

# Mercy Hospital for Women

## Outpatient improvement and innovation strategy



# Mercy Hospital for Women Outpatient Improvement Project



## Project aim and objectives:

- Identify what information is required by General Practitioners and women in order to streamline access to Mercy Hospital for Women Outpatient Services.
- Development of an appropriate information package designed to inform General Practitioners and women about access Mercy Hospital services.
- Improvement in access to information by Mercy Hospital for Women's internet and intranet, brochures and phone, that informs General Practitioners and women about Gynaecology outpatient services.
- The provision of consistent information around accessing our services to General Practitioners and women.

## Mercy Hospital for Women (Heidelberg)



## Mercy Women's Clinic (Ivanhoe)



## Mercy Hospital PANCH Services (Preston)



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## Methodology:

### Phase 1 Information Gathering

### Phase 2 Patient / GP Surveys.

### Phase 3 – As a result of information received from Stages 1 and 2 develop and implement strategies including:

- Review and adjust current documentation, correspondence and brochures to improve patient and doctor access to information relating to the Outpatient Services at Mercy Hospital for Women.
- Develop and construct an Outpatient Services Homepage to be included in the Mercy Hospital for Women internet web site.

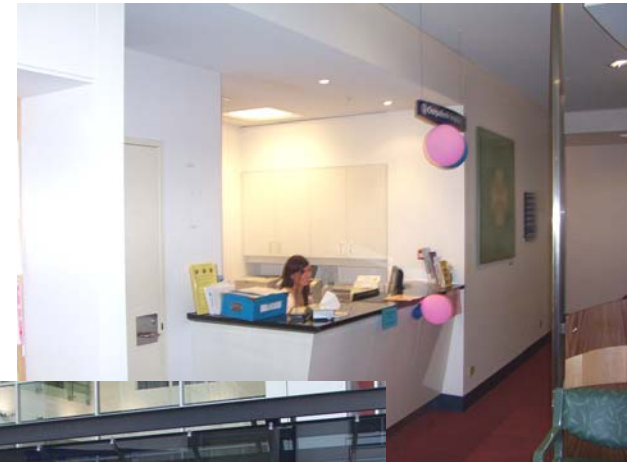


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## Outcomes and Findings:

- There has been a marked change in patient demographics since the move to Heidelberg
- One the major drivers in the provision of Outpatient Services is the provision of easy to access information and instruction
- The provision of information is complex and dynamic. Patients in particular demand more timely information relating to their health care
- General Practitioners require easy access to information as well as improved clinical communications with consultants and specialists



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## Recommendations:

- The products of the Project (new correspondence, brochures and the Outpatient Services Homepage) be continued as an ongoing process to be coordinated by the Outpatient Services Department
- The patient and General Practitioner Surveys be re-done within 12 months to gauge improvement (if any) with the changes to information access.
- The MHW GP Liaison Officer continue to work closely with the local Divisions of GPs as conduit to the ongoing process of improved communication with the local General Practitioners



## Our Values

Our values are the key to who we are.  
They reflect our culture and traditions...

**Compassion**  
**Respect**  
**Innovation**  
**Stewardship**  
**Teamwork**

