

Outpatient improvement and innovation strategy



Bendigo Health

Project aim and objectives:

- **To design and implement a web based service directory for GP's**
- **To design and implement standardised referral forms for speciality Outpatients clinics to build on general form, already designed during PFC II**
- **To improve IT systems within BHAOPD including programmatic data cleanup and enhanced reporting to more effectively guide the management of the BHAOPD**
- **To evaluate the success of these initiatives in the BHAOPD**



Outpatient Improvement Projects Showcase Event

Methodology:

- **As there were 2 project officers 1 IT and 1 for outpatients we started on 2 fronts.**
- **Clean up of legacy data. There were some discrepancies and so we audited the whole waiting list as a part of this.**
- **Created standardised process for inputting data into HOMER and increased the information being put in.**
- **Sorted hard copies into date and categories to make it easier to access data and give appointments appropriately**
- **Letters to VMO's for their input into the referral letters and triage information**
- **Commencement of service directory**



Outpatient Improvement Projects Showcase Event

Outcomes and Findings:

- **Service Directory printed for improved communication with GP's**
- **Clean up of legacy data attended to ensure accuracy of clinic waitlist data**
- **Triage criteria defined for some specialties**
- **Second page referrals developed for some specialties**
- **Discharge plan for clinic patients developed**
- **New web developer has area for GP currently being designed**



Outpatient Improvement Projects Showcase Event

Recommendations:

- **Do not underestimate the complexity of IT and its interrelationships**
- **Don't give up!!**
- **Reflect on what you have achieved**
- **From this project many other improvements have commenced within BHAOP including a recognition of succession planning**
- **Recognition of workload within the department leading to a increase in EFT in an appropriate position**

