

Patient Flow Collaborative II – Outpatients Learning session 2

Welcome

Melbourne Convention Centre
5 December 2006

Welcome

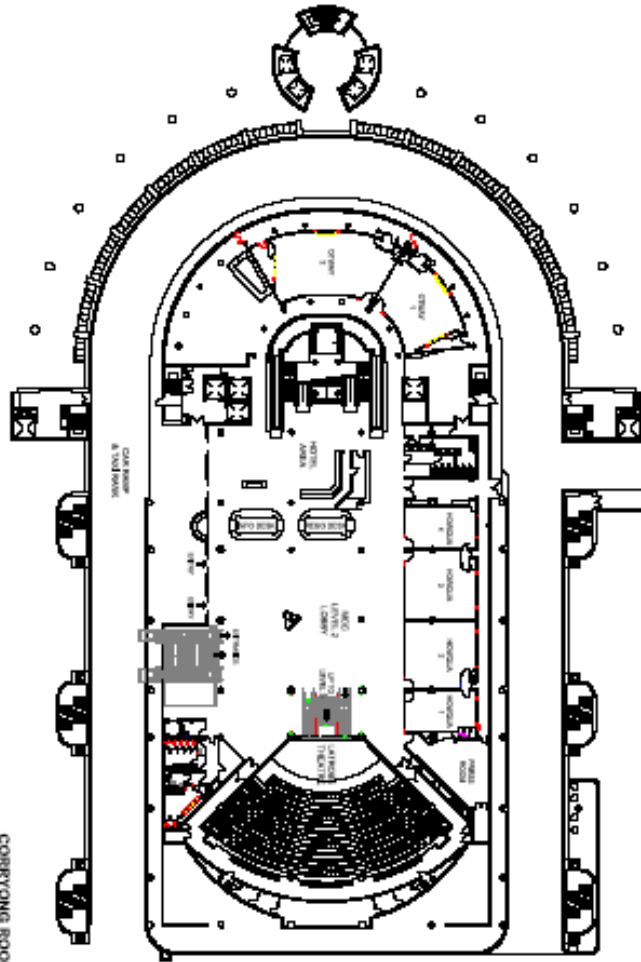
- Challenge each other to improve patient care
- Promote team work and maintain momentum
- Think beyond project cycle: sustainability
- Lots to share
- Have fun



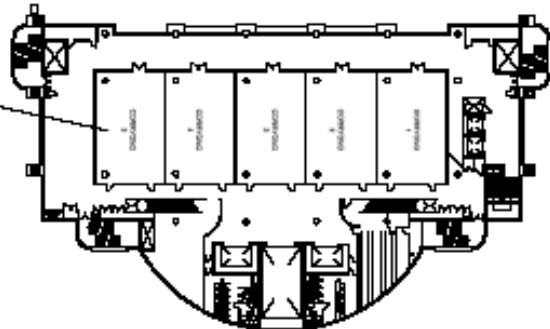
Housekeeping

- Mobile phones to silent/vibrate
- Team pack on tables
- Lunch will be served end of Corryong Hall (1300 – 1345)
- Map





CORRIDOR ROOMS CAN BE ACCESSED VIA LOBBY LEVEL ESCALATORS UP TO LEVEL 2
 A WALKING THROUGH TO BACK OF YOU YANGS HALL.





Poster Voting

- Each team has been given a sticker to allocate to the storyboard they think is the best
- Criteria includes:
 - Achievements
 - Team development
 - Impact of communication
- Deadline for voting is 15:45hrs
- Winner announced at the end of the day

Agenda

Outpatient Improvement and Innovation Strategy

Kath Cook

Director, Access and Metropolitan Performance

Achieving through adversity

Peter Baines

Detective Inspector of Operations Forensic Services
Group of the NSW Police

Team presentations



Agenda

Leading change

Jan Seneshen

Wheeler Strobel

Team planning

Concurrent session

- Business rules
- The National Primary Care Collaborative
- Improvements in patient flow across Barwon Health Orthopaedics clinic



Ways of seeing: #1



Ways of seeing: #2

**What have
the Roman's
ever done for
us?**



Where have we come from?

Masterclass series

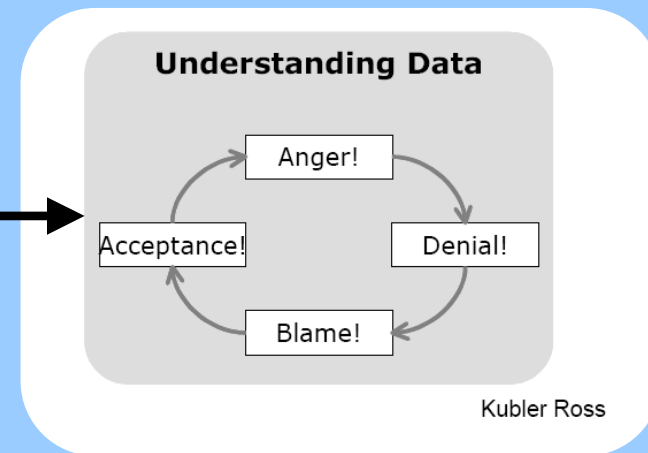
5 weeks of rigorous diagnostics

Understanding your system

Understanding data: →

First action period

Developing improvement networks

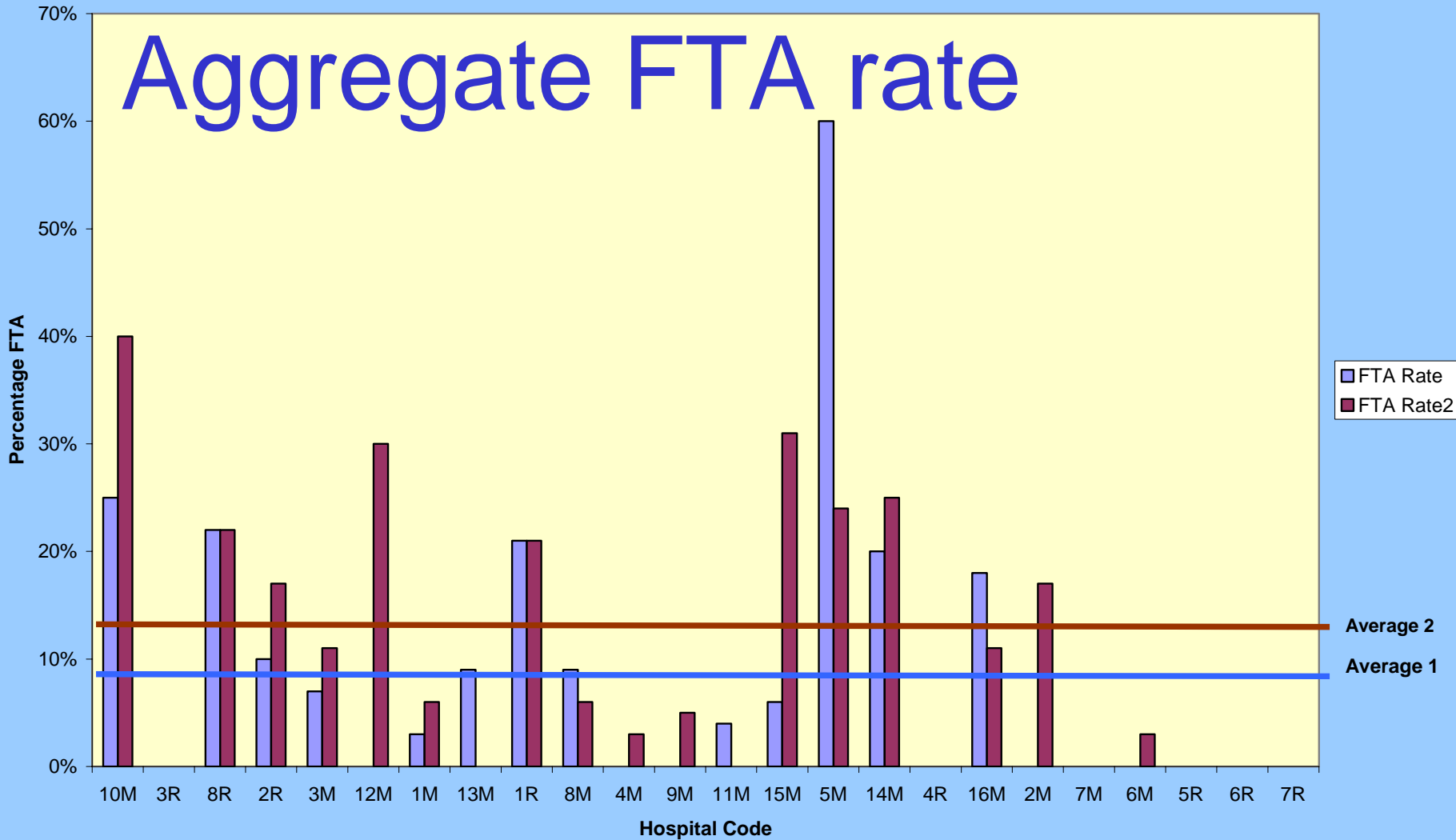


Where are we at?

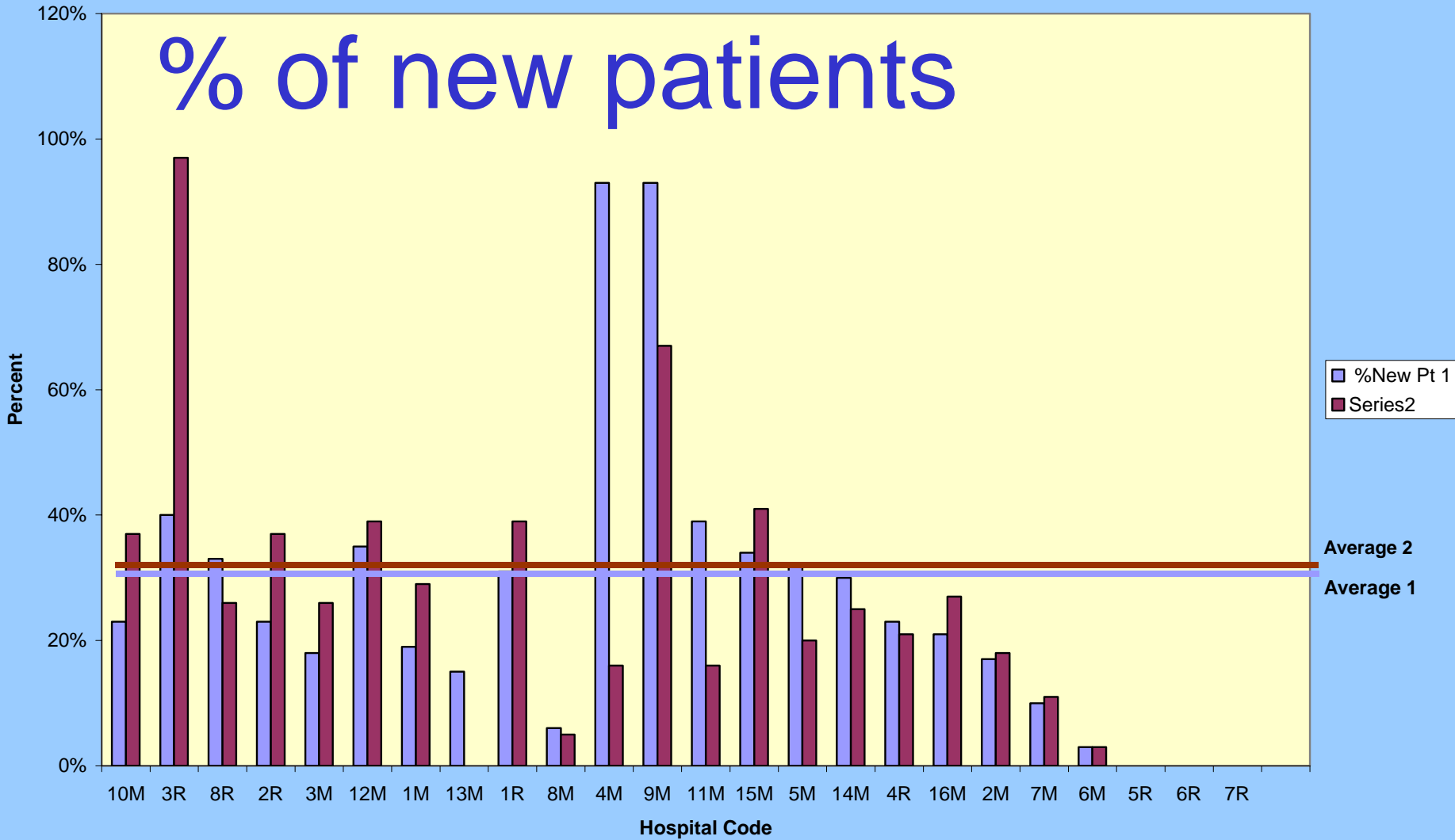
- Data has been difficult but can we go forward without it?
- For many teams data is revealing the key areas for action
- Action plans are in place and being implemented
- Trust is building across stakeholders to support the patient journey



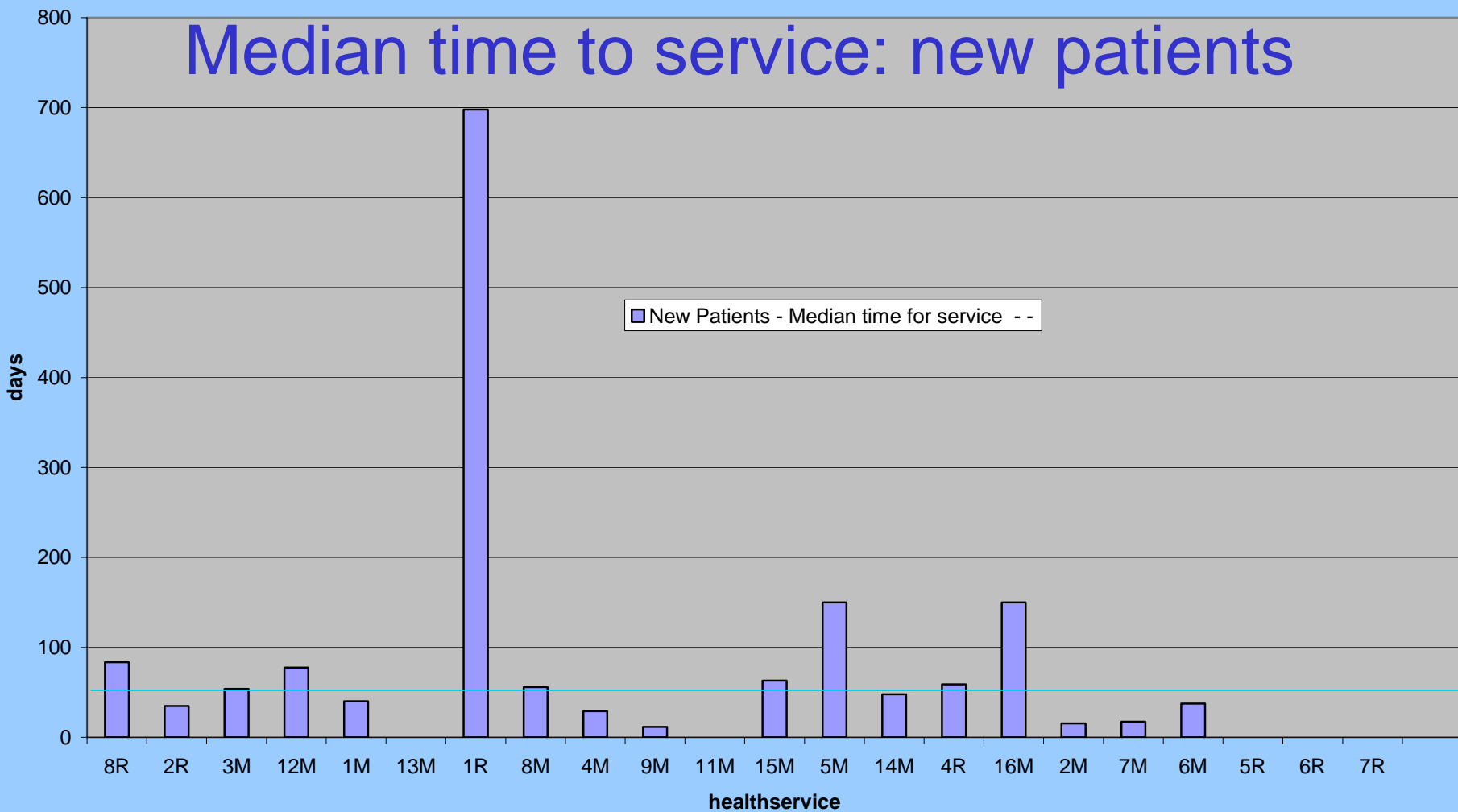
Aggregate FTA rate



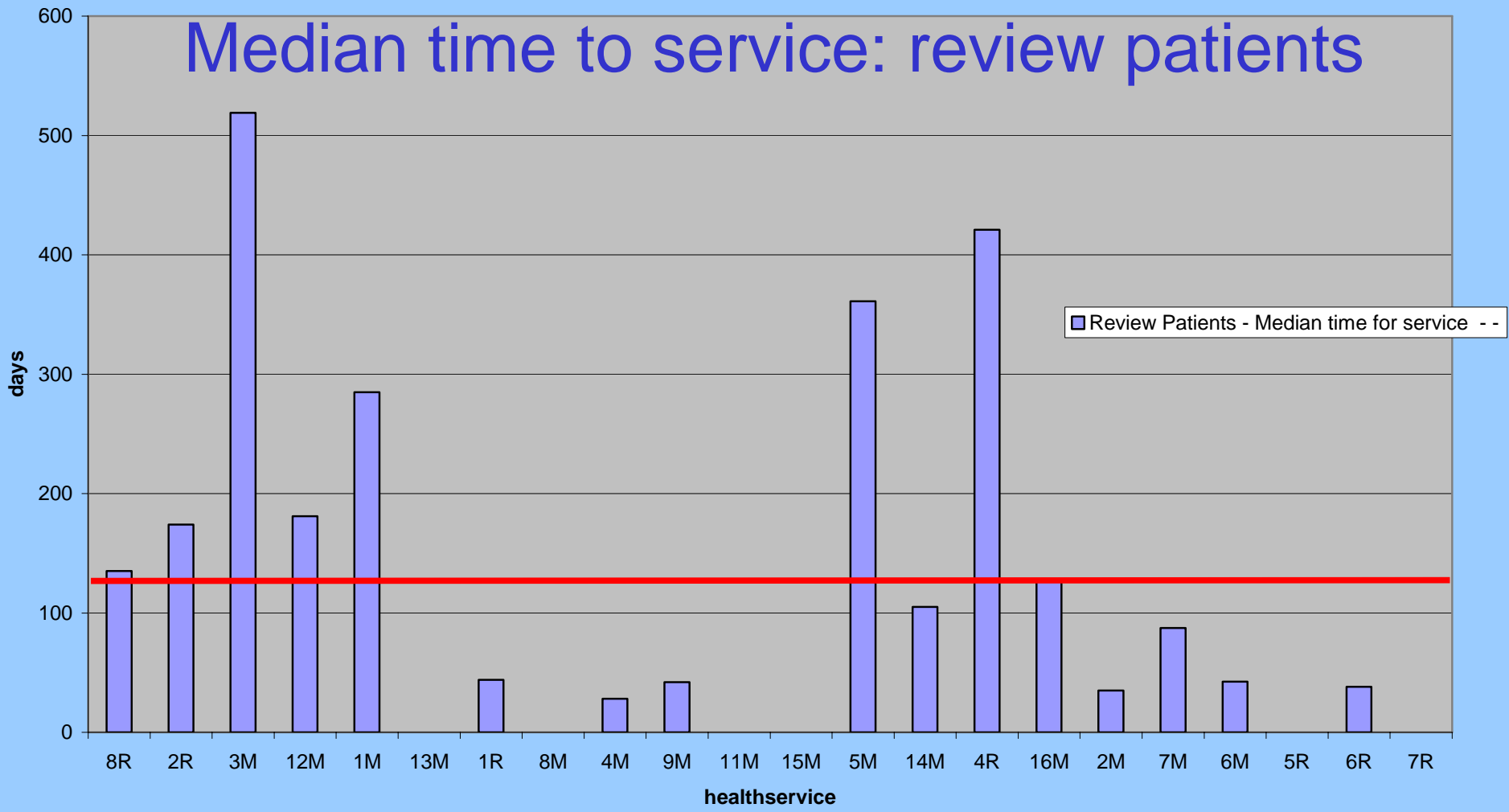
% of new patients



Median time to service: new patients



Median time to service: review patients



Questions?

