

Patient Flow Collaborative II – Outpatients

NEWSFLOW 5

February 2007

Introduction

The Patient Flow Collaborative (PFC) II – Outpatients is reaching the halfway mark.

This newsletter covers:

- milestones and achievements to date
- aggregate patient flow data – what does it tell us?
- important dates and upcoming events.

Milestones and achievements

All teams have submitted action plans detailing their improvement strategies to address patient flow constraints across Victorian outpatient departments. Team action plans and presentations are accessible from the secure pages of the website:

www.health.vic.gov.au/patient_flow/teamprogress.htm

Special mention goes to the Northern Team, comprising Northern Hospital, Darebin Community Health Service (CHS), Plenty Valley CHS and Dianella CHS. This team has demonstrated a keen commitment to the project objectives and were recognised with a team award at Learning Session 2.



Northern Team representatives:
Hugh Burch, Vicky Mason, Robyn Bradley, Debra O'Connor and Sharyn Rogrnust.

ANNOUNCEMENT

Making the innovations count – sustaining patient flow improvements. 2-day event.

Please mark your diaries and check the website for the registration form and updates.

29 March 2007: Patient Flow Collaborative II – Outpatients Learning Session 3

30 March 2007: Consultations for the *Outpatient Improvement and Innovation Strategy*

Day 1 is the third and final learning session focussing on spread and sustainability.

Day 2 is designed for Patient Flow Collaborative teams to provide input to the Access and Metropolitan Performance (AMP) Branch's *Outpatient Innovation and Improvement Strategy*.

Detailed information and a team registration form will be emailed to PFC Facilitators in the next 2 weeks.

Please note: regional and rural teams are encouraged to attend both days and will be eligible for accommodation funding*.

*The details are currently being finalised and notice will be sent directly to rural and regional facilitators.

Patient flow data

All PFC II teams have made a significant effort to submit data for the PFC.

To date we have aggregated data from two action periods. This represents more than 3000 patient episodes. The data provides a snapshot of the clinics selected for improvement and paints a picture of outpatient service provision. For example, the following two measures have been consistent over the two periods:

- a ratio of 25 per cent new patients to review patients.
- a 'do not attend' rate of approx 14 per cent.

There has been some variation across the two data collections for the 'review patient referral to list'

measure. This reflects the teams moving to a common understanding of the data definitions.

At this point in the project cycle, it is expected that the data would not show significant improvement, however the consistent results for some measures validates the measurement tools and approach.

Measuring for improvement is always an ongoing process and is an integral part of the collaborative methodology.

The third set of sample data is due 5 March 2007.

Interim report

The halfway point of the project provides an opportunity to assess the progress of the project as well as plan for effective outcomes for the next six months.

All teams will have submitted their response to the mid point evaluation. The department will document the responses in the interim report, as well as activity and achievements to date.



Mid-point survey

New team member



Andrew Clarke has joined the PFC II – Outpatients team. Andrew worked as an improvement lead for the national Safer Systems Saving Lives project. Andrew brings a keen interest in service improvement particularly between the community and acute interface, understanding data and project evaluation.

Website updates

Action plans and team presentations can be downloaded from the secure pages of the website.

Learning Session 2 presentations and the business rules feedback from the breakout session are available from the events page.

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

Important dates

Feb	14: PFC II – Outpatients Interim report distributed.
Mar	5: Data submitted from teams. 14: Program measures distributed to teams. 29: Learning session 3: all day event. 30: Consultation workshop: <i>Outpatient Improvement and Innovation Strategy</i> .
Apr	27: Action Learning Session 3.

Further information:

Andrew Clarke
Improvement Lead
9096 8381
andrew.clarke.@dhs.vic.gov.au

Anne-Maree Szauer
Improvement Lead
9096 9025
anne-maree.szauer@dhs.vic.gov.au

John Walker
Communication, Events and Logistics Lead
9096 0470
john.t.walker@dhs.vic.gov.au