

Patient Flow Collaborative II – Outpatients

NEWSFLOW 4

November 2006

**Learning session two:
5 December 2006
Melbourne Convention Centre
9.30am - 4.30pm**

What to expect

- Lessons and results from action period one.
- Plan for spread and sustainability.
- Two leaders presenting on change during diverse times.

Peter Baines



Peter led national and international teams following the Bali Bombings, the Waterfall Train Disaster and the Boxing Day Tsunami.

He has first-hand experience of what it takes to achieve results, when outcomes can only be reached through building powerful teams quickly, and how to focus on getting the job done in the face of intense environmental, political and media pressures.

Peter has received the National Medal for Service, the NSW Police Medal, and was awarded The Government of NSW Meritorious Service Award by Premier Bob Carr for his work in Thailand.

Peter, along with a UK colleague Gill Williams are Co-Founders of 'Hands Across the Waters'. Peter and Gill are raising funds to build an orphanage in the Khao Lak region of Thailand. The orphanage will provide a home for 17 children who lost both parents as a direct result of the tsunami

Jan Seneshen



Jan is a senior consultant with Wheeler Strobel. She has facilitated

many projects in strategy and service development, structural design and change management in small, medium and large organisations.

Jan has worked with a number of health services and brings a fresh perspective on managing change.

She has eleven years of senior corporate experience and eleven years external consulting in wide range of industries.

What to bring

- team posters
- team PowerPoint presentations

Are you registered?

Registrations can be downloaded from the website. To build team momentum, the executive and outpatients team should be enrolled.

Registration advice:

www.health.vic.gov.au/patientflow/events

Review of Victorian Ambulatory Classification System (VACS) funding: consultations occurring in November

Preliminary consultations are taking place with health services to assist the review of VACS funding. The review is a key activity of the department's *Outpatient Improvement and Innovation Strategy*

There are 14 hospitals which are participating in the review to collect information on:

- overall funding policy and any perceived limitations to the current funding system;
- the VACS variable, base and teaching grants and the adequacy of the current classification system; and
- multi disciplinary care and specialist nurse clinics.

A summary of the key findings from the consultations will be sent to all health services.

For further information about the consultations please contact Ms Jenny Hughes, Senior Project Officer, Funding Health and Information Policy Branch on 9096 7712, or via email at: jennifer.hughes@dhs.vic.gov.au



Data due by 28th November 2006

Sample data is due by the 28th November 2006. Please email your data to john.t.walker@dhs.vic.gov.au

Good luck

Many thanks to David Pickersgill, Data Lead PFC II – Outpatients. We wish him all the best in his next venture. David's final day with PFC II – Outpatients will be 17 November 2006.



Hot topic calls

The first two hot topic calls covering referrals and primary care are taking place the week commencing 20 November 2006.

The hot topic call is a conference call, led by an expert, for approximately one hour duration. The aims of the call are to:

- explore specific improvements with an expert
- maintain momentum for improvement work
- build networks and share understanding of improvement work.

Please encourage relevant colleagues and project team members to participate.

Further information:
<http://www.health.vic.gov.au/patientflow/events.htm>

Please note it is important that you register your interest so the appropriate number of telephone lines can be booked.

Website update

Have you visited the website lately?

On the team progress page (<http://www.health.vic.gov.au/patientflow/teamprogress/index.htm>) you can review the action plans for each participating team. The report provides an overview of the improvement activities and can assist teams to share resources and build improvement networks.

New material is constantly being added to the change package. (<http://www.health.vic.gov.au/patientflow/resources.htm>)

Some of the recent additions are described below.



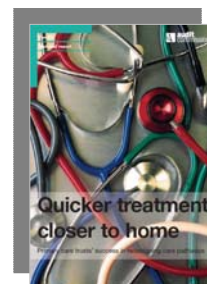
A step-by-step guide to improving outpatient services

As well as identifying the five practical actions that will make the greatest difference, it recommends how to go about implementing them and the order in which they should be done to achieve maximum effect.



NHS Scotland: National Patient Pathways

This website contains the Patient Pathways developed by the Centre for Change and Innovation for NHS Scotland. The Patient Pathways provide GPs with information on: referral criteria for consultants, alternative referral to specialist nurses, follow up options, diagnostic tests, management tips.



UK Audit Commission - Quicker Treatment Closer to Home

This study reviews how NHS primary care trusts (PCTs) are supporting redesign of care pathways from primary care into consultant outpatient services. Its aim is to help PCT managers understand which organisational and contextual factors have particular impact on a PCT's ability to progress successful redesign programmes and how some PCTs have overcome local barriers.

Upcoming PFC II – Outpatients events

15 December 2006

Action learning session

Location: city based venue
10.00 - 12.00 followed by
Facilitators celebration lunch

For project facilitators

Topics:

- virtual communications
- role assessments

RSVP to: Anne-Maree Szauer

23 March 2007

Learning session three

Location: city based venue

For project teams (4 members per site)

Topics:

- sustaining the improvements
- improvement results
- current evidence and practice

Large display posters will be required from each team.

Further information: **Anne-Maree Szauer**
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