

NEPT Winter 2015 Strategy Review and Forward Reform Program

NEPT Winter Strategies 2015

- Renal dialysis taxi trial
- Surge Capacity – PTO casual pool
- Cohorting of patients with differing MRO
- Same day booking rate
- NEPT system upgrade
- Roster reform

Taxi trial



9,141

PATIENTS
TRANSPORTED



95%

TRANSPORTED WITHIN
10 MINUTES

Case
cycle time

1.5hrs



Shifts
gained

270



AVERAGE TIME



MONTHLY TOTAL

Expectation challenges

Same day bookings

52%

REQUESTED ON THE
SAME DAY

36%

REQUESTED WITHIN
ONE HOUR

Same day ward discharges
(metro)

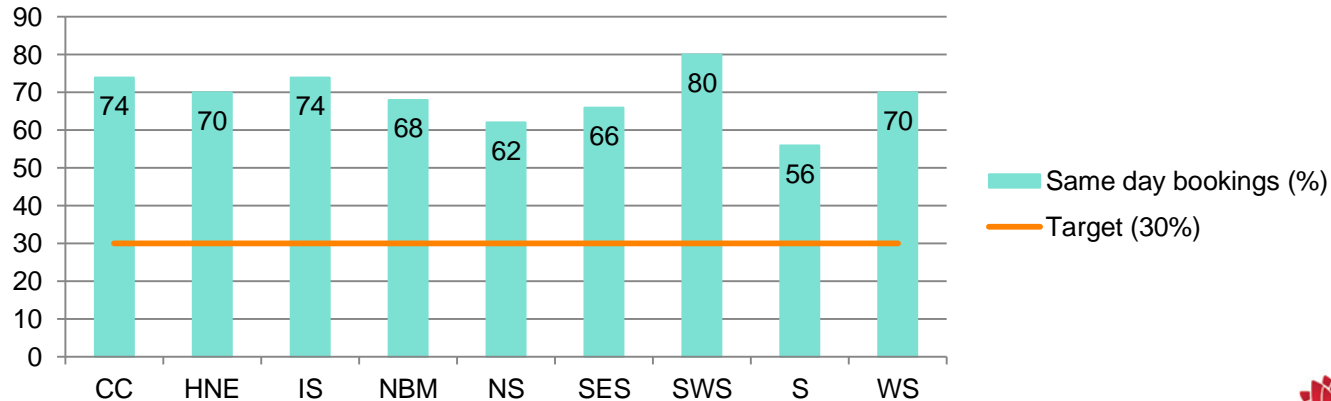
69%

CURRENT



30%

TARGET



NEPT system upgrade

Multi-loading of patients

20%

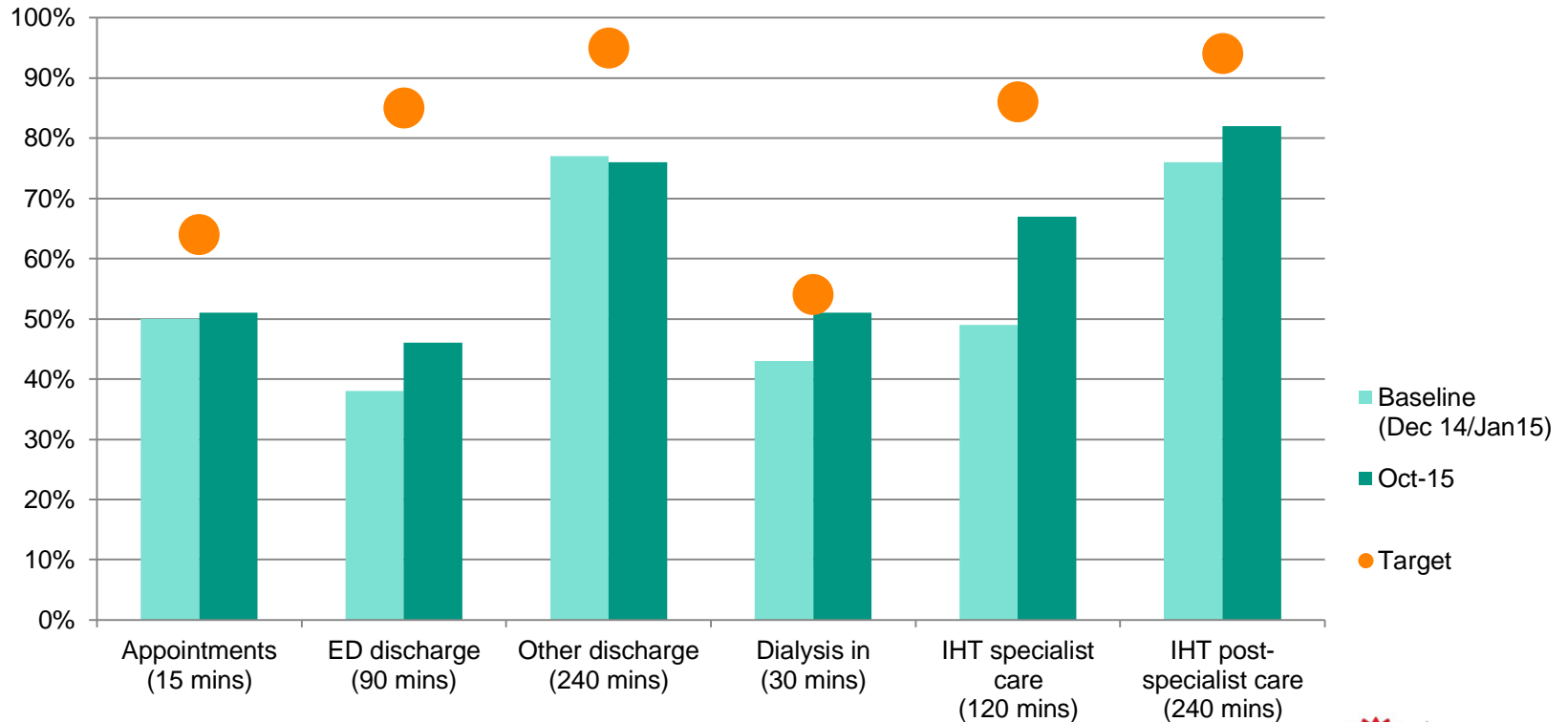
JUNE 2015



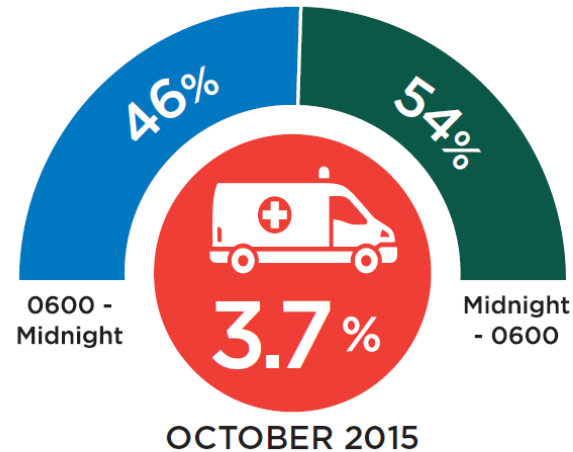
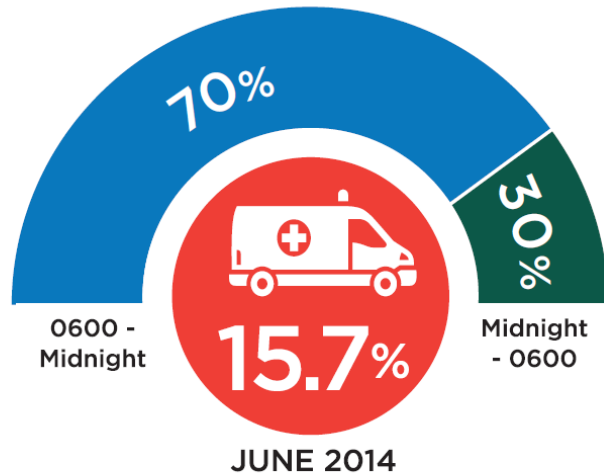
45%

OCTOBER 2015

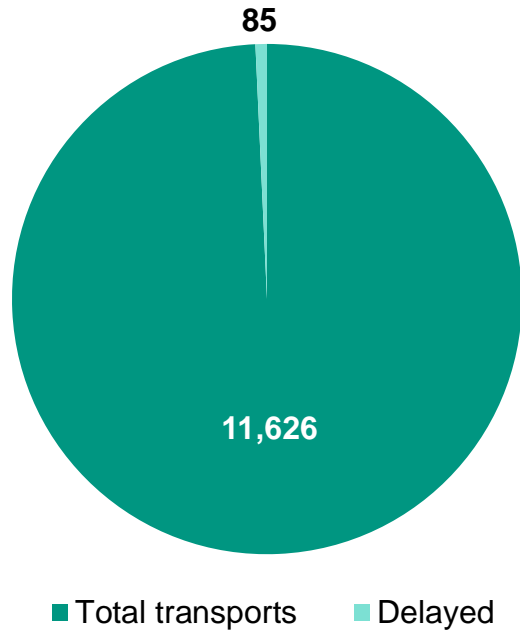
Service delivery measures



NEPT undertaken by red fleet



Overnight delays



Local Health District	Overnight delays	Total transports	%
Central Coast	4	1,020	0.4
Hunter New England	19	1,978	1.0
Illawarra Shoalhaven	12	1,591	0.8
Nepean Blue Mountains	9	579	1.6
Northern Sydney	5	1,312	0.4
South Eastern Sydney	5	491	1.0
South Western Sydney	12	1,771	0.7
Sydney	9	1,351	0.7
Western Sydney	9	1,458	0.6
Total	85	11,626	0.7

NEPT Forward Reform Program

Current Challenges



Transport service provision



Motor vehicle drivers



Productivity



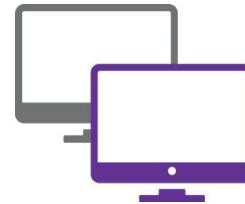
Transports > 250k



No provision for Class B transport



Nursing skill mix



Dual booking system



Operational escalation

Challenges - Deployment & Productivity

Crew
shortfall
44



AUGUST 2015

Patients do not
get transported

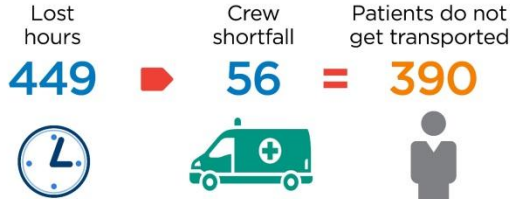


279



AUGUST 2015

Greater Metro sign-on



MONTHLY AVERAGE

MONTHLY AVERAGE

PER MONTH



Greater Metro breaks



MONTHLY AVERAGE

MONTHLY AVERAGE

PER MONTH

Vision for NEPT

“To ensure the NSW Community has access to an effective patient transport system based on a panel of NEPT providers providing value for money”.



1 fleet



1 workforce (nurses excepted)



5 NEPT dedicated facilities



SLAs
with LHDs and NSW Ambulance



Standardised
training, operational procedures and fleet



New financial model that is equitable, transparent and able to be benchmarked



Engage a panel of providers including private and taxi



Centralised booking for **Aeromedical transports**



Feasibility for increasing **After-Hours Operations**



Customer service culture

Transition Timeline – By April 2016

Activity	Date (TBC*)
Sydney LHD	Nov 2015
NSW Ambulance	18 Jan 2016
Illawarra Shoalhaven LHD	1 Feb 2016
South Western Sydney	8 Feb 2016
Western Sydney	15 Feb 2016
Nepean Blue Mountains LHDs	22 Feb 2016
Northern Sydney LHD,	29 Feb 2016
Central Coast LHD,	7 Mar 2016
Hunter component of HNELHD	14 March 2016
Transition to dedicated locations	Govt property briefing in progress

*To be confirmed

Service Delivery - Evaluation

- Avoided cost of utilising additional fleet to undertake extra activities
- Avoided cost of building capacity in 'red fleet' to have better response or less red fleet or both.
- Avoided cost of lower IHT charges to the LHDs
- Avoided cost to the LHD in the need to provide care until transport is provided
- GMBH Fleet efficiency rate
- Private provider efficiency rate