

# Whole of Health Program

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Day 2

# Whole of Hospital Program

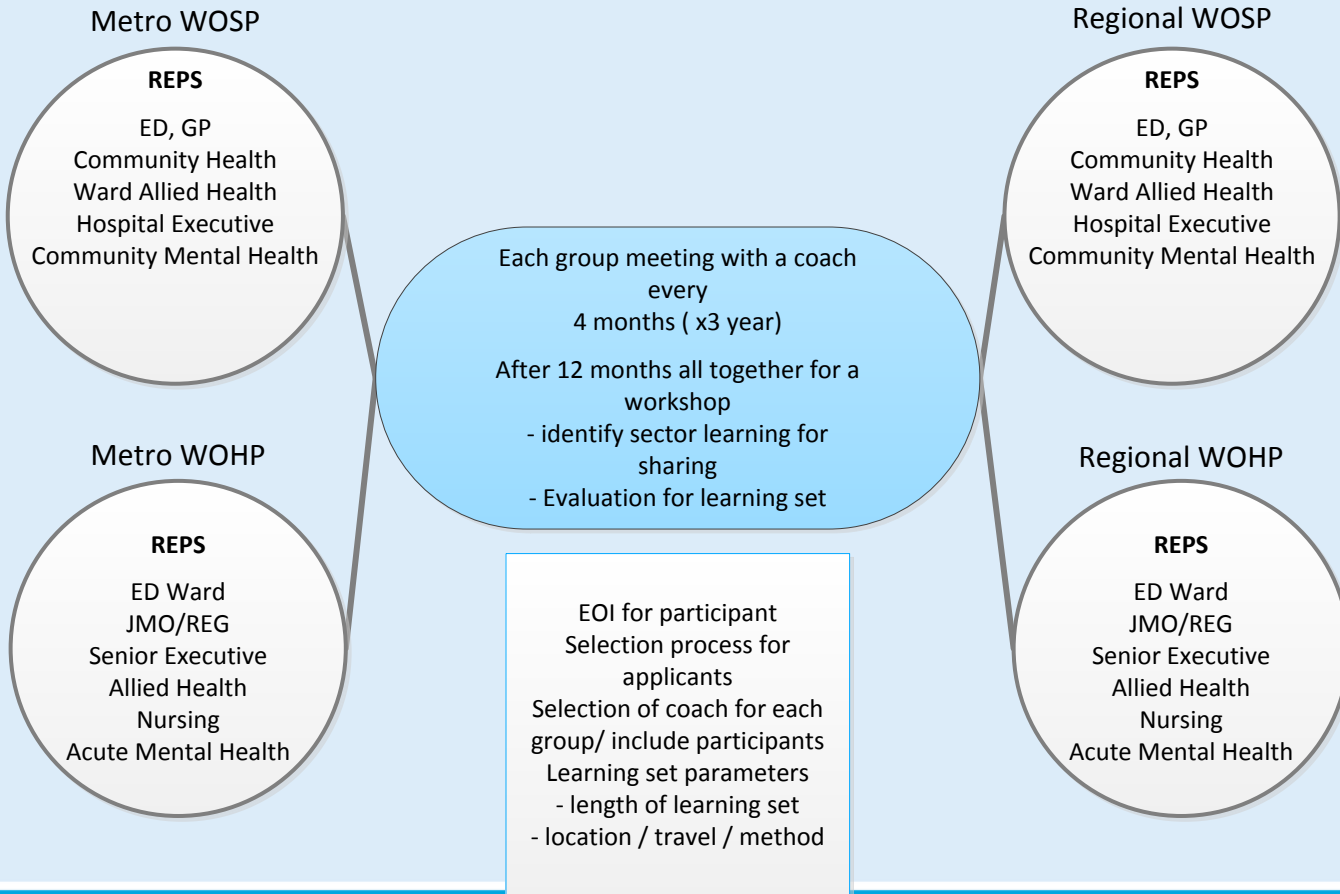
- 44 WOHP sites
- NEAT target 81%
- WOHP Redesign Panel
- Workstream 1– Mental Health
- Workstream 2 - Demand Management - Out of Hospital solutions
- Medical Engagement Survey
- Collaboration with partners – Ambulance NSW, LHD, SHN, Pillars

**Focus** – Improving patient flow and access to care & sharing lessons learnt

# Health Coaching Panel

- Collaboration –ACI, MOH & HETI
- The NSW Health Coaching Panel model aims to deliver improved system performance and professional development for staff using relevant coaching methods and tools:
- **Group Coaching**
  - Targets a group or cohort of leaders at a similar level and interest from different health service organisations, or groups/teams from different specialties, services or roles within LHDs;
  - Coaching will be in group sessions and learning sets;
  - Deliverables focus on particular work based priorities or state-wide priority areas, such as improving patient flow and access to care.

# Health Coaching Panel Matrix



# Integrated Care Implementation

## Demonstrator sites

- CCLHD, WNSWLHD, WSLHD
- Planning for new integrated care models, establishing better connections between different health services and closer, more creative partnerships with other provider organisations such as Medicare Locals and the not-for-profit and private sector.

## Planning and Innovation Fund

- Applications closed 3/10/2014
- Aim to better integrate care and help achieve the expected benefits of the Integrated Care Strategy

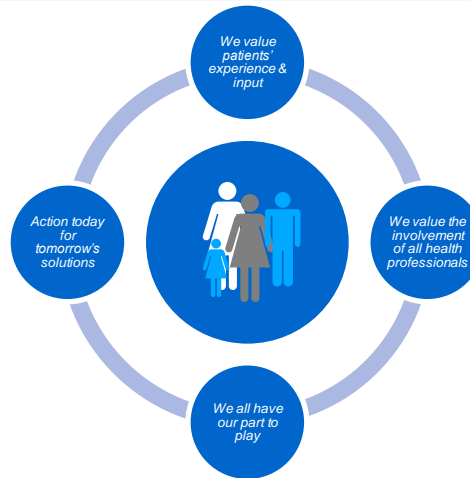
**Focus** – Joined up care impact positively upon demand management, patient flow and access to care.

*Working together to provide the right healthcare for all communities in NSW every day*

*Development of local skills and capacity for system change*

*Health service design and leadership to improve that creates an affordable and sustainable health system*

*Improving partnerships and connectivity to create a seamless care experience*



*Ministry of Health, Pillars, LHDs, SHNs & our partners*

## Whole of Hospital Program

- Improving access to hospital based care
- Addressing existing barriers to patient flow
- Facilitating system change in order to combat increasing demand
- Creating networks and sharing success stories

- 17 LHDs and SHNs involved
- 44 facilities directly engaged

- Diagnostic & Patient Flow Improvement strategies
- State-wide networks for information sharing

Specialised Programs include:

- Mental Health
- Ambulance NSW Services
- Hospital Demand Management
- Medical Engagement

### Statewide enablers

- HealtheNet
- Risk Stratification
- Patient Reported Outcome Measures (PROM)
- Real time patient feedback

### Demonstrators

- Central Coast LHD
- Western NSW LHD
- Western Sydney LHD

### Innovators

- seed funding for innovative integrated care initiatives at the local level across NSW

## Integrated Care Implementation Program

- Transforming the planning & delivery of care to improve health outcomes for patients
- Building strong partnerships with primary & community care to create a seamless care experience
- Designing truly connected care centred around patient needs
- Facilitating integration at a local level for system-wide change

*Centrally facilitated and locally led*

# Questions