Specialist Outpatient Services in NSW

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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 that 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

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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

Empathize ➔ Define ➔ Ideate ➔ Prototype ➔ Test

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
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 workforce demands.

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

Empathize  Define  Ideate  Prototype  Test

DATA GAP ANALYSIS

CAUSATION & CORRELATION

Meaningful > Just True

CONTENT SHOULD BE USEFUL, NOT JUST PRETTY
vert.ms/Baddata

NSW GOVERNMENT Health
SOS Project

Empathize  Define  Ideate  Prototype  Test

Communication – Pt/Referrer/Clinic

Clinic Scheduling

Patient Flow

Clinic Criteria

Adequate Work up
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.
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.
LESSON LEARNED NUMBER 2:

One solution does not fit all.
LESSON LEARNED NUMBER 3:
There will be days like this.

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

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Any Questions... Just Ask!