

# NSW Health Non-Emergency Patient Transport Strategy Framework 2015-2018

**VISION:** To ensure that the NSW community has access to an effective patient transport system based on a panel of NEPT fleet providers which provides value for money.

**PURPOSE:** The purpose of the strategy is to:

1. Identify a NEPT operational model to achieve the vision.
2. Define a 3 year action plan to ensure the operational model is realised as a means to achieve the vision.

## DEFINING CHARACTERISTICS GUIDING THE VISION FOR AN EFFECTIVE NSW NEPT SYSTEM

Safe	Efficient	Understood	Value-for-money
<ul style="list-style-type: none"> <li>• All patients, clinical staff, and crew are protected from, or not exposed to, danger or risk throughout the transport</li> <li>• All organisations and personnel involved in the service apply at least the minimum standards and follow agreed operating procedures</li> <li>• The vehicles and equipment, and skills and competencies of staff, are fit for purpose, relative to the clinical needs of the patient and the operating environment</li> </ul>	<ul style="list-style-type: none"> <li>• Service models work seamlessly to enhance patient flow, minimise duplication, and result in the best available resource to meet the clinical needs of the patient</li> <li>• Service models meet demand fluctuations and temporary and longer term variations in service requirements</li> <li>• The GMBH engages with hospitals, health practitioners and emergency service organisations to meet the operational and clinical needs of the patients</li> </ul>	<ul style="list-style-type: none"> <li>• The service models are fair, transparent and impartial</li> <li>• Funding and purchasing responsibilities are clear and enable accountability for outcomes</li> <li>• Data is collected and available to inform a quality management framework that assists purchasers and service providers to monitor services against agreed standards and ensure continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• The services are sustainable across the State and deliver the expected outcomes while providing value for money</li> <li>• The governance and funding model supporting the services is sustainable</li> <li>• The most effective service, using the minimum of resources</li> <li>• The cost of service provided remains competitive against market contestability</li> </ul>

## SIX KEY IMPLEMENTATION ACTION AREAS

1 Governance	2 Standards	3 Information	4 Finance	5 Provision and Procurement	6 Partnerships
Improve our strategic management of services and ensure all patients receive the most appropriate service	Ensure all services are provided in accordance with appropriate standards	Improve our access to information and the way we use it to make decisions	Improve our understanding of the price and cost of services and ensure best value-for-money	Ensure the ongoing provision of appropriate services to the NSW community (Public and Private)	Improve our partnerships to better understand and procure our services