

Patient Flow Collaborative II - Outpatients



Orientation session

MCG, Melbourne

14 August 2006

Orientation
session



A Victorian
Government
initiative



Welcome

Alison McMillan

Director, Quality and Safety Branch

Overview of day

- Opening address
- Lessons from the Auditor General's review
- Using lean thinking to improve outpatients
- Project methodology
- Undertaking the rigorous diagnostics process
- Team planning
- Department of Human Services – a system wide response to outpatients

Opening address

Dr Chris Brook
Executive Director
Rural and Regional Health and Aged Care Services

PFC II - Outpatients

- Priority issues emerged for improvement at completion of the Patient Flow Collaborative.
- Department-wide consultations and expert panel demonstrated a need to target efforts within outpatients, in coordinated manner.
- The patient's journey through outpatients can be significantly improved using collaborative methodology.
- You are the vanguards for improvement.

Insanity: doing the same thing over and over again and expecting different results.

Einstein

A new approach

- Understanding and embracing new methodologies
- Master classes and learning sessions
 - learning ways to analyse and diagnose our systems and processes
 - learning new ways to intervene.

Improvement

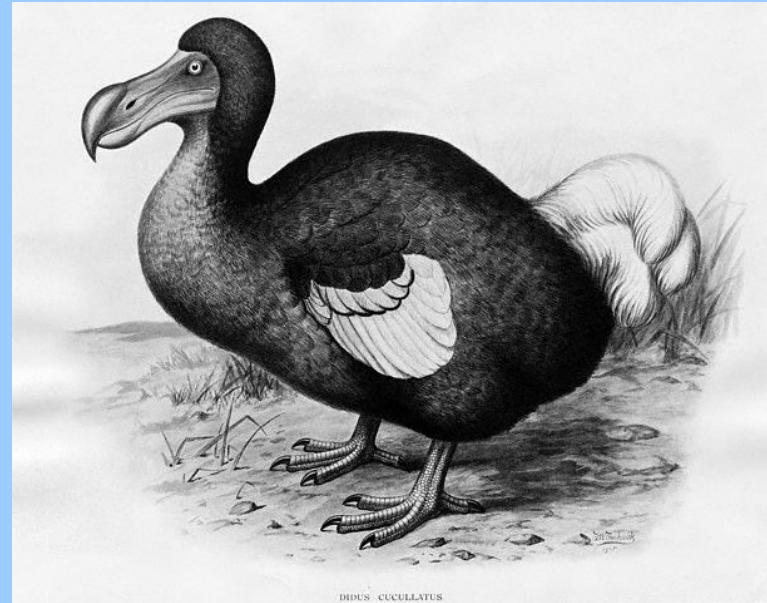
- Prioritisation of the areas for improvement.
- Plan-Do-Study-Act (PDSA) cycles.
- Think about sustainability from the start.
- By project end, making improvements mainstream – not going back to old ways.

We are what we repeatedly do.

Aristotle

Replacing the old ways with new ways

- Patient reminder letters for orthopaedic patients attending outpatients – failure to attend rates decreased from 26% to 10%
- Reduced waiting times for eye and ENT appointments by 25%.

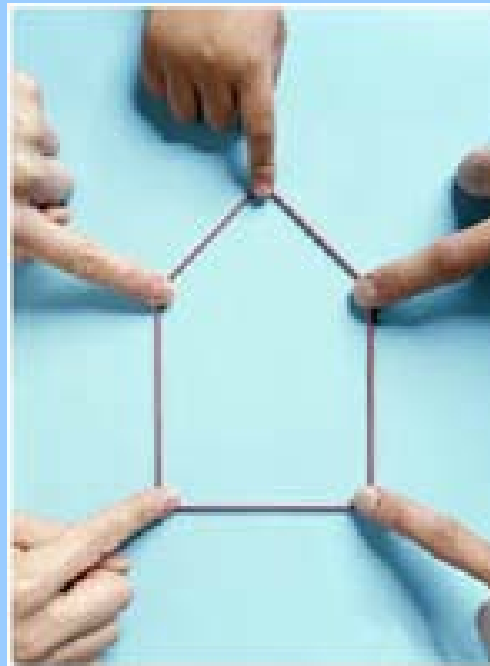


So how to move towards new habits...

- senior management commitment
- right type of management roles
- focus on customer needs
- clinician involvement
- resources

Careful project management

Take away old ways



Practical and relevant training (which people can use immediately)

The right culture

Strategically important

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