

# Leading Better Value Care

Improving the health outcomes and experiences that matter to patients

[health.nsw.gov.au/value](http://health.nsw.gov.au/value)





Leading Better Value Care changes conversations between patients and clinicians, moving from ‘what’s the matter with me?’ to ‘what matters to me?’\*



## What is Leading Better Value Care?

Leading Better Value Care (LBVC) is a statewide program that improves the health outcomes and experiences of people with specific conditions.

It does this by identifying and scaling evidence-based initiatives to deliver care in the most appropriate setting.

Leading Better Value Care uses consistent, rigorous measures and evaluation to show the impact of care on outcomes.

Clinicians, networks and organisations are working together on 13 areas of high-impact healthcare across 18 health districts and networks. There is at least one LBVC initiative in more than 100 NSW Health facilities.

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## How does Leading Better Value Care help to achieve NSW Health's vision?

Our vision for NSW Health is a sustainable health system that delivers outcomes that matter to patients and the community, is personalised, invests in wellness and is digitally enabled.

Value based healthcare will help us to achieve this vision.

In NSW, value based healthcare means improving health outcomes, the experiences of receiving and providing care and the effectiveness and efficiency of care.

Leading Better Value Care is one of the ways NSW Health is accelerating the move to value based healthcare to deliver what matters to patients and the community.

Other statewide programs include Integrating Care and Commissioning for Better Value.



*"It's learning how to cope with living with what I've got and not having to go to hospital."*

Chronic heart failure patient

## Improving outcomes and experiences for patients and value for the health system

Leading Better Value Care is transforming how we deliver care across NSW Health.

It changes conversations between patients and clinicians, moving from 'what's the matter with me?' to 'what matters to me?'.

It's a collaboration between the Ministry of Health, Agency for Clinical Innovation, Clinical Excellence Commission and the Cancer Institute NSW and local health districts and networks.

Working together to develop, authorise and share successful models, NSW Health is implementing initiatives at scale across all health districts.

Each one focuses on improving patient outcomes and experiences, creating evidence-based solutions to known issues and measurable capacity for the NSW health system.



Clinicians have said:

*"Sustainability is the challenge. It's about long term change and the evidence to support it."*



## Clinical initiatives delivering better value

The Leading Better Value Care program has been designed in tranches, or phases.

The first eight initiatives were selected for Tranche One in 2016 and implementation started in 2017-18:

- Osteoarthritis chronic care program
- Osteoporosis re-fracture prevention
- Chronic heart failure
- Chronic obstructive pulmonary disease
- Inpatient management of diabetes mellitus
- Diabetes high risk foot services
- Falls in hospital
- Renal supportive care.

In 2017 local health districts were asked to nominate other initiatives that met the criteria for LBVC. Five initiatives were selected and are being implemented from 2019-20:

- Hip fracture care
- Chronic wound management
- Bronchiolitis
- Hypofractionated radiotherapy for early stage breast cancer
- Direct access colonoscopy.



“Everything was sort of getting worse. I started falling, or my knees would give way. Until you’ve lost confidence in something you take for granted – like walking – you don’t know how inhibiting that can be. Now I don’t need walking sticks, I’m confident that my legs are doing the work. I have so much to thank the program for. How do you say thank you when someone has given you your freedom, your confidence and your life back?”

Osteoarthritis chronic care patient



## Why are Patient Reported Measures so important?

Understanding what is important to patients and using this information to make decisions is key to providing better value care.

Patient Reported Measures are a direct account of the patient's personal experiences and health outcomes.



**Patient Reported Experience Measures** assess a patient's own perception of the process of care and how that affects their experience.



**Patient Reported Outcome Measures** show the patient's perception of their health status, clinical outcomes, mobility and quality of life.

Patient Reported Measures help to inform conversations, deliver value, and improve health outcomes, experiences and the quality of care.

Leading Better Value Care is consistently collecting these measures to ensure that services meet the needs of the patients.

## The Osteoarthritis chronic care program

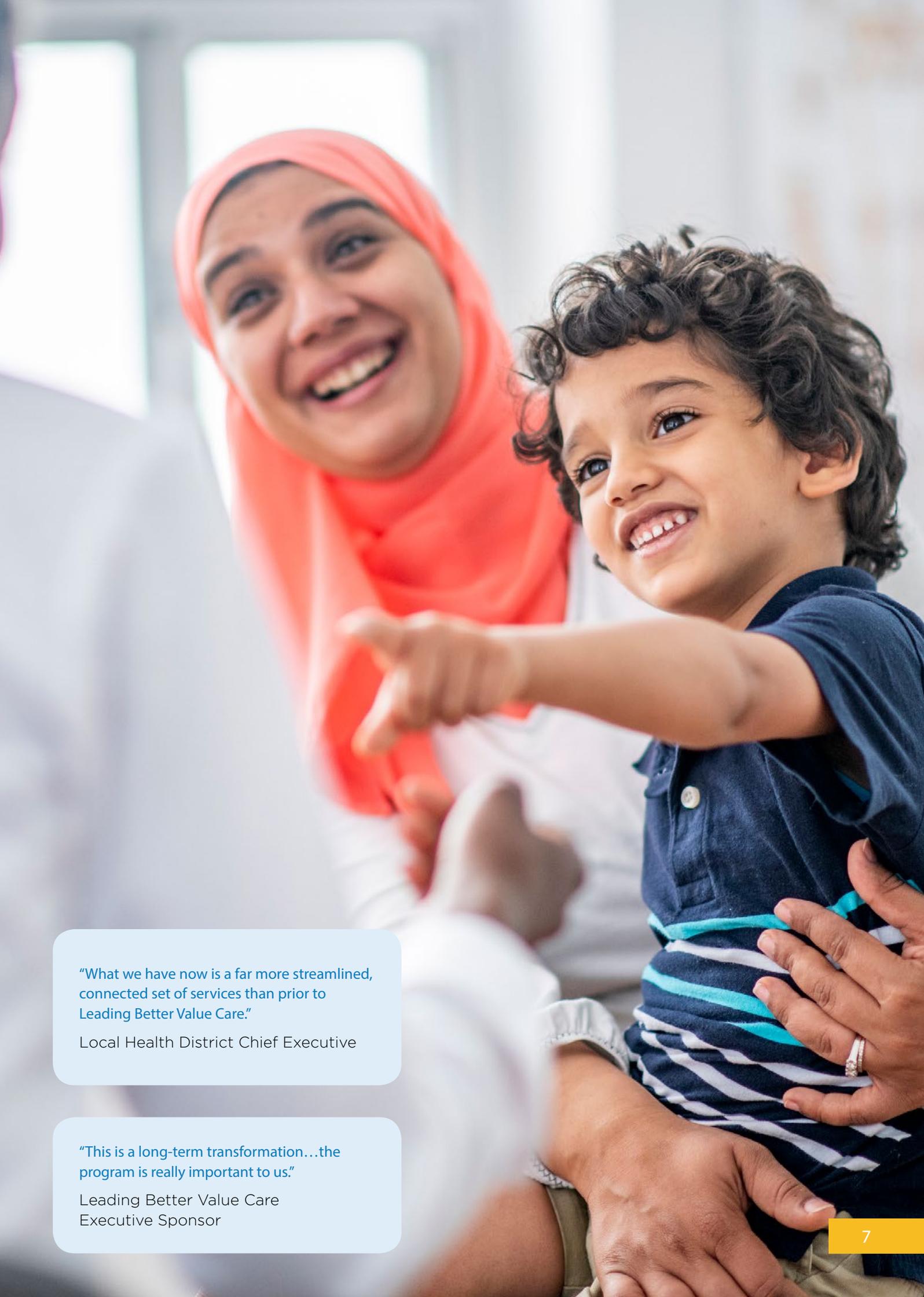
Previously, standard treatment for osteoarthritis in NSW public hospitals involved surgery and less than 30% of patients were referred for physiotherapy.

Patients now receive multidisciplinary care and a care plan focusing on outcomes such as improved confidence and joint function, weight loss and less pain.

The Osteoarthritis chronic care program enables patients to self-manage their osteoarthritis and helps reduce or delay the need for surgery.

At one Northern NSW hospital two thirds of participants reported that their pain or their knee or hip function improved as a result.





“What we have now is a far more streamlined, connected set of services than prior to Leading Better Value Care.”

Local Health District Chief Executive

“This is a long-term transformation...the program is really important to us.”

Leading Better Value Care  
Executive Sponsor

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**To learn more about value based healthcare in NSW  
visit [health.nsw.gov.au/value](http://health.nsw.gov.au/value)**