

Patient Flow Collaborative II – Outpatient Project

Action Learning Session 3

15 December 2006

Group 1 Bendigo, Northern, Ballarat, Peter Mac, Dianella, Melbourne

Drivers		Constraints	
Pt experience	5%	Culture	10%
Demand	60%	IT	20%
Need for change	5%	Funding model	22.5%
Staff commitment	10%	Resources/time	22.5%
PFC	5%	Complexity	10%
Innovation (desire for)	5%	Variation in practice	10%
Good data	5%	Bureaucracy	5%
Need to improve	5%		

Group 2 Echuca, Peninsula, Calvary, Melbourne, Royal Women's

Drivers		Constraints	
Strong executive support	15%	Generational conflict within medical team	
Clinical/expert buy-in	15%	System inertia (old guard)	20%
Commitment to goal	15%	Lack of IT and support	25%
Clarity of direction	20%	Lack of resources	
Resources and skill within team	15%	Lack of clear clinical referral/pathways	15%
History/learnings from PFC - I	20%	Volume/size of change	15%
Acceptance of change and future models of care will be different		Small rural hospital reliance on VMOs	
Defined time period		Funding – inflexibility \$ cannot follow patient	25%

Group 3 Barwon, Royal Women's, Goulburn Valley, Ballarat, Eye & Ear, Bethlehem

Drivers		Constraints	
Dr Attitude	5%	WIFM – culture change	10%
Need to succeed	5%	Resources/Funding	25%
Project plan and timeframe	15%	Lack of standards	25%
Service provision	15%	guidelines/framework	
Shared learnings	30%	Lack of knowledge about working conditions and performance/ professional ERA's	25%
Networking opportunities		Conflict in funding vs. need for change competing demands	
Data – internal/baseline	30%		

Group 4 Kyabram, Bayside, Southern, Melbourne, Alpine

Drivers		Constraints	
Project team	20%	Doctor, time, resistance, culture	
Service demand	25%	Volume:	
Improving patient outcome	20%	Service providers	
Dissatisfaction with process/mess	25%	Access	
Financial	5%	Patients	
Recognition constraints	5%		
Public system not integrated across the state		IT lack of past practice	
		Lack of initiative	
		Lack of recognition	
		Lack of pride/ownership	
		Lack of skilled staff	
		Language not uniform	

Group 5 Barwon, Plenty Valley, Austin, Children's, Eastern, Western

Drivers		Constraints	
Desire for a better system	20%	Hate/change/fear	20%
Compliancy DHS	10%	Downstream impact (ie) flow to where	20%
Community expectations	20%	Level of state competency	15%
Create capacity	20%	efficiency	
Meeting community expectations	10%	Funding stream levels	10%
Improve levels of customer service	10%	Funding stream complexity	10%
Staff satisfaction	10%	"Ownership = whose problem is this	10%
Great muffins		Services system	15%