution: The Whole of Health Program



Real time decision support



Data and analytics



Collaboration

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Emergency Access View (EAV) provides access to real-time data

Real-time Data



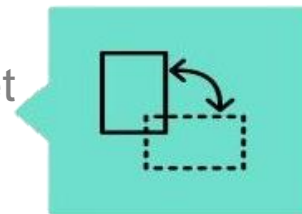
State wide and local data

Available on mobile devices



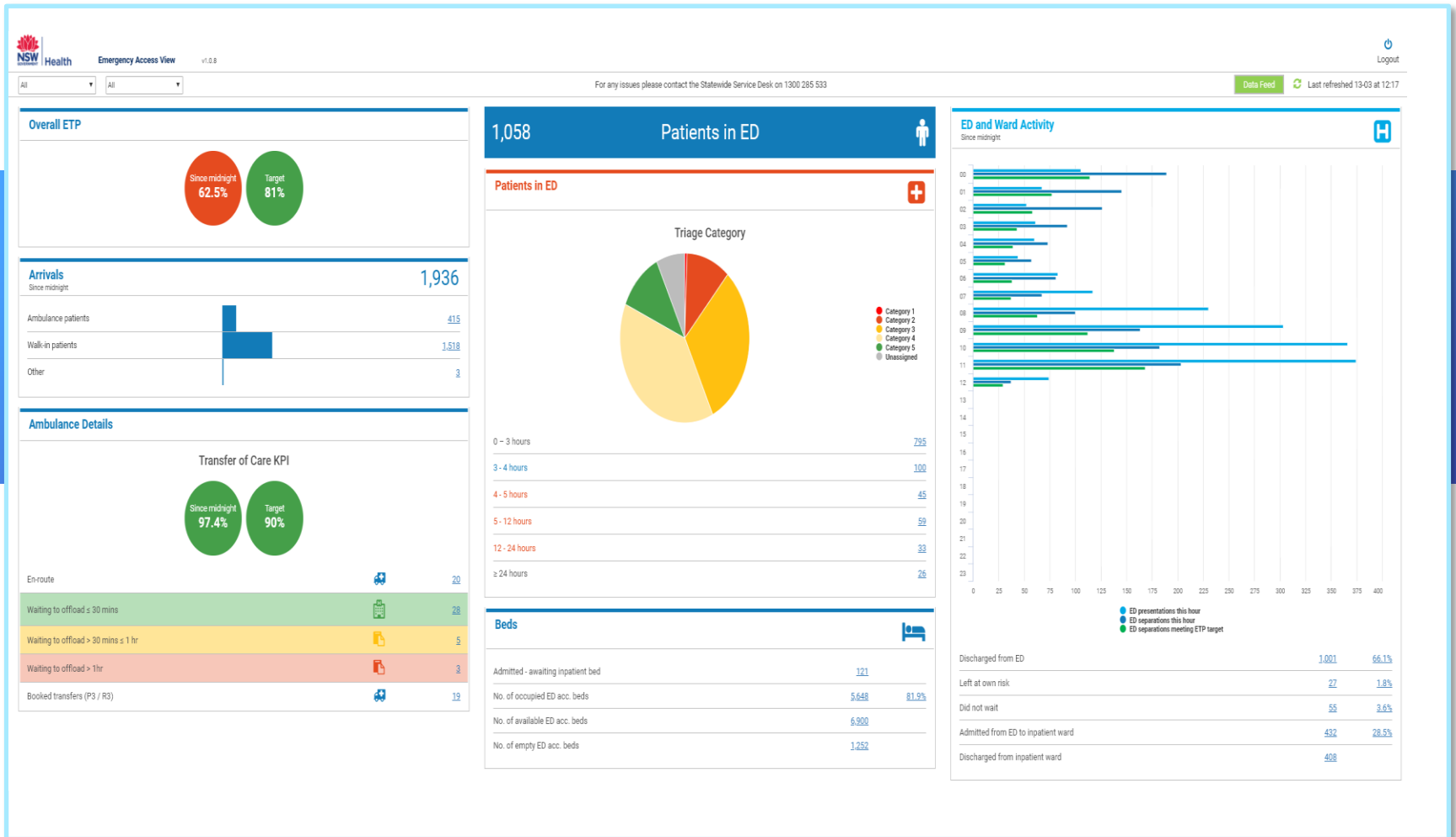
Secure, practical log on

Adaptable to meet LHD needs



Whole of hospital emergency access view

EAV Implementation is currently underway



Our solution: The Whole of Health Program



Real time decision support

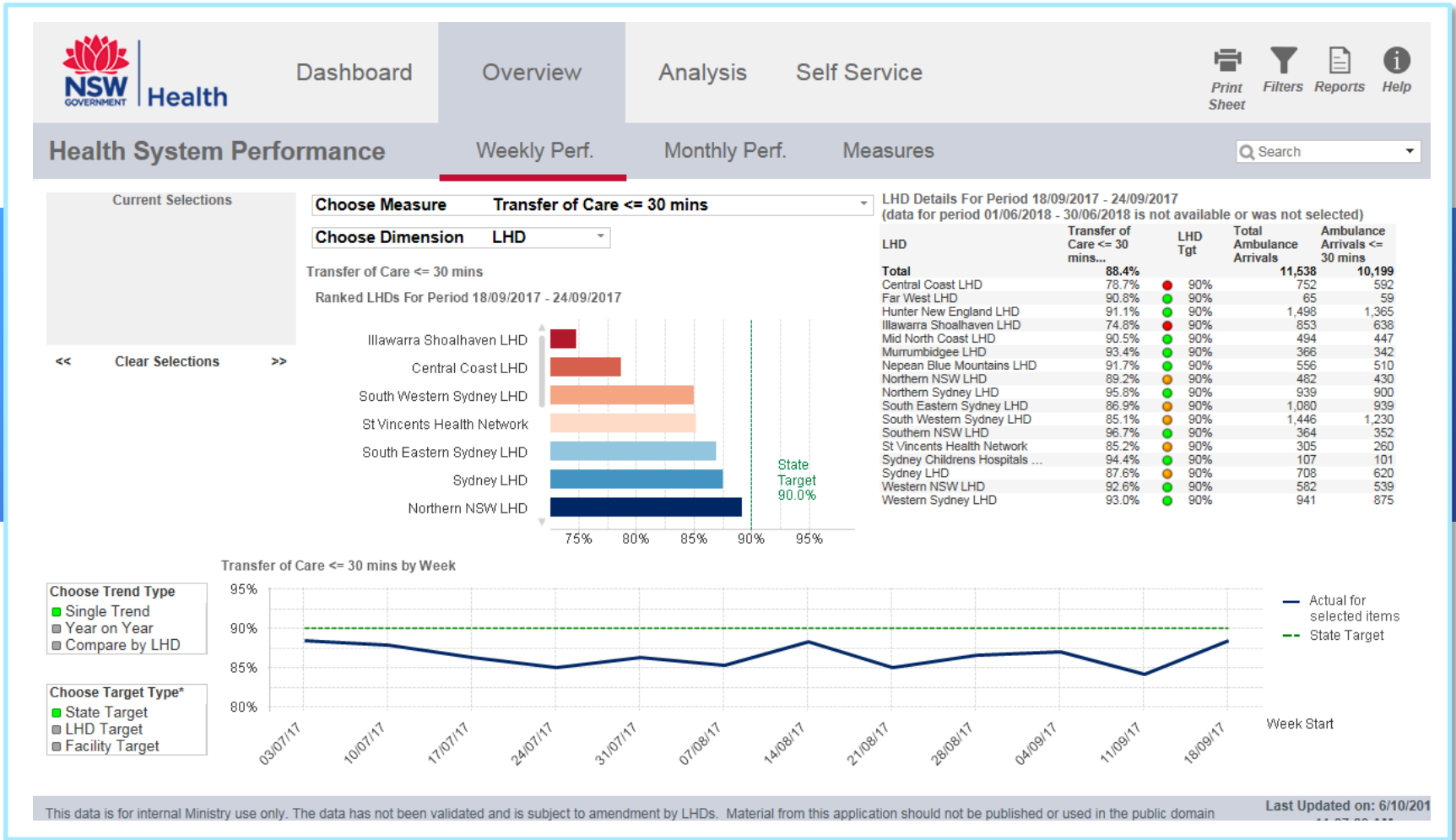


Data and analytics



Collaboration

The HSP App provides a wide range of benchmarking metrics



Our solution: The Whole of Health Program



Real time decision support

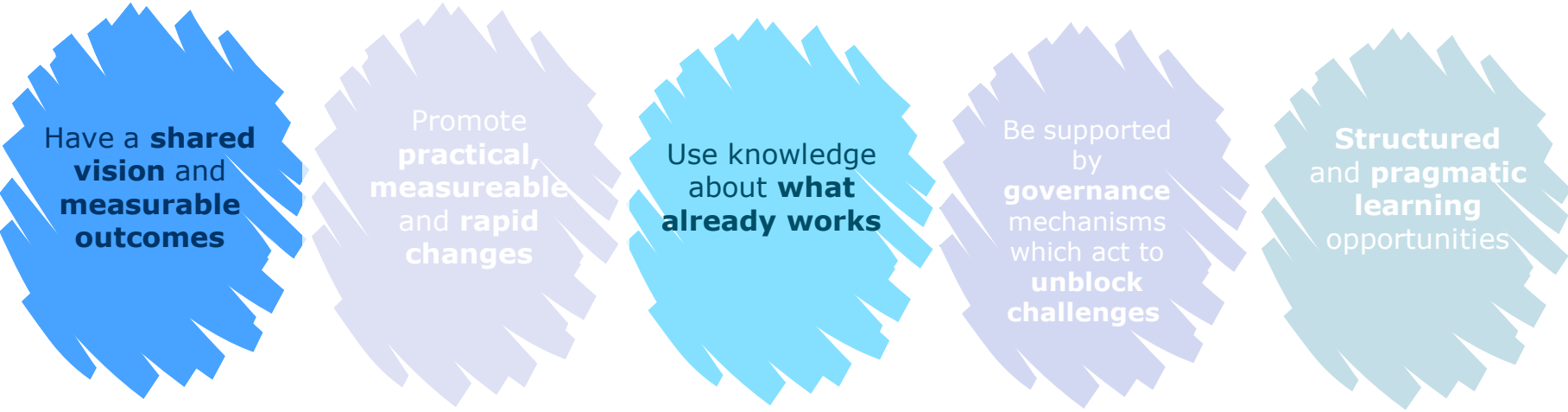


Data and analytics



Collaboration

Key foundations of the Patient Flow Collaborative



Have a **shared vision** and **measurable outcomes**

Promote **practical, measurable** and **rapid changes**

Use knowledge about **what already works**

Be supported by **governance** mechanisms which act to **unblock challenges**

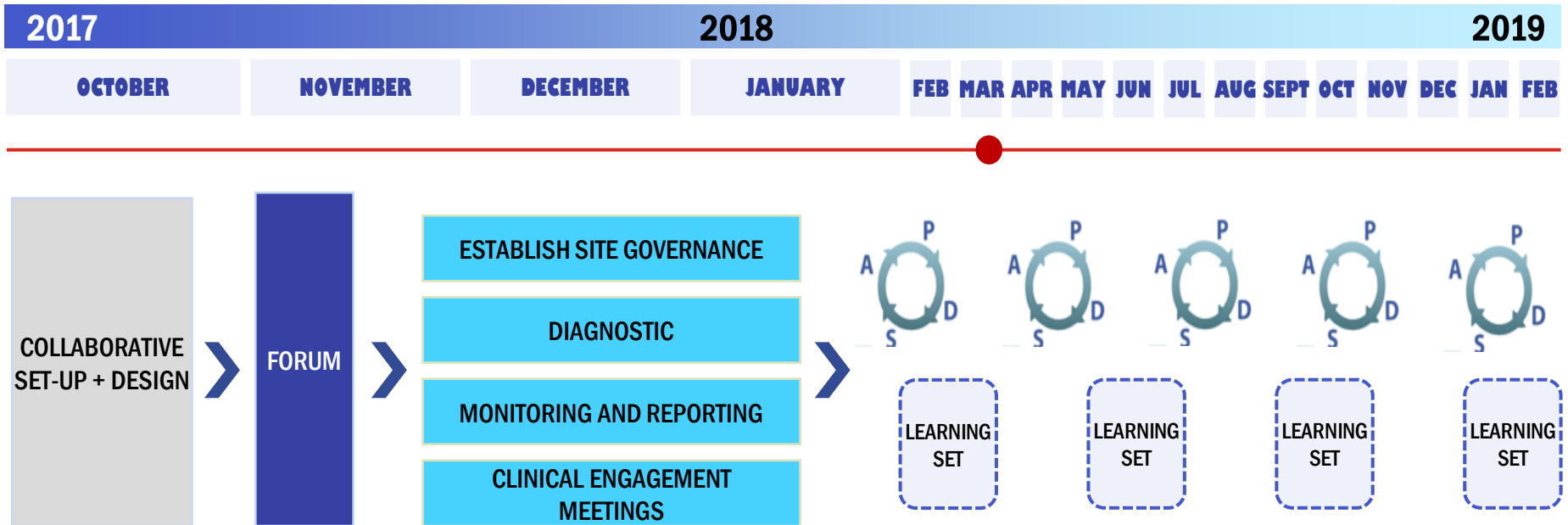
Structured and **pragmatic learning** opportunities

THE METHODOLOGY BRINGS GROUPS OF PROFESSIONALS TOGETHER TO **LEARN** FROM AND **MOTIVATE** EACH OTHER TO **IMPROVE THE QUALITY OF SERVICES.**

There are 13 sites participating in the Collaborative

- PRINCE OF WALES HOSPITAL
- ROYAL NORTH SHORE HOSPITAL
- ST GEORGE HOSPITAL
- ST VINCENT'S HOSPITAL
- NEPEAN HOSPITAL
- WOLLONGONG HOSPITAL
- WESTMEAD HOSPITAL
- BLACKTOWN HOSPITAL
- ROYAL PRINCE ALFRED HOSPITAL
- GOSFORD HOSPITAL
- JOHN HUNTER HOSPITAL
- CAMPBELLTOWN HOSPITAL
- LIVERPOOL HOSPITAL

The high level timeline



There are 5 building blocks that are essential for success

1 Governance and leadership

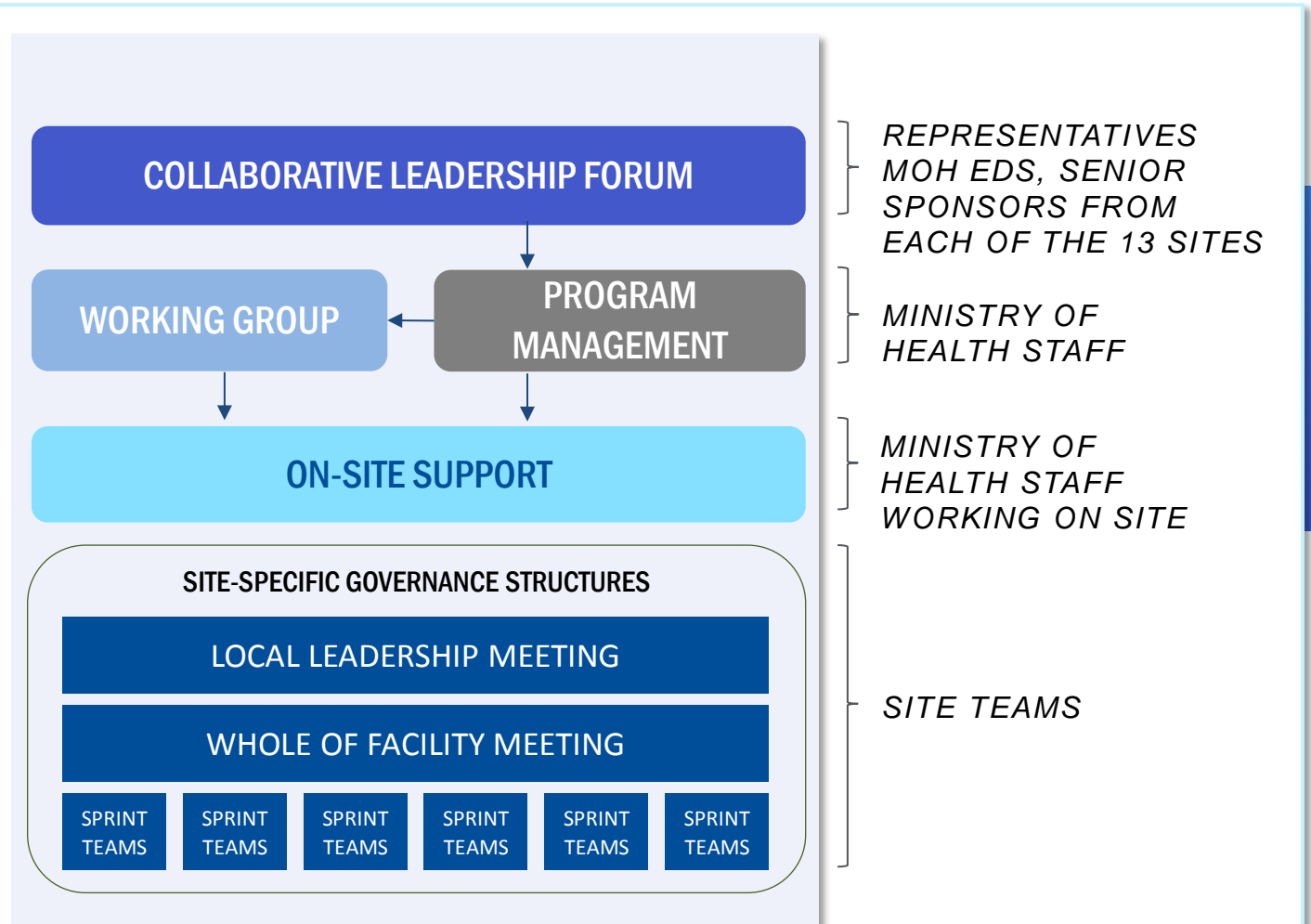
2 Site-specific initiatives

3 State-wide initiatives

4 Business Intelligence

5 Learning

Governance and leadership supports success



There are 5 building blocks that are essential for success

1 Governance and leadership

2 **Site-specific initiatives**

3 State-wide initiatives

4 Business Intelligence

5 Learning

Sites specific initiatives are locally led

RAPID PLAN-
DO-STUDY-ACT

SPRINT INITIATIVES

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
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There are a range of sprints in progress

Sprint category
Admission Avoidance
Bed Management
Discharge Planning
Front Door Flows
Hospital Function
Senior Decision Making

There are 5 building blocks that are essential for success

1 Governance and leadership

2 Site-specific initiatives

3 **State-wide initiatives**

4 Business Intelligence

5 Learning

The MoH program team support key state-wide initiatives

- Guardianship
- Links to Primary Care
- National Disability Insurance Scheme
- NSW Ambulance
- Patient Transport Service

There are 5 building blocks that are essential for success

1 Governance and leadership

2 Site-specific initiatives

3 State-wide initiatives

4 **Business Intelligence**

5 Learning

Measuring progress against a baseline impacts on the success

CENTRALLY TRACKED IMPROVEMENT MEASURES

A SMALL NUMBER OF MEASURES MANAGED AND
RETRIEVED BY THE MOH AND COMMUNICATED TO SITES



SITE-SPECIFIC IMPROVEMENT MEASURES

MEASURES ARE CHOSEN BY SITES AND MANAGED LOCALLY TO MEASURE
IMPROVEMENT –

THESE ARE ALIGNED WITH CENTRALISED METRICS



There are 5 building blocks that are essential for success

1 Governance and leadership

2 Site-specific initiatives

3 State-wide initiatives

4 Business Intelligence

5 Learning

Learning sets leverage on the skills and experience of the group



9 MARCH 2018 – LIVERPOOL HOSPITAL



18 MAY 2018 - WESTMEAD HOSPITAL



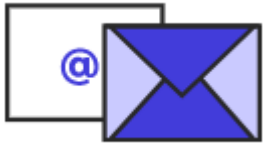
14 SEPT 2018 - ROYAL NORTH SHORE HOSPITAL



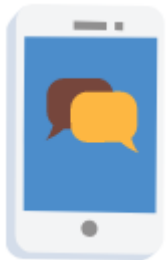
16 NOV 2018 - ROYAL PRINCE ALFRED HOSPITAL



Channels to access team



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