



# Public Sector Residential Aged Care Bulletin

This bulletin provides information on recent events in the Public Sector Residential Aged Care sector. Previous editions are available at: [www.health.vic.gov.au/agedcare/publications/newsletters/index.htm](http://www.health.vic.gov.au/agedcare/publications/newsletters/index.htm)

## Business Performance Improvement Project update

The Business Performance Improvement Project (BPIP) is all about helping public sector health services to achieve better performance in their residential aged care. Stage 2 of the project is currently underway, and focuses on the generation of practical tools to help agencies do just that. Our last bulletin provided an overview of the project and described some of the early work, including briefings around the State that many agencies attended. To kick off 2007, we'd like to update you on Stage 2's status, share with you some of the achievements of the last 6 months, tell you about the sector involvement in the project, and let you know what's next for the project through 2007.

To recap on the project objectives, BPIP Stage 2 aims to:

- Establish a performance benchmarking capability across the system
- Further develop the tools, systems, processes and strategies in the common business planning and management framework
- Provide support and training to agencies to help them effectively implement the framework and tools that are developed.

Broadly speaking, the project is well advanced in defining a benchmarking tool for the sector and developing better practice materials. Now it's time for the real work of implementation to begin – particularly through the establishment of Regional Implementation Teams - and below you can read about how this will unfold.

### Developments since we last updated you

Over the past few months we've launched the Sector Working Groups (SWGs), commenced development and initial testing of the Better Practice Toolkit and started to shape the Regional Implementation Team workshops. All of these

tasks have involved input from sector-wide agency representatives, as well as contributions from the department and the consulting team at The Nous Group. A lot has been happening!

### Sector Working Groups

In the previous Bulletin, we called for registrations of interest in the about-to-commence Sector Working Groups (SWGs). You'll recall the purpose of the SWGs is to help the project team ensure the Benchmarking tool and the Better Practice Toolkit are relevant to agencies and practical to implement and use, as well as guide the overall engagement and communication with the sector.

Three SWGs have been established, focusing on:

1. Business processes / better practice toolkit
2. Benchmarking tool
3. Agency engagement and change management.

The SWGs kicked off in September, and have made major contributions to the development of the project over the last few months, particularly by acting as a testing mechanism and sounding board whilst the project's materials are being developed.



## The business processes/better practice toolkit SWG

The main focus of this SWG has been on the development of a Better Practice Toolkit – a set of materials designed to help RACS address areas for improvement in business performance. The group has met a number of times and made a fantastic contribution to the toolkit.

SWG members have been working closely with the department and the Nous Group, by actively making suggestions and providing examples of good practice from their own RACS. The toolkit is now at a well advanced stage, and will be launched at the upcoming Regional Implementation workshops.

## The Benchmarking SWG

When fully operational, the benchmarking tool will allow health services to compare their business performance against other like agencies and RACS on a range of key indicators. The Benchmarking SWG has concentrated on helping the project team grapple with issues such as sources of data, how to compare 'like with like' and how benchmarking information should best be presented.

With the help of the SWG, the project team has now completed its work in scoping requirements and actual development can now commence. Once completed, the tool will be tested and rolled out progressively throughout the sector.

## The engagement and change management SWG

The engagement and change management SWG has met to discuss how best to help agencies take advantage of the new business performance framework. The SWG has offered relevant suggestions for ensuring the right people are engaged at the right time throughout the project.

We are hoping to draw further on this group's expertise as we finalise the design for the Regional Implementation Team workshops.

## The Regional Implementation Teams

One of the primary means of rolling out the new business performance framework will be via a series of teams across the five rural regions and one metro region, with each team made up of two representatives from every agency in that region. These Regional Implementation Teams (RITs) will be established shortly and their purpose will be to act as a hub to drive implementation throughout agencies. Team members will take a leading role within their own agencies, as well as working together to share their experiences and lessons on how to apply the new processes and tools effectively.

Training for the RITs will be in the form of two one-day workshops per team, with the first workshops being held for each region in March. The project team will be contacting agencies soon to get these teams up and running and ready for Workshop 1.

## Next steps

Our focus now is on finalising the better practice toolkit, driving the development of the benchmarking tool and launching the Regional Implementation Teams and the RIT workshops. The SWGs will continue to meet as required in order to help complete these tasks.

For the BPIP, this period is where the 'rubber hits the road', as they say, and there are lots of opportunities for all agencies to get involved in driving improved business performance. The next six months promise to be eventful and productive in terms of the steps necessary to achieve our goals of improved systems and performance.



## Contacts

For any inquiries regarding the BPIP, please contact:

Frank Carlus on 9096 7795  
([frank.carlus@dhs.vic.gov.au](mailto:frank.carlus@dhs.vic.gov.au))

**Or...**

Terri Preece on 9096 7696  
([terri.preece@dhs.vic.gov.au](mailto:terri.preece@dhs.vic.gov.au))

## Contributions

We are keen to hear your feedback on this bulletin and to publish your stories and contributions in future editions. These can be sent to: [marie.tirant@dhs.vic.gov.au](mailto:marie.tirant@dhs.vic.gov.au)

## Coming Events/Key Dates

**February & March:** Quality Indicators meetings with PSRACS in each region to discuss first quarter reports, reporting issues, and initial input relating to quality of life indicators. For further details, contact Margaret Summers on 9096 8327 or Elaine Pulleine (03) 9096 8327.

**February & March:** Count us in! Final Project Plans due to DHS for approval by 23 February and projects commence at the beginning of March. For further details, contact Margaret Summers on 9096 8327 or Elaine Pulleine (03) 9096 8327.