

Patient Flow Collaborative II - Outpatients

Learning session one

Victoria University, Melbourne

3 October 2006

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Learning
session one



A Victorian
Government
initiative



Rules

- Be open to new ideas, we can all learn new things
- If you have question, please ask us. Others will probably be thinking the same.
- This is hard work, so enjoy the fun times when they arise

Overview of day

- What have we found?
- Creating culture for change
- Table top presentations
- Strategic communications
- Breakout 1: local and international lessons
- Breakout 2: DHS led initiatives

Introduction

- Learning session one marks the transition from diagnostics to improvement phases
- From here we aim to identify the key constraints within your health service and move towards implementing innovations during the coming action period

Diagnostic activities

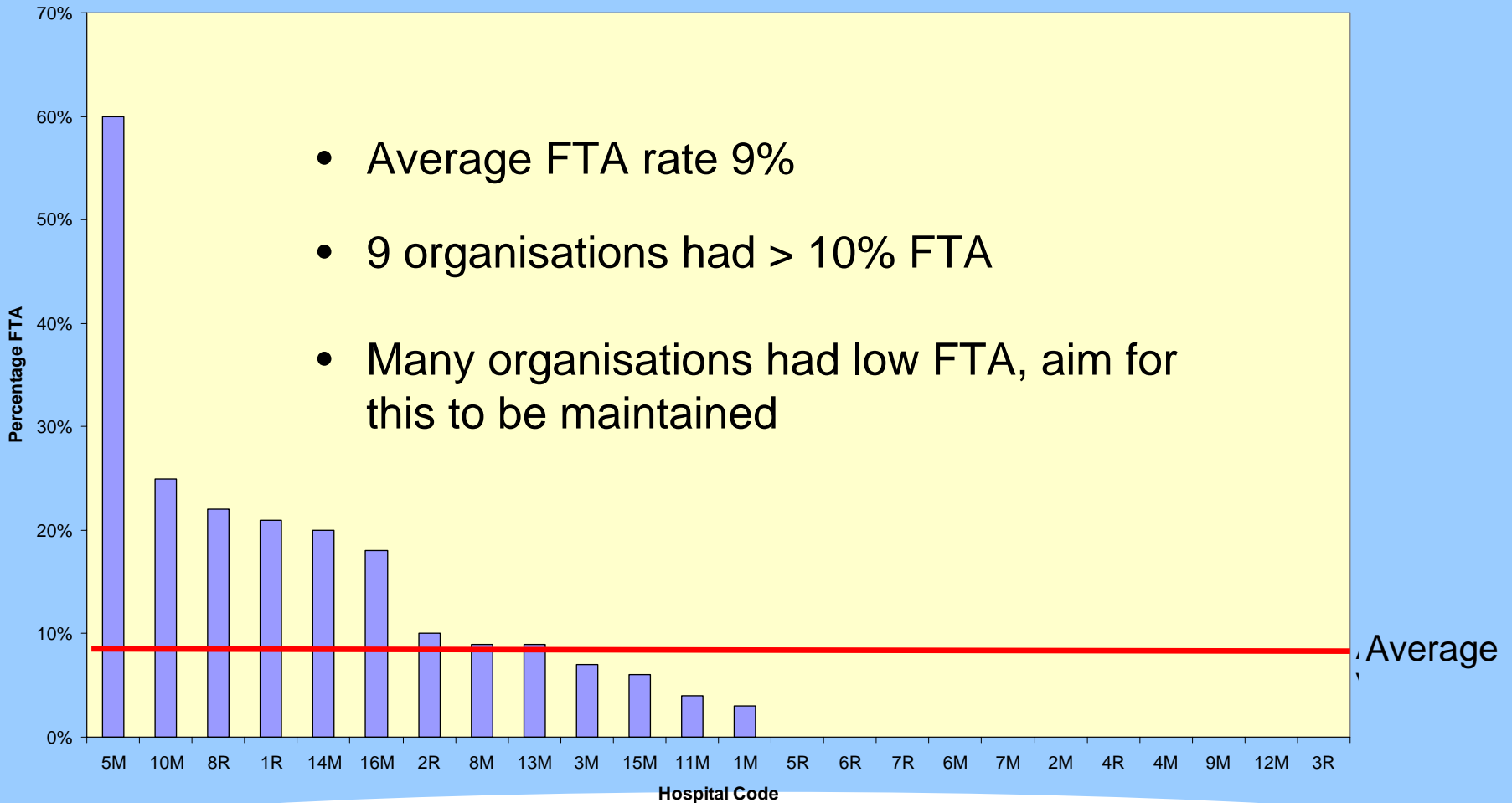
Teams have engaged their organisations using five rigorous diagnostic tools:

1. Process mapping
2. Tally charts
3. Brainstorming
4. Consumer interview
5. Data measures

Background

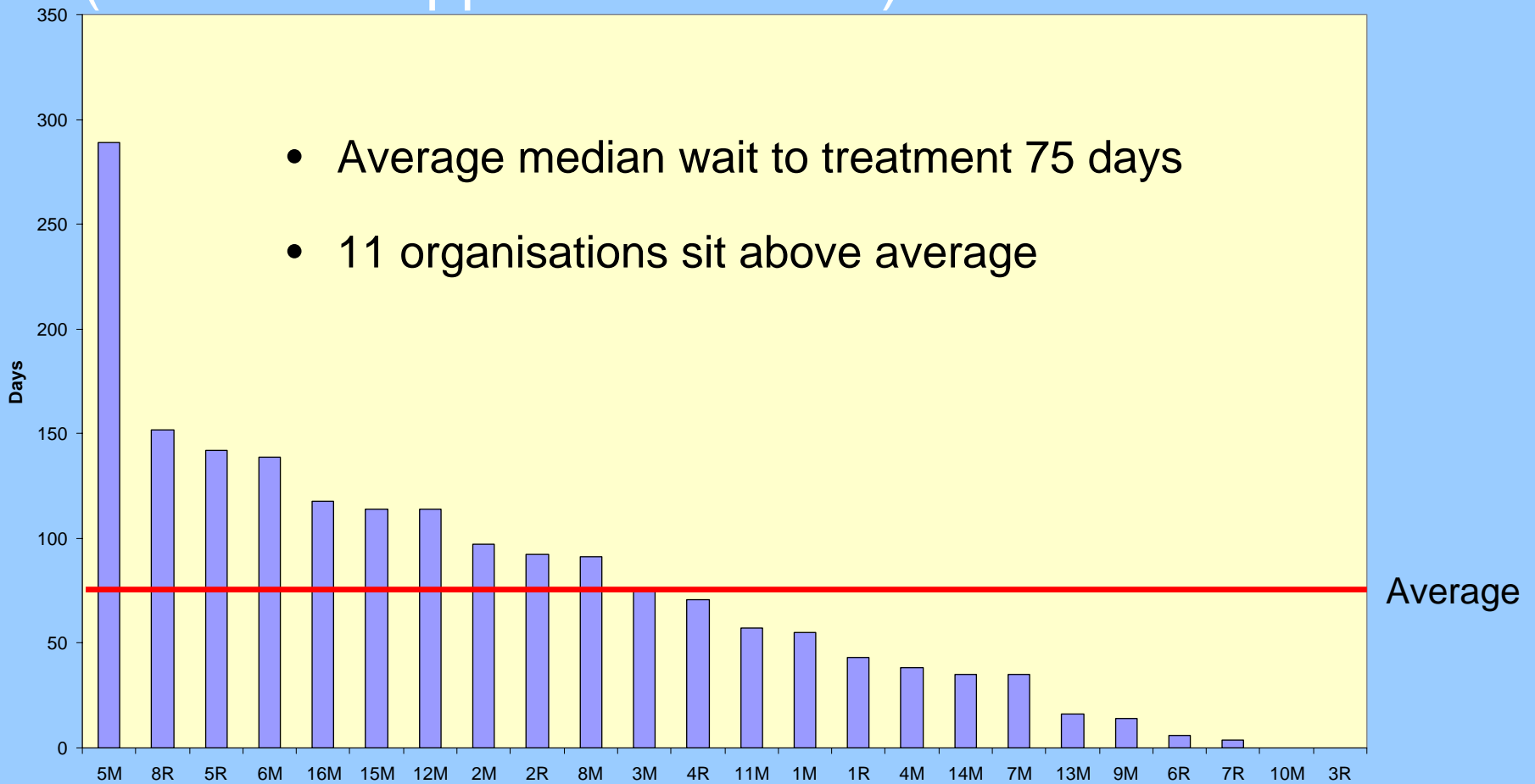
- Data received from all sites, based on approximately 1000 patient journeys
- Provides a statewide picture of OPD patient journeys
- Across the state, a number of improvement themes have emerged

Fail to attend rates



Outpatients

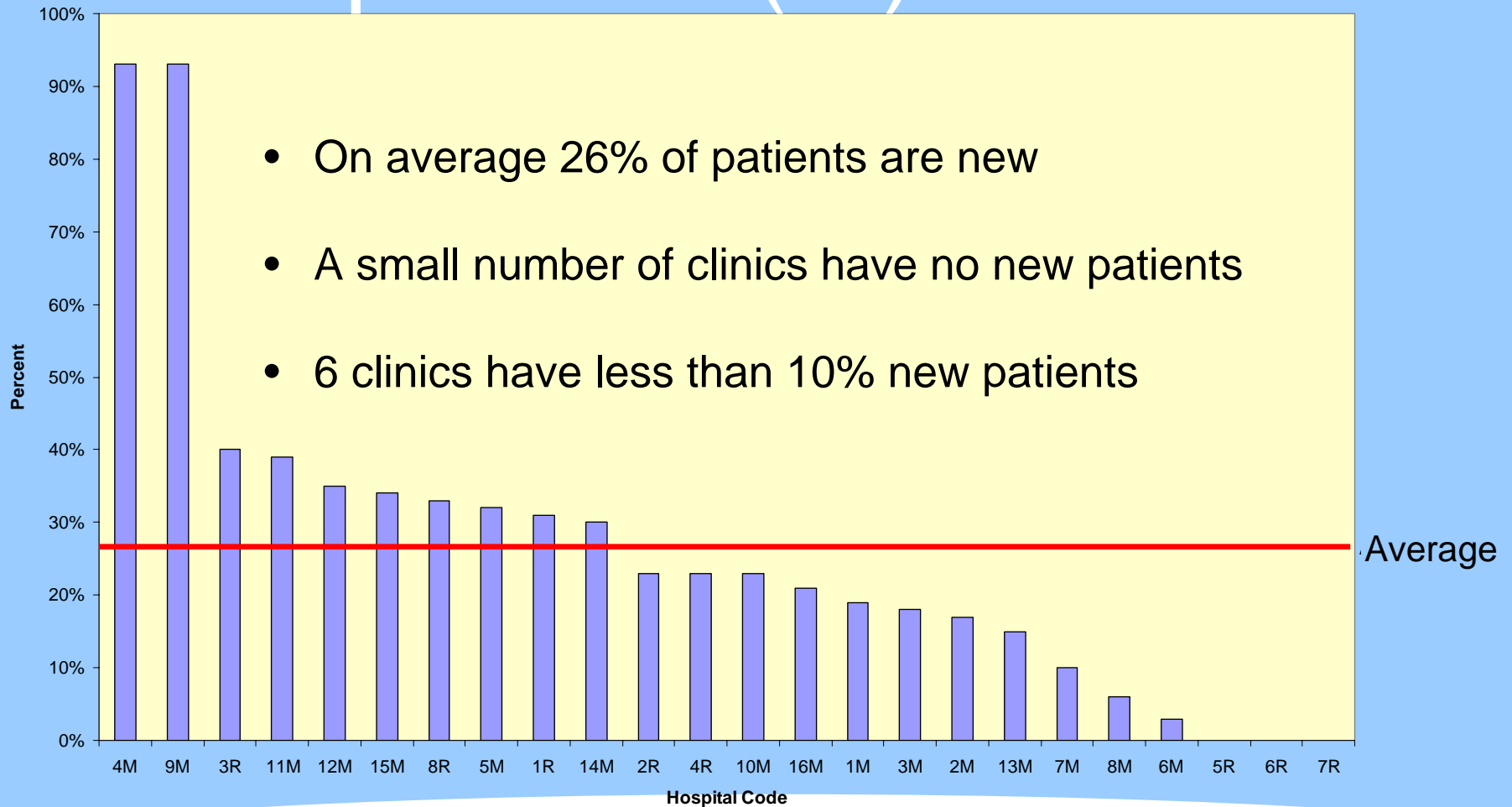
Median wait to treatment (referral to appointment date)



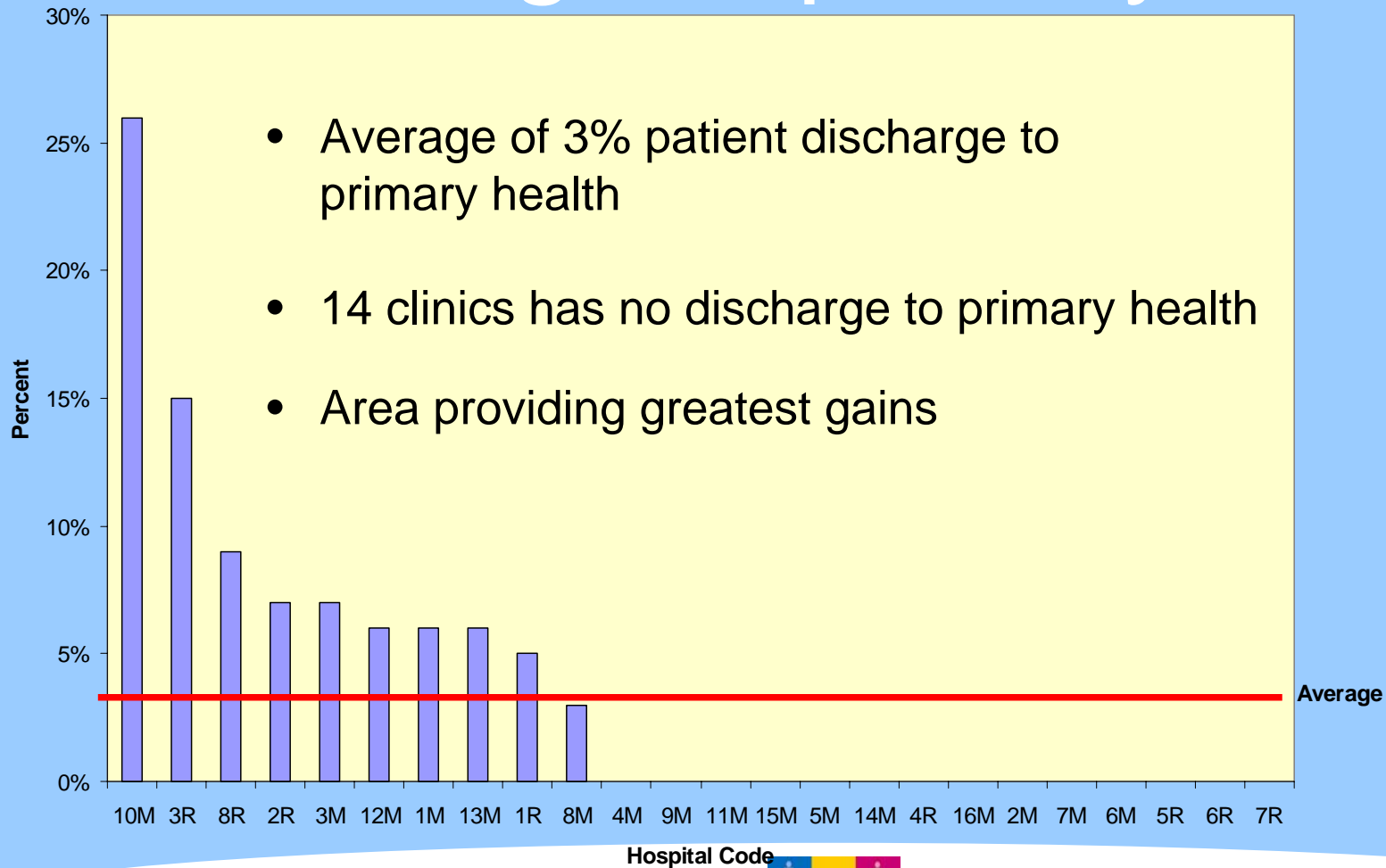
Hospital Code



New patients (%)



Discharge to primary health



.....and remember

- Collect this data to improve, not to compare
- Aim to build systems that value and respect the patient
- Build your capacity today, learn about change management and communication and learn from your peers

Questions?