

# Whole of Health Program, Capability Development Day

*Role of the Program Lead*

# Agenda

<b>Objectives of today</b>	<b>3</b>
The Whole of Health Lead Role	4
The 3 Key Strategic Priorities	7

# An objective of today's session is to support collaboration and capacity development

## Overview

- The **Whole of Hospital Program** Lead is providing support in system improvement
- The key objective is to support **Access to high quality, safe and timely health care** is critical for patients, carers and staff.
- **A range of roles** within the system are focused on **similar objectives**

## Key Concepts

- This is an **opportunity** to learn from each other
- Our roles develop **unique skill sets**
- **Real world** experience in **change** and implementation is valuable
- **Collaboration** and **relationships** across our roles **make sense**

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# It is also for us to understand the intent of the role of WOH Program Lead

- 1 The LHD/SHN has a **designated position** with a **focus** on **patient flow initiatives**.
- 2 Provide the **name, contact details** and **position description** for the identified staff member/s
- 3 **Locally define the sponsorship, governance** and **stakeholder** engagement to assist in driving system improvement in flow & access.
- 4 Work in **partnership** with the **Ministry teams** to **build your capability** in **understanding patient flow** and the **drivers needed sustainable** change.
- 5 Work in **partnership** with your **governance** group to ensure **consistent messaging** through all levels of the organisation.
- 6 Ensure **wide distribution of communications**, to support your drive for change

# It is also for us to understand the intent of the role of WOH Program Lead

- 7 Ensure **attendance at knowledge sharing opportunities** to learn from your peers and **limit duplication**
- 8 Focus on **all patient flow and access initiatives** that impact positively on district wide flow and **share the successes** with your peers.
- 9 **Review and evaluate local initiatives** to ensure the desired impact is still appropriate
- 10 Continue to **identify local clinical champions** who can engage fellow clinicians and drive your message on the importance of patient flow.
- 11 Provide **Performance Improvement/Recovery Plan for 2017/18** — this must include initiatives that focus on improving flow and efficiency
- 12 Provide **regular performance reports** to the Ministry of Health as requested

# The core functions of the WOHP Lead



Project Management



Diagnostic and patient flow systems assessment



Change Management



Process Improvement



Communications and Stakeholder Engagement



Data and analytics support

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# The 3 Key Strategic Priorities of the Program

1

Increase  
Support



To increase support to improve patient flow and operational performance for timely access to care

2

Promote  
Knowledge



To improve communication, collaboration, capability and across the system

3

Provide  
Analytics



To support staff with analytics and to ensure data is accessible, and meaningful to both managers and clinicians

# Channels to access support

## Whole of Health Program



<http://www.health.nsw.gov.au/wohp/Pages/default.aspx>



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