

Specialist Outpatient Services in NSW

Sarah Jane Waller
Senior Project Officer
NSW Ministry of Health



Health

Firstly an acknowledgement....

The rest of
Australia and
Outpatient
Services

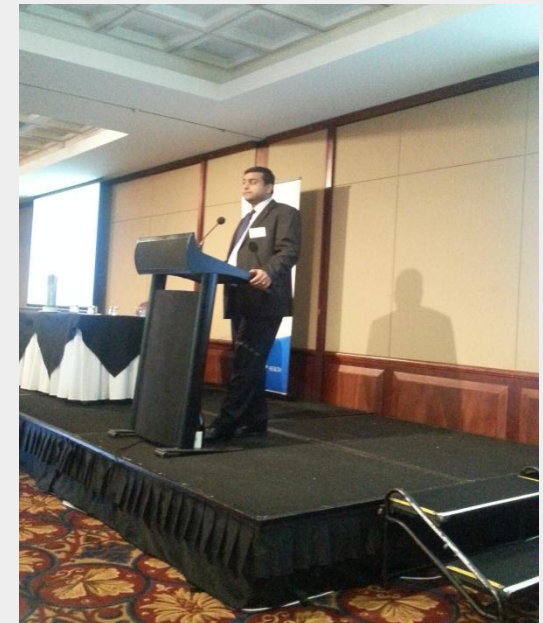


NSW and Outpatient
Services



Oct 2015 – National Outpatients Conference

- Over 250 participants
- All States and Territories represented
- Topics:
 - Centralised referral hubs
 - Referral criteria
 - Q-Flow system
 - Volunteer patient surveys
 - Patient focussed bookings



The Origin of the Specialist Outpatients Services Project

**Hospitals shut door
on public patients
as strain worsens**

(SMH June 4, 2013)

**NSW doctors
warn of two-
year waiting lists
for elective
surgery (ABC,
June 3, 2013)**

**Patients are being forced to wait
more than two years to see a
Specialist Doctor – what the
Australian Medical Association
calls “the hidden waiting list”.
(SMH, June 3, 2013)**

The Origin of the Specialist Outpatient Services Project



First steps....



Empathize

Define

Ideate

Prototype

Test



Health

SOS Project



**Assume a beginner's mind set – Question everything
What? How? Why?**

WHAT IS HAPPENING IN NSW OUTPATIENT CLINICS IN NSW?

- visits to NSW outpatient clinics
- discussions with outpatient clinic staff/clinicians/hospital executive and patients.

HOW IS IT HAPPENING?

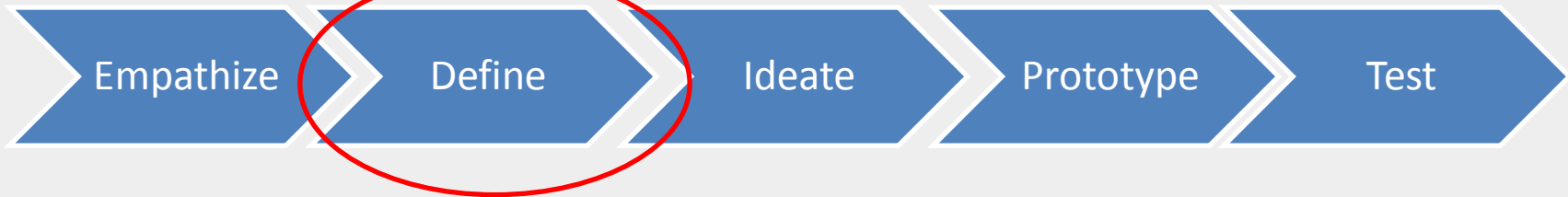
- Haphazardly

WHY IS IT HAPPENING?

- **No rules or guidance given by NSW Health as to how clinics should be run in NSW.**



SOS Project



SOS Framework

- Policy, Standards and Protocols
- (The **what** to do)



SOS Toolkit

- Examples of Successful practice
- (The **how** to do it)

SOS Project – “the who”

Deputy Secretary SPPD

Director SRFB

SOS Steering Committee

Performance
and Monitoring
(P&M)

Lead: MoH

Policy, Standards
and Protocols (PSP)

Lead: ACI/MoH

Information
Management
and Reporting
(IMR)

Lead: MoH/E-
Health

Clinical
Reference Group

LHDs/SHNs



Health

SOS Project



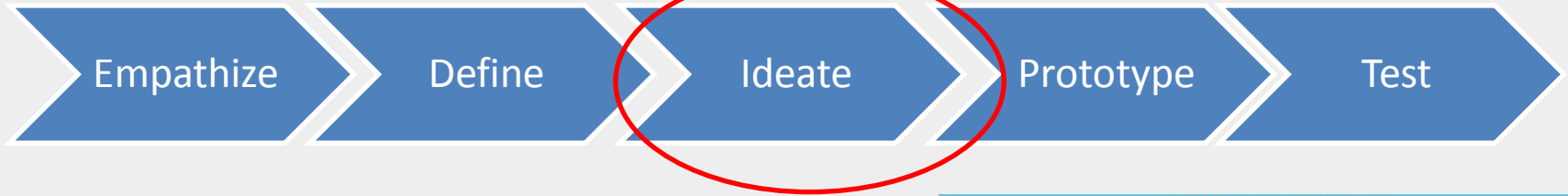
Viewing outpatients from the patients perspective

- **We developed the Framework from the patient journey view from the point that a patient sees a GP and attempts to access a service through to discharge From a clinic and work force demands.**

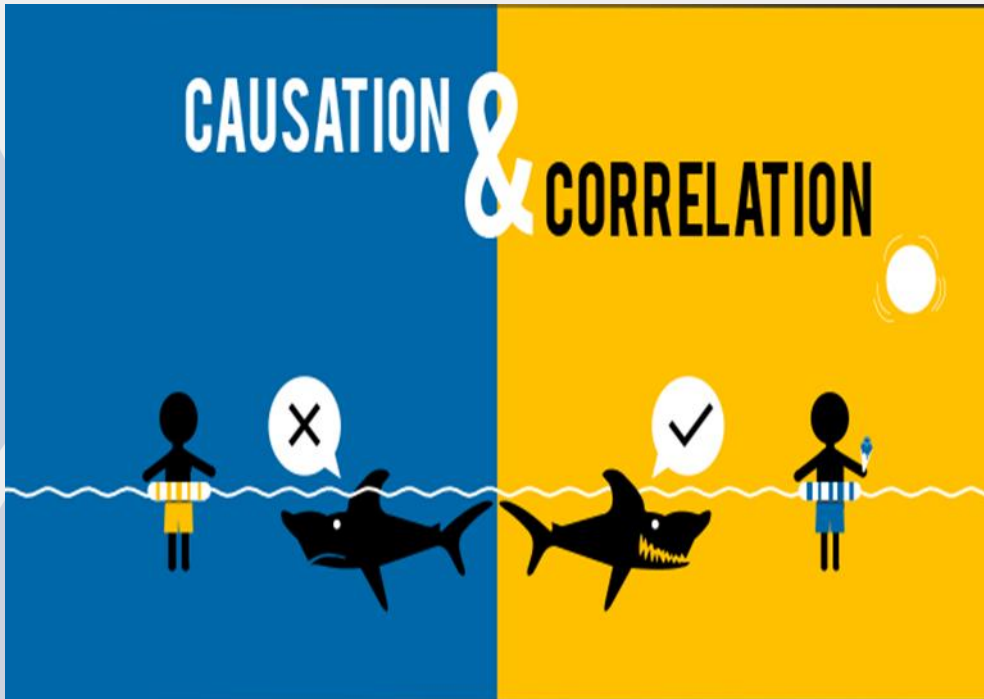
Number 1 question when we asked patients what they wanted to know?
How long they would wait for an appointment.



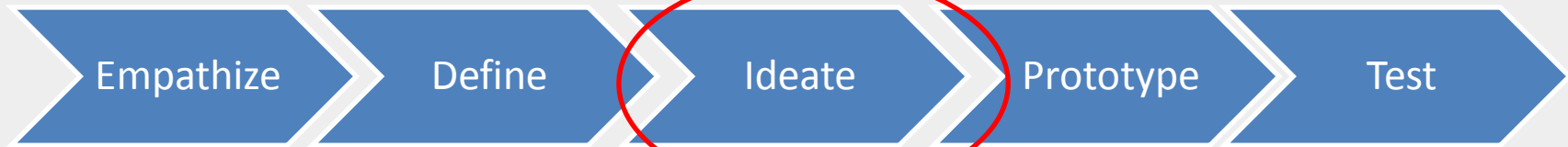
SOS Project



DATA GAP ANALYSIS



SOS Project



**Communication –
Pt/Referrer/Clinic**

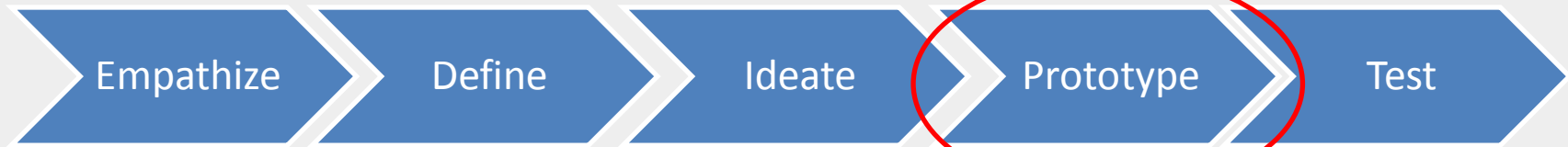
Clinic Scheduling

**Patient
Flow**

Clinic Criteria

Adequate Work up

SOS Project



By improving the quality of the data available it will allow visibility of patient demand vs system capacity.

By examining the business practices we will be in a better position to know the real demand for service.

Examine
Business
Practice

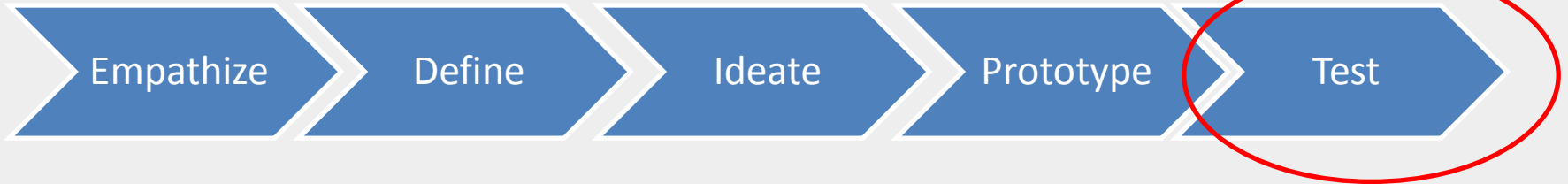


Standardise
data
capture



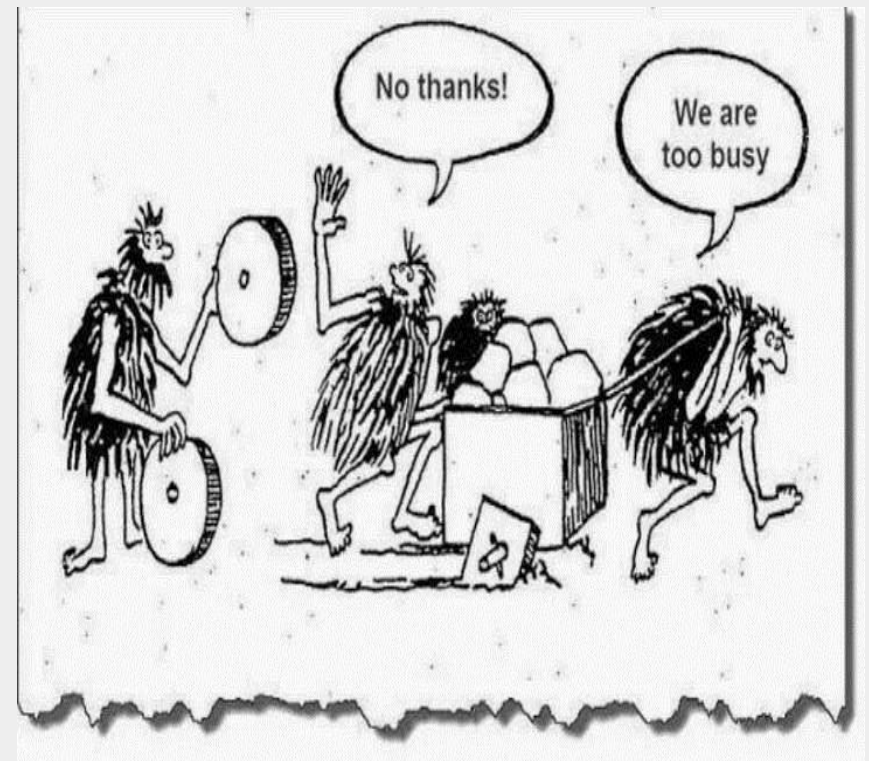
Truth

SOS Project

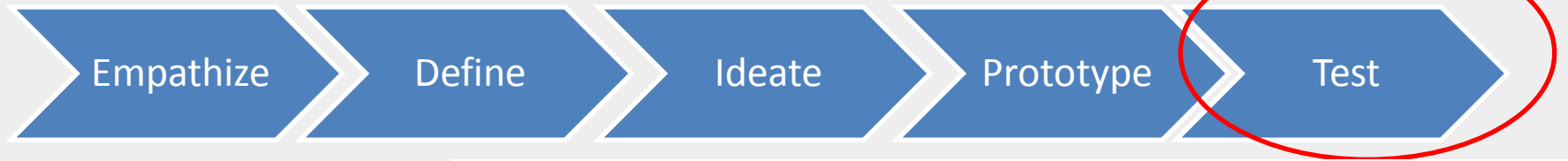


LESSON LEARNED NUMBER 1:

Just because you know something is a good idea and has worked successfully in other places do not expect everyone to agree with you.

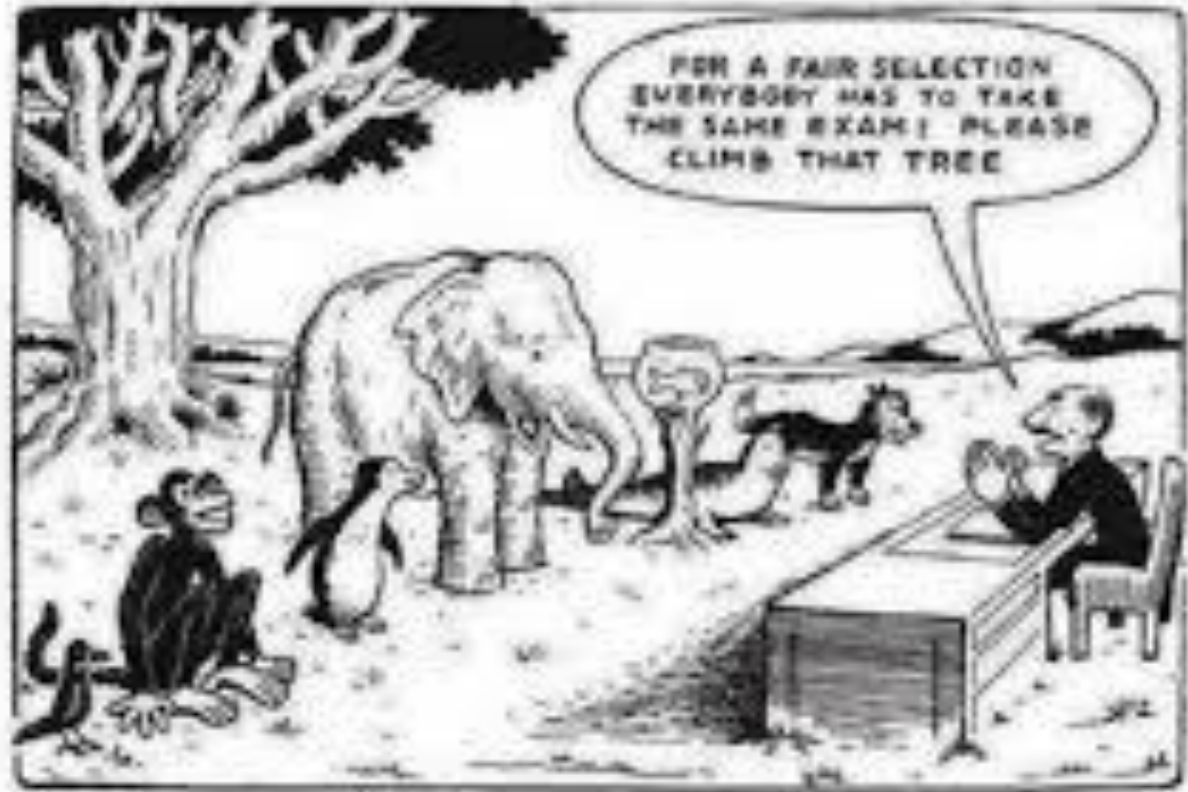


SOS Project

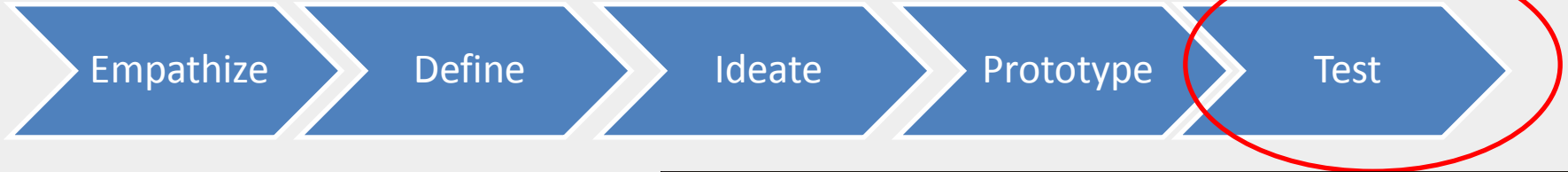


LESSON LEARNED NUMBER 2:

One solution
does
not fit
all.



SOS Project



**LESSON LEARNED
NUMBER 3:
There will be days
like this.**

**Cataract surgery patients languish
on hidden waiting list for elective
hospital procedures**

SMH, June 10, 2015

**Patients are being forced to
wait more than two years to
see a Specialist Doctor –
what the Australian Medical
Association calls “the hidden
waiting list”. (SMH, June 3,
2013)**



Lesson Number 4:

"ONE SMALL
STEP FOR MAN,
ONE GIANT LEAP
FOR ~~MANKIND~~"

Outpatient
Services In
NSW



Specialist Outpatient Services in NSW

- Sarah Jane Waller, Senior Project Officer, NSW Ministry of Health
- e: swall@doh.health.nsw.gov.au
- t: 02 9391 9892

- National Outpatient Conference presentations:

https://www.changechampions.com.au/downloads/outpatients-accelerating-flow-and-improving-service-integration_623

**Any Questions...
Just Ask!**

