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CHAPTER 18 - OUTPATIENTS

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OUTPATIENT SERVICES FRAMEWORK (GL2019_011)

PURPOSE

The Outpatient Services Framework outlines the principles to be adopted, and the procedures and processes to be applied, to enable effective management of NSW Health outpatient services. It is intended to support system leadership and give the direction required to achieve the following service outcomes:

- equitable, effective and sustainable services that are responsive to community need
- timely access to health services
- better integration of services across the system
- patient-centred care
- transparent and appropriate performance targets, informed by timely and reliable data.

KEY PRINCIPLES

The principles underpinning the Outpatient Services Framework are:

- A patient-centred approach to care is adopted, where each person is respected as an individual and not as a condition to be treated.
- Priority of access to outpatient services is based on clinical need.
- The provision of care is responsive to the patient's individual needs and circumstances, including their level of vulnerability and disadvantage.
- Care is integrated across all service settings.
- The outpatient service unit environment optimises the patient's experience.
- Timely and effective communication takes place between patients, carers and referrers.
- Innovation is encouraged to achieve better patient care outcomes.
- Where possible, patients are referred to outpatient service units at a facility near their place of residence, or at another District or Network facility as close as practicable to their place of residence.
- Outpatient services are delivered in collaboration with other human services and justice agencies where applicable to promote safety, welfare and wellbeing.

USE OF THE GUIDELINE

Local Health Districts and Specialist Health Networks should use this Guideline to:

- understand the expectations of the NSW Ministry of Health regarding the standards to be met for the planning, delivery and management of outpatient services
- identify gaps or required improvements in order to meet these standards
- establish goals and timeframes to implement solutions and change processes.

The Guideline and Framework is available at:

https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=GL2019_011