

# Whole of Hospital 2013

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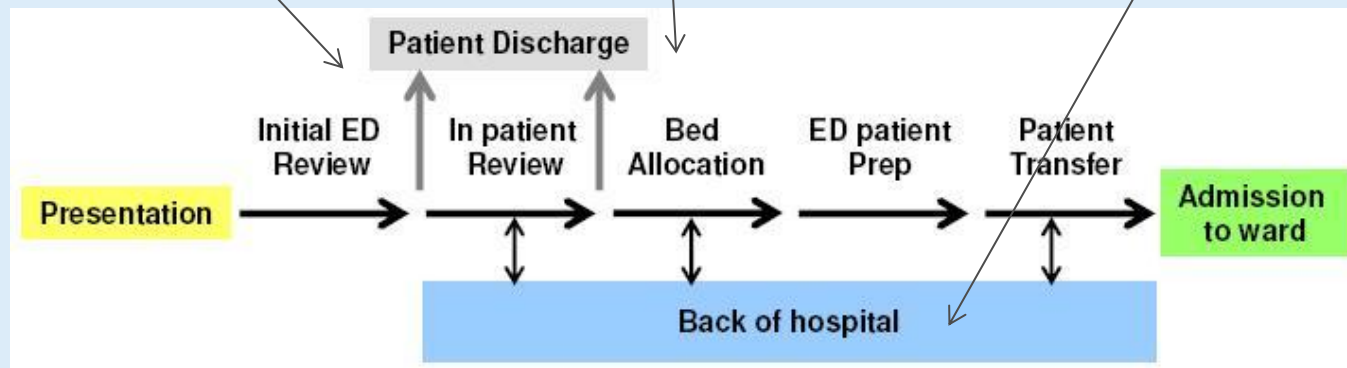
# Finding the opportunities for improvement

- Understand the timeline

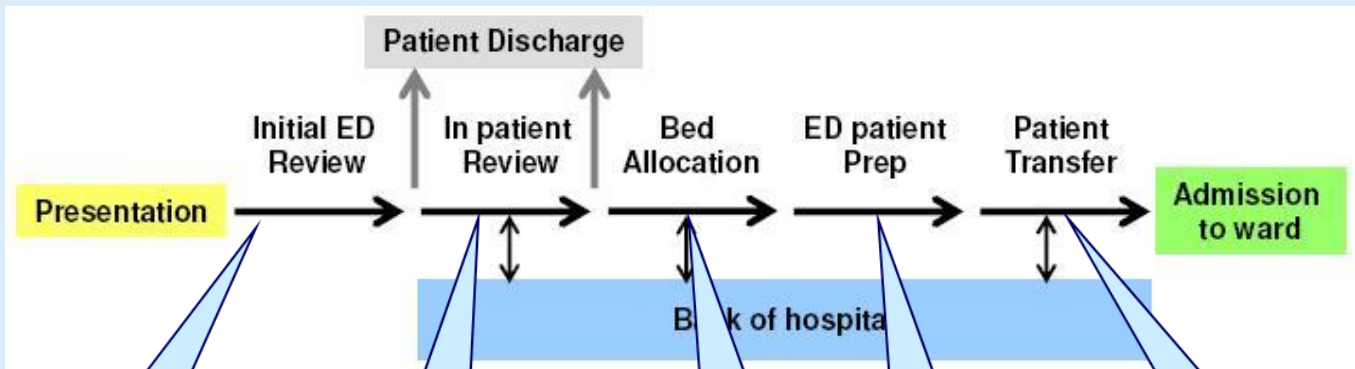
Front end solutions relatively simple, less stakeholders, process changes – focus in 2013

Middle solutions, quick with high returns

Back of hospital solutions much harder, more stakeholders and process/system issues, bigger cultural change, longer effort and focus required. Performance management may be required. Clinician engagement requires a huge focus.



# 71% - 81% - 90% NEAT using WoHP approach



**Median – 2:00**  
**Target – 0:30**  
75% decrease

**Median – 2:30**  
**Target – 1:00**  
60% decrease

**Median – 6:30**  
**Target – 1:00**  
85% decrease

**Median – 0:45**  
**Target – 0:30**  
33% decrease

**Median – 0:20**  
**Target – 0:15**  
25% decrease

**Median – 12:05**  
**Target – 3:15**  
73% decrease

**Provides clarity on the delays**  
**First undertaken RPH 2008**

# Successful solutions

- Team based care
- Navigators
- Patient Journey Boards
- Ward pull
- SIBR
- Ward reconfiguration
- Predictive bed management

# What worked in NSW 2013

- Undertaking diagnostic to understand business
- Focus on the data
- Sharing *proven* solutions
- Prioritizing top 3-5 solutions
- Central resource availability
- Site presentations for engagement and “shifting” the naysayers
- Connecting the sector
- Trajectories and expectations
- Performance monitoring

# Lessons learned 2013

- Similar issues, problems and challenges with flow across the sector
- Similar solutions to address flow across the sector
- Importance of planning and holding people to account for agreed outcomes
- Need for Program and Clinical Leads to support executive and staff and vice versa
- Communication is the key to success
- Data availability and integrity is a challenge
- Clinical engagement needs improving

# Successful improvement and implementation 71% - 81% in 2014.

- Bigger cultural change and back of hospital challenges
- The right solutions...proven solutions...
- Maintain the focus and sense of urgency
- Strong governance structures and accountabilities
- Crack medical engagement
- Performance measurement and tracking
- Skills and knowledge transfer required across the sector

## 2014 WoHP Structure

- What support do you need from MoH going forward to 81% and then 90% in 2015?
- Does the central approach add value...does it look the same for 2014 and 2015?
- What were the gaps in WoHP?
- How do we continue to connect the dots across pillars and other agencies?



# Questions