

Project methodology - experience and practice

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Issues

- Limited understanding of outpatients performance
 - e.g. waiting times for specialist consultation and tests
- Public expectations
- Multiple initiatives, impacting outpatients
- External drivers: Care in the community and Auditor Generals Report
- Excellent innovation in pockets
 - Workforce and models of care innovations



How to improve flow

- Understand your operational environment (Rigorous diagnostics, incl. patient and carer views)
- Better way of doing business
 - Efficient processes are cheaper
 - Quality patient care is core business
- Spread → Translate → Embed new innovation and Improvement processes
- Integrated approach of outpatient initiatives



Collaborative methodology

- achieves rapid and sustainable improvements in outcomes for patients
- relies on spread and adaptation of existing knowledge to multiple sites in order to accomplish project aims
- engages multi-disciplinary teams and creates partnerships between managers and clinicians.

Collaborative methodology

It is not:

A research project for new knowledge

A set of conferences

A passive exercise

Process

- Diagnostics – delivered and analysed
- Data providing information

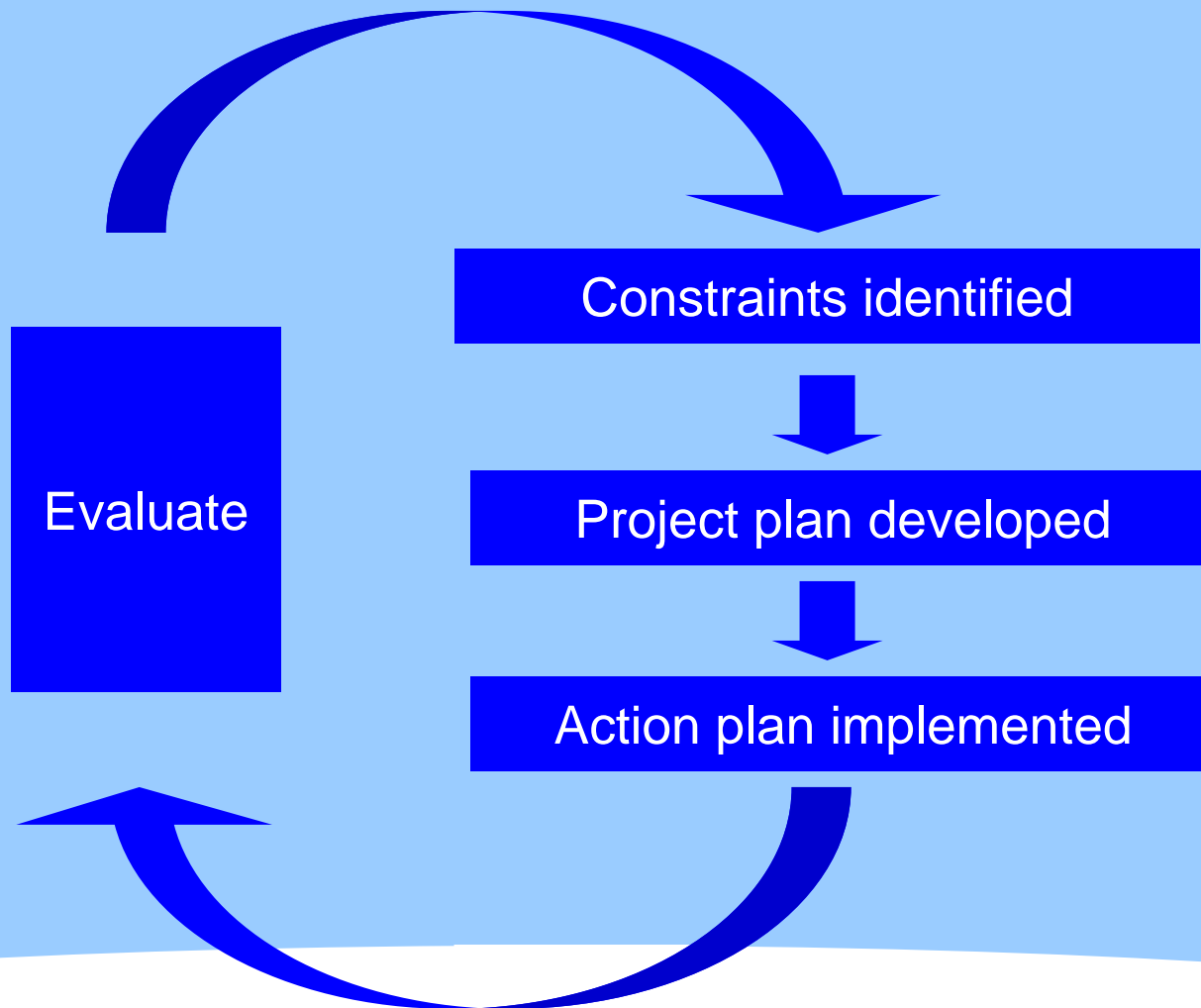
“If you cannot measure it, you cant manage it”

Brent James

1999 Executive Director, IHI

- Share innovative practices
- Use Breakthrough Methodology
 - Collaborative / Rapid Cycle change /PDSA

Improvement cycle



Developing the framework – for the outpatients collaborative

Steering group

- DHS representation from areas currently working on outpatient initiatives, or have some responsibility for an element of outpatients.

Expert working group

- Representation from health services, community health, general practice and consumers



The role of the steering group

- endorsing project aims, and providing expert advice through the key project stages
- working cooperatively to develop a shared understanding of future directions, reforms and strategies that will improve Outpatients services
- supporting the project evaluation strategy to enable comprehensive and reliable evaluation of the project outcomes.

The role of the expert working group

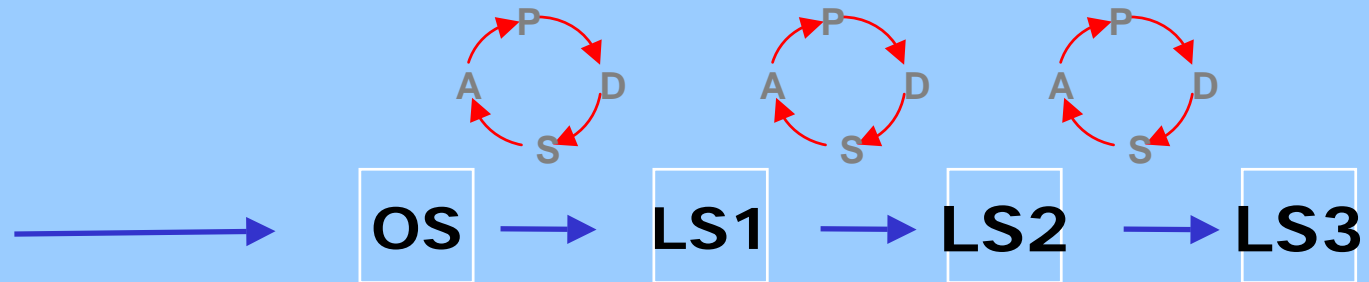
- **Collaborative Planning**
- **Learning Session Participation**
- **Action Period Activity**

Project framework

**Steering
&
Expert
Working
Groups**



**Develop
Framework
& Changes**



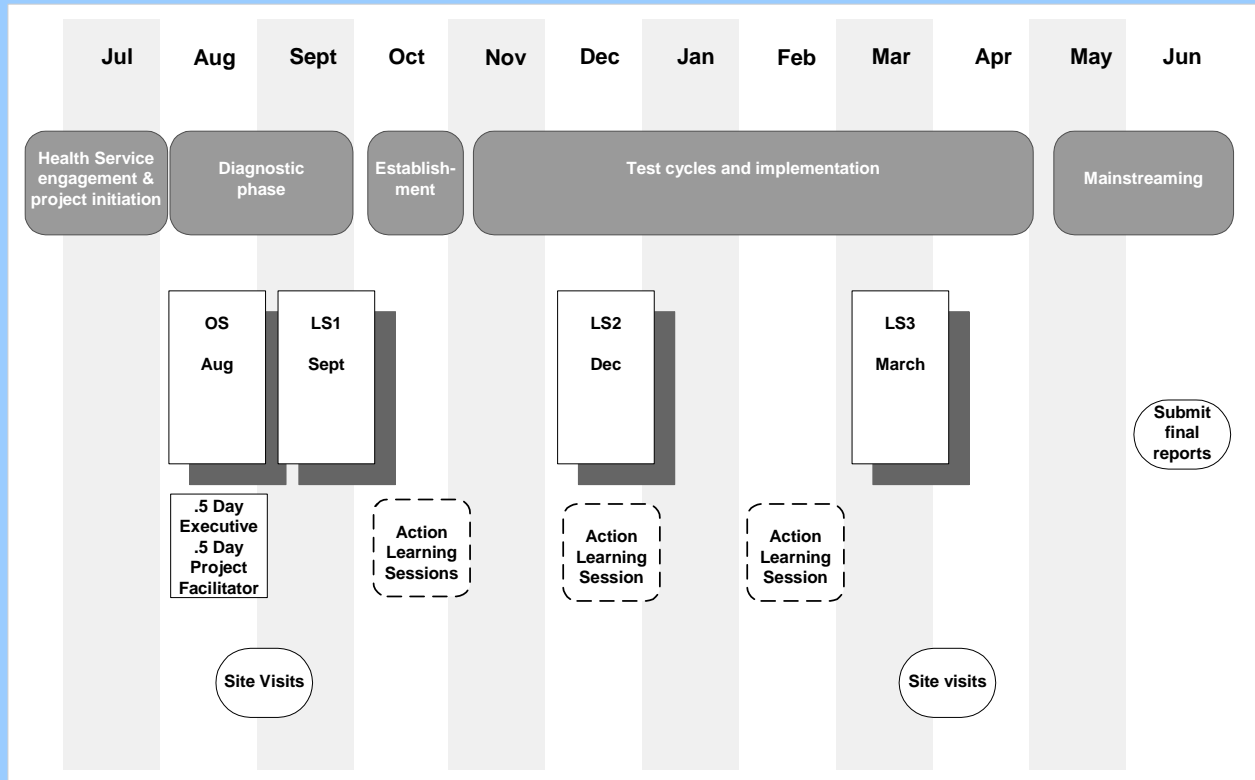
*email, visits, publications, newsletter, program measure reports,
change packages/toolkits, phone*

Project aims

- Identify key outpatient constraints that impact the inward and outward flow of patients and access to services.
- Prioritise improvement activities in order to impact on area of greatest need.
- Promote a standardised and efficient data set and collection systems.
- Undertake improvement activities that will increase the flow of patients through outpatients, resulting in better patient outcomes through more timely service delivery across the service system and the best available standard of care.
- Increase staff satisfaction by reducing conflicts and promoting team based approaches.
- Embed service improvement skills across healthcare organisations.
- Communicate project results to inform future policy, planning and funding activities for outpatients and relevant community based services.



Roll out plan



Key
 OS Orientation Session
 LS Learning Session

Orientation session



Questions?