

From the A/Deputy Secretary's (Systems Purchasing and Performance) desk. Zoran Bolevich

Congratulations everyone on another successful year for surgical services across NSW Health! Elective Surgery Access Performance (a.k.a. NEST) results for the financial year 2014-15 are 100% for Category 1, 98% for Category 2 and 96% for Category 3. These results are a significant achievement and a real credit to the staff in our busy hospitals who are working towards all our patients being treated within their clinically recommended timeframes.

Now that winter has arrived, additional pressures will be placed on our hospitals with increased demand for beds. We all know that this can sometimes impact on elective surgery and therefore need to take steps to ensure our surgical areas, especially Day Only Units and Extended Day Only Units and High Volume Short Stay Surgical Units are utilised well to keep elective and emergency surgery ticking along each day.

While our 'treatment on time' performance is looking good, the number of overdue patients across the state has increased over the last 3-4 months and all affected Districts and Networks are developing strategies to reduce the number of overdue patients as a matter of priority.

June has been a busy month with some media attention around patients waiting for specialist outpatient appointments in our public hospitals. This reminds us of the critical importance of specialist outpatient services in ensuring timely and appropriate access to surgery (when clinically indicated). The Specialist Outpatients Services Framework is in its final internal consultation phase with the Framework to be distributed to the wider audience in August 2015.

I was pleased to learn that the recent *Surgery Redesign Training Program* was held in early June with 18 participants from LHDs/Networks for the five day course. The project topics included Improving the Patient Journey with Better Flow, Booking and Pre-operative Services Redesign and Orthopaedic Outpatient Clinic Redesign. We should look forward to reading, in the upcoming editions of the Surgery News, about the innovative projects being undertaken across the system.

The next round of Ministry surgery team's visits will be kicking off in mid July with a visit to Northern NSW Local Health District. Format for the visits has been revised and includes: review of previous recommendations and an improved surgical self-assessment checklist that will incorporate the key aspects of the new Operating Theatre Efficiency Guidelines. Please take the opportunity to engage with our team during these visits – they are keen to assist you and also learn about your local innovations.

Regards

Zoran



In this issue:

<i>Performance Update</i>	2
<i>Questions from the Booking Office</i>	3
<i>Specialist Outpatient Services</i>	3
<i>ACI update</i>	4
<i>EDWARD & OPERA update</i>	5 & 6

May 2015 Elective Surgery Performance

% of patients treated within the clinical priority timeframe FYTD (July 2014—June 2015)

LHD	Cat 1 - % of patients treated in 30days (FYTD)	Cat 2 - % of patients treated in 90days (FYTD)	Cat 3 - % of patients treated in 365days (FYTD)
MONTH	Financial YTD	May-15	
Sydney Children's Hospitals Network	99.4	92.6	93.1
St Vincent's Health Network	99.3	99.1	98.4
Sydney	100.0	100.0	100.0
South Western Sydney	100.0	99.5	98.1
South Eastern Sydney	99.9	96.3	95.6
Illawarra Shoalhaven	99.9	94.7	94.6
Western Sydney	100.0	99.2	98.6
Nepean Blue Mountains	99.3	97.5	95.1
Northern Sydney	99.9	98.3	97.5
Central Coast	100.0	99.3	98.6
Hunter New England	99.6	97.5	96.9
Northern NSW	100.0	98.0	96.1
Mid North Coast	99.3	91.2	89.1
Southern NSW	99.9	99.3	99.1
Murrumbidgee	99.4	92.3	87.2
Western NSW	100.0	99.2	97.5
Far West	99.4	98.9	100.0
NSW	99.8	97.6	96.4

Target

100%

97%

97%

Question from the Booking Office - Donna Scard

Question:

We have received an RFA for a patient to have bilateral breast reduction surgery. Can we add the RFA to the hospital's waitlist?

Answer:

Bilateral breast reductions are not routinely performed in public hospitals unless there is a severe disability due to breast size (p6 Waiting Time and Elective Surgery Policy PD2012_011). The approval of the LHD/Network Program Director of Surgery in consultation with senior management should be gained **PRIOR** to the patient being added to the hospital waitlist. The referring doctor should document objective medical criteria on the RFA. The patient should be kept informed and advised of the approval process.



***Do you have a question Please email Donna Scard
dscar@doh.health.nsw.gov.au or telephone 9391 9324***

Specialist Outpatient Services (SOS)- Sarah Jane Waller

The *Specialist Outpatients Services (SOS) Framework* is in its final internal consultation phase with a timeline to distribute the Framework to the wider audience in July. The *SOS Framework* will, for the first time in NSW, provide Local Health Districts and Specialty Health Networks (LHDs/SHNs) a Structure for Clinic, referral and appointment list management together with guidance as to communication pathways to maximise the available capacity in the system.

To support sites with the implementation of the *SOS Framework* the ACI and Ministry of Health are collaborating on a *SOS Toolkit*. This will provide a collection of case studies that have improved patient access to services and illustrate the themes in the *SOS Framework*. A dashboard of indicators that demonstrates the properties of a successful clinic in terms of capacity and demand management is also included. The *SOS Toolkit* is set for completion in September 2015. Thank you to those who have volunteered their projects for inclusion within the *SOS Toolkit* – we will be in contact soon to verify details.

If you have or know of a successful project in your outpatients clinics that you would like to see recognised in the inaugural SOS Toolkit for NSW or would like more information on any of the above - please contact Sarah Jane Waller swall@doh.health.nsw.gov.au for more information.

Agency for Clinical Innovation Update - Gavin Meredith

eMR2 Hip Fractured Pathway

As a part of the ongoing development of the NSW electronic medical record, the Agency for Clinical Innovation and Surgical Services Taskforce is working with eHealth to develop a clinical pathway for patients with Hip Fracture for the eMR2

The ACI is seeking to engage with clinicians and managers who have expertise in caring for the patients who will be on this pathway and are interested in participating in developing the initial pathway or reviewing the pathway as it is being developed.

In an effort to have the greatest impact and reach as many clinicians as possible the ACI has engaged Paul Preobrajensky to assist with the clinical engagement.

To participate, we encourage you to meet with Paul Preobrajensky to walk through the pathway and identify any challenges or issues or review the draft pathway.

Once the pathway is more fully developed workshops will be scheduled, virtual or face to face, to validate and to test the functionality of the pathway.

For more information please contact Gavin Meredith gavin.meredith@health.nsw.gov.au

National Surgical Quality Improvement Program (NSQIP)

The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP®) enhances a hospital's ability to zero in on preventable complications.

This is achieved with a nationally validated, risk-adjusted, outcomes-based program to measure and improve the quality of surgical care.

The program prospectively collects clinical data to quantify 30-day, risk-adjusted surgical outcomes and allows for external benchmarking of outcomes among participating hospitals.

Four hospitals (Nepean, Westmead, Coffs Harbour and Port Macquarie) are joining a NSW collaborative and the ACI will be working with these sites.

Dr Clifford Ko, from NSQIP, visited Westmead and Nepean hospitals on the 11th and 12th June to present to clinicians and managers about the benefits of NSQIP. Dr Ko also discussed clinician engagement, issues identification and implementation of solutions.

Westmead is currently recruiting for their NSQIP Surgical Reviewer with applications closing 16 July 2015.

Seek: <http://www.seek.com.au/job/28941893>

EDWARD BUSINESS IMPLEMENTATION - Kate Holz

EDWARD is NSW Health's Strategic Clinical Data Warehouse **that will replace all HIEs**. We are pleased to advise that all iPM Wait List LHDs have commenced this journey – see progress chart below.



Cerner Wait List sites have a dependency on the Cerner Waiting List Module Optimisation Project. Business requirements for this project were identified in consultation with almost 100 staff involved in the elective surgery waiting list. For more information on this project, please contact the project Secretariat, Patrick Fleming of the HSIPR Branch on pflem@doh.health.nsw.gov.au.

How the implementation is progressing

EDWARD and **OPERA** Wait List Implementation Framework
Schedule of Joint LHD-EBI Program Meetings and Events

This Schedule shows the high level EBI Program meetings and events for the Implementation of EDWARD OPERA for Wait List.

LHDs - progress re Joint Events and Meetings - iPM Wait List LHDs										Meeting / Event Details			
HNE	IS	SES	M	SNSW	WS	NBM	SCHN (Randwick)	FW	WNSW	Phase	Meeting / Event #	Meeting / Event Name	
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	3 Planning & Preparation	1	Project Kickoff	
✓	✓	✓	✓	✓	✓			✓	✓		Throughout EDWARD & OPERA Deployment	2	Weekly Project Updates
✓	✓	✓	✓	Planned 2/7/2015	✓			✓	✓	4 User Acceptance Testing (UAT)		3	UAT OPERA Training
✓	Planned 21/7/2015	Planned 30/4/2015	✓	On hold	Planned 13/7/2015			✓	✓	4 User Acceptance Testing (UAT)		4	Reconciliation & Matching
										5a EDWARD & OPERA Transition - OPERA WL reports available		5	Validations & Data errors (V&DE) - including: (1) Discussion with Source System Administrator (2) Communicating outcomes to the Business (3) Data Entry errors planning meeting
	✓		✓									6	
			✓									7	
			✓							5b EDWARD & OPERA Transition - OPERA WL reports available		8	Train the Trainer including: (1) OPERA Operational Reports (2) OPERA Data Error Reports
			rewalt									9	

EDWARD BUSINESS IMPLEMENTATION -

Kate Holz



Program Updates

[Click Here](#) for all the up to date information on OPERA implementation progress and resources.

Our contact details

You can contact *your LHD Contact (Program Implementation Lead)* or *program team members* noted below.

LHD contacts

Jennifer Jennings	Hunter New England
Natalie deWit	Illawarra Shoalhaven
Trish Spillane	Northern New South Wales
Jaime Wotherspoon	South Eastern Sydney
Graham Loy	South Western Sydney
Thomas Glanville	Murrumbidgee

Program team members

Program Director Robert Coppolino	0402 881 668 8918 1601	Robert.coppolino@health.nsw.gov.au
Solutions Architect James Prior	0448 789 939 8918 1606	james.prior@health.nsw.gov.au
Senior Business Analyst / Training Lead Jillian Ashby	0458 573 912	jillian.ashby@health.nsw.gov.au
Change Manager Kate Holz	0412 360 860 8918 1608	kate.holz@health.nsw.gov.au

Want more information about OPERA & the **EBI Program**?



<http://internal.health.nsw.gov.au/data/opera/documents/Presenting-OPERA-V-1-0.pdf>

EBI Program <http://internal.health.nsw.gov.au/data/ebi-program/index.html>

