

Using Perform to Transform

Building High Performing Teams

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Health
Western Sydney
Local Health District

What we were facing

- Complex systems
- Multiple teams
- Siloed practices
- Increasing demand pressure
- Lack of standardized practices



Aim to improve access and flow to our specialty care



PERFORM way of working

Building:

- ✓ Teams
- ✓ Capabilities
- ✓ Performance

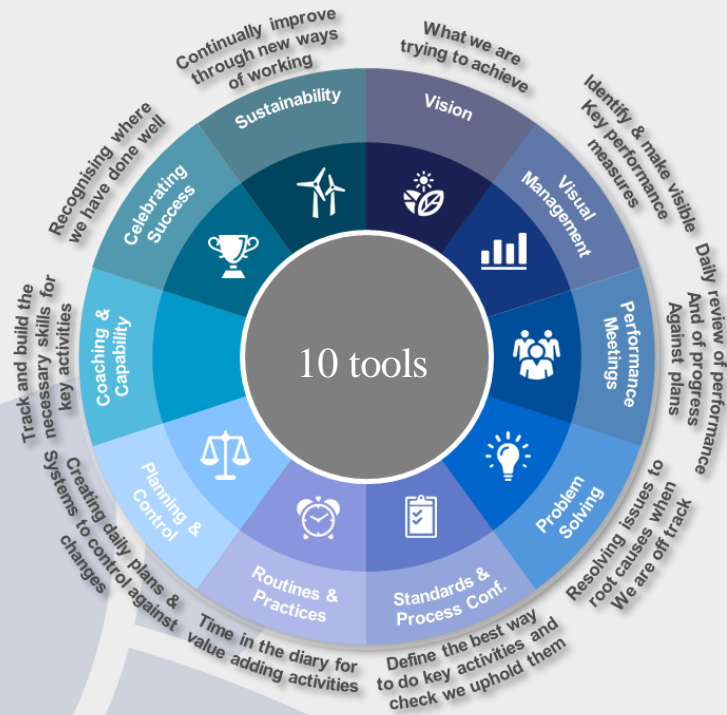


Partnering with PwC



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Perform is about providing greater operational control to create a more efficient process that improves the access and flow for our patients



‘Getting off the hamster wheel’



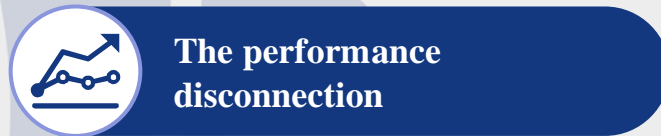
Perform Implementation

- Introductory Workshop
- Weekly group sessions
- Tools introduced in succession
 - Performance huddles/ meetings
 - Visual boards
 - Standards and data
- Individual coaching
- Work with NUMs; NM; Medical and Nursing clinicians; Allied Health and Cleaning teams

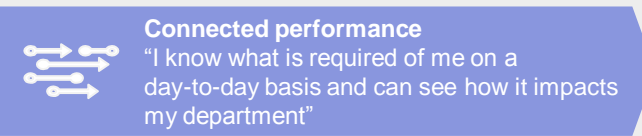
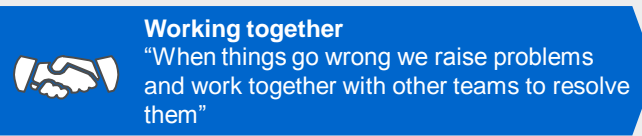
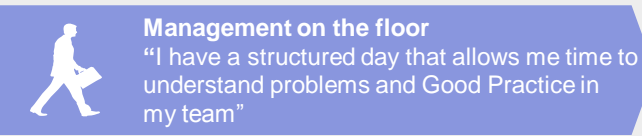
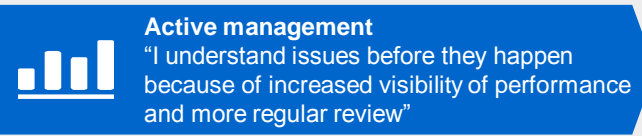


Challenging traditional ways of working

From the **typical** way of working...



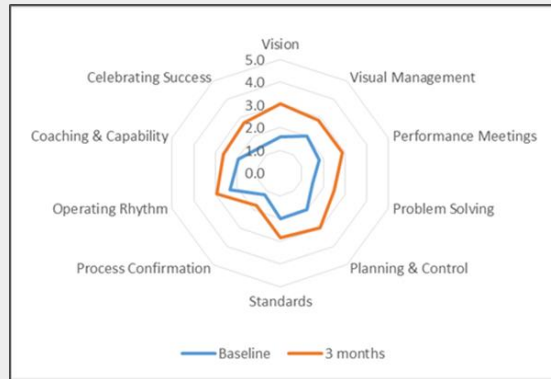
...to the **Perform** way of working



Outcomes

Capability Build

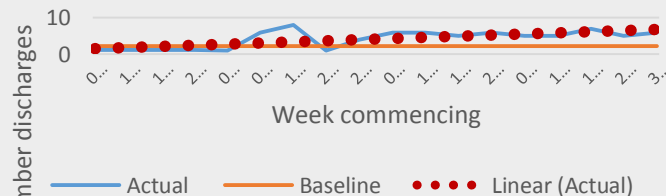
Over the initial three month implementation period there was on average a 50% uplift in operational management capability



Performance Improvement

- Earlier discharge times
- More accurate planned vs. actual discharges
- Sustained performance meetings in all participating wards
- Divisional access planning huddles commenced
- Using data to drive improvement

Ward1 Pre-10am discharge weekly totals



The Team Experience

“I really feel like part of the ward team now”
Cleaner

“It’s great for the team and great for the patients”
Head of Department

“We have much stronger relationships & communication with the medical and allied health teams”
NUM

“I would never go back to the way we worked before”
NUM



“It helps plan my day and reduces having to ‘chase’ things”
Surgical Resident

“Better decision making and less stress amongst teams”
Allied Health

“The difference is we plan now, we’re more organised as a team”
NUM



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Questions?



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