

Patient Flow Collaborative II - Outpatients



18 July 2006

Welcome to the PFC II – Outpatients

The PFC II – Outpatients project is a unique opportunity to tackle patient flow constraints across Victoria's outpatient departments.

The project provides tools, resources and programs that will help Victorian health organisations to make lasting improvements.

The key project features are:

- use of the collaborative methodology to foster service improvement and better patient experiences
- preparing program measures from a minimum data set, showing statewide improvements
- improvement work based on the patient journey, including the community-acute interface
- a whole-of-Department of Human Services approach, involving a representative steering group.

Participants

The hospital teams working to improve outpatient services are:

- Alpine Health
- Austin Health
- Ballarat Health Services
- Barwon Health
- Bayside Health
- Bendigo Health Care Group
- Calvary Health Care Bethlehem
- Dianella Community Health
- Eastern Health
- Echuca Regional Health
- Goulburn Valley Health
- Kyabram and District Health Service
- Melbourne Health
- Mercy Health and Aged Care
- Northern Health
- Peninsula Health
- Peter MacCallum Cancer Centre
- Royal Children's Hospital
- Royal Dental Hospital of Melbourne
- Royal Victorian Eye and Ear Hospital
- Royal Women's Hospital
- Seymour District Memorial Hospital
- Southern Health
- St Vincent's Health
- Stawell Regional Health
- Western Health.

The community health services involved in the project are:

- Darebin Community Health Service
- Djerriwarrh Health Services
- Inner South Community Health Service
- Plenty Valley Community Health Services.

Why outpatients?

PFC II – Outpatients follows on from the work completed in the first Patient Flow Collaborative, which tackled major patient flow constraints across 23 participating hospitals. A finding arising from this work was the need for further innovation in outpatients. The recent Auditor General's review of outpatient services also revealed a need for improvement work in this area.

PFC II – Outpatients is one of a number of outpatient-related initiatives being undertaken by the Department of Human Services.

Make sure you are registered

The PFC II – Outpatients project commences with two important events; the masterclass series and the orientation session.

The **masterclass** series is scheduled for 10 August 2006 at Rydges Melbourne. The masterclass provides high level training for the project sponsors and project facilitators. By the end of the session participants will have a clear understanding of their role and the project aims. Ensure you have returned your registration form by 2 August 2006.



Outpatients

Orientation session

14 August 2006

PFC II – Outpatients officially launches at the MCG on 14 August at the **orientation session**. Rural and Regional Health and Aged Care Services Executive Director, Dr Chris Brook, will launch the project. The focus of the day-long event is to learn from experts on improvement methodologies and allow teams to prepare for future diagnostic work.

Registration is open to the outpatient team and executive team, with four places available to each organisation. Please make sure your registration is completed and returned by 2 August 2006.

Using data in PFC II – Outpatients

Data will play a key role in underpinning the outpatients improvement effort.

PFC II – Outpatients will use a number of program measures that are designed to track changes in outpatient clinic operations as a result of innovations. Each site will collect and submit patient flow data. A custom-built data collection system is available for sites. Teams can also collect custom measures that reflect their improvement work. If required these can be built into the data collection tool.

The data collection system include is computer based and easy to use. Its features include:

- audit tools to validate patient data
- links to the PFC II – Outpatients website and the Human Services Directory
- the ability to generate the data file for the PFC team to use.

Every site will receive a report on their program measures, indicating the level of improvement in the patient journey through outpatients.

Sites can contact David Pickersgill for any data questions.



MCG
Orientation session
14 August 2006



The Department of Human Service's PFC II - Outpatients team



David Pickersgill

Data lead

Do you have a data query? David has the answer.

(Editor's note: He is not as scary as he looks and loves a data-related challenge.)

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Anne-Maree Szauer

Improvement lead

Need help finding an improvement strategy or some help invigorating your team?

Speak to Anne-Maree. She brings a strong track record in getting things done.

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John Walker

Communication, events and logistics lead

Inspired by his Commonwealth Games experience at the Melbourne Sports and Aquatic Centre, John is ready to tackle the events and communications to ensure teams are ready, willing and able to get the improvement work under way.

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