

Patient Flow Collaborative II – Outpatients



April 2007

Learning Session 3: A perfect take-off for sustainability

Ms Maxine Morand MP, Parliamentary Secretary for Health opened the final learning session for PFC II – Outpatients on 29 March at the Melbourne Convention Centre. The key theme for the day was sustainability. Damien Jolley from the Monash Institute of Health Services Research encouraged teams to continue to collect improvement data. Linda Sorrell, outgoing CEO from Southern Health (and now CEO of Melbourne Health) spoke on the right culture to support innovation. The presentation by Martyn Newman introduced the concept of emotional capital and his presentation struck a chord with many participants.

Presentations and resources from the Learning Session are available from the patient flow website (www.health.vic.gov.au/patientflow).

Innovation market open

Doesn't everyone love a market? The innovation market at the Learning Session provided an excellent forum to build networks, exchange details on innovations and distribute tools and resources to spread outpatient improvements.

Austin Health set the standard for showcasing improvement work at Learning Session 3. Their stall *Austin Health Airways: The Premier's Preferred Airline to Fly to Outpatients* was awarded the best of show.



Ms Maxine Morand (left) receives her Boarding Pass from the Austin Health team.



Innovation stall holders, from left, Goulburn Valley Health, Royal Women's Hospital, Seymour District Memorial Hospital, Royal Victorian Eye and Ear Hospital, Inner South Community Health Service and Melbourne Health.

Great participation and consultation for the *Outpatient Improvement and Innovation Strategy*

110 delegates from across the state participated in the Outpatient Improvement and Innovation Strategy (OIS) Consultation day on 30 March at the Melbourne Convention Centre. Participants developed *vision of possibilities* as well as short and long-term activities to achieve this vision.

Participants for the OIS Consultation day are currently completing a Delphi-consultation. For further information on the consultation or the OIS, contact Ruth Smith or go to: www.health.vic.gov.au/outpatients, which will be launched shortly.



A study in consultation and participation. Delegates sharing ideas during the Consultation Day.

Action plans

Action plans covering sustainability requirements are due on Tuesday 10 March 2007.

Please advise the PFC team if you are not able to meet this timeline.

Final Action Learning Session: 27 April 2007

The final Action Learning Session will take place on 27 April 2007 at the Victoria University Conference Centre, Flinders Street, Melbourne. 10.00 am – 2.00 pm. The guest facilitator works closely with Martyn Newman, and the concept of emotional capital will be explored in further detail, with emphasis on practical applications. This is sure to be a great final session!

Hot topic calls



Hot topic calls take an in-depth look at a subject area, covering new innovations and recent experiences. Hear from experts as well as each other on the following topics:

Two new calls scheduled:

- Urology, 19 April 2007 at 10.00 am
- Diabetes, 24 April 2007 at 2.00 pm

Check your inbox or the web for registration details.

One more data collection to go!

PFC II – Outpatients teams are required to start planning for the final data collection. **All** teams will be sent a new database. This needs to be used for the final data collection. Data submitted on previous versions will be returned. It is still possible for sites to provide a data dump for the final data collection. The new database will be emailed after Easter. Teams will be required to acknowledge receipt of the new database and the conditions of use for the final data collection. The final data collection is due 14 May 2007.

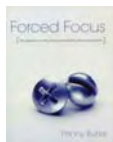
Pick your book

Each team can choose a book from the following titles in recognition of the hard work completed to date. Both books are highly recommended and have been written by presenters at PFC learning events.

A form will be sent to each facilitator to record your preference.



Over a decade ago research told us that to be successful in our personal and professional lives we needed emotional intelligence. In this book, Martyn Newman shows us how to get it and use it to achieve extraordinary results.



Penny's book covers what today's employees want out of their work life and to help us focus on the urgent need to build a more engaging workplace brand!

FINAL SHOWCASE EVENT

Diagnose–innovate–sustain: How outpatients has improved

Please mark your diaries and check the website for further details. Theme and requirements to be finalised at the Action Learning Session.

**8 June 2007, morning showcase event
followed by lunch**

Location: MCG...where it all began!