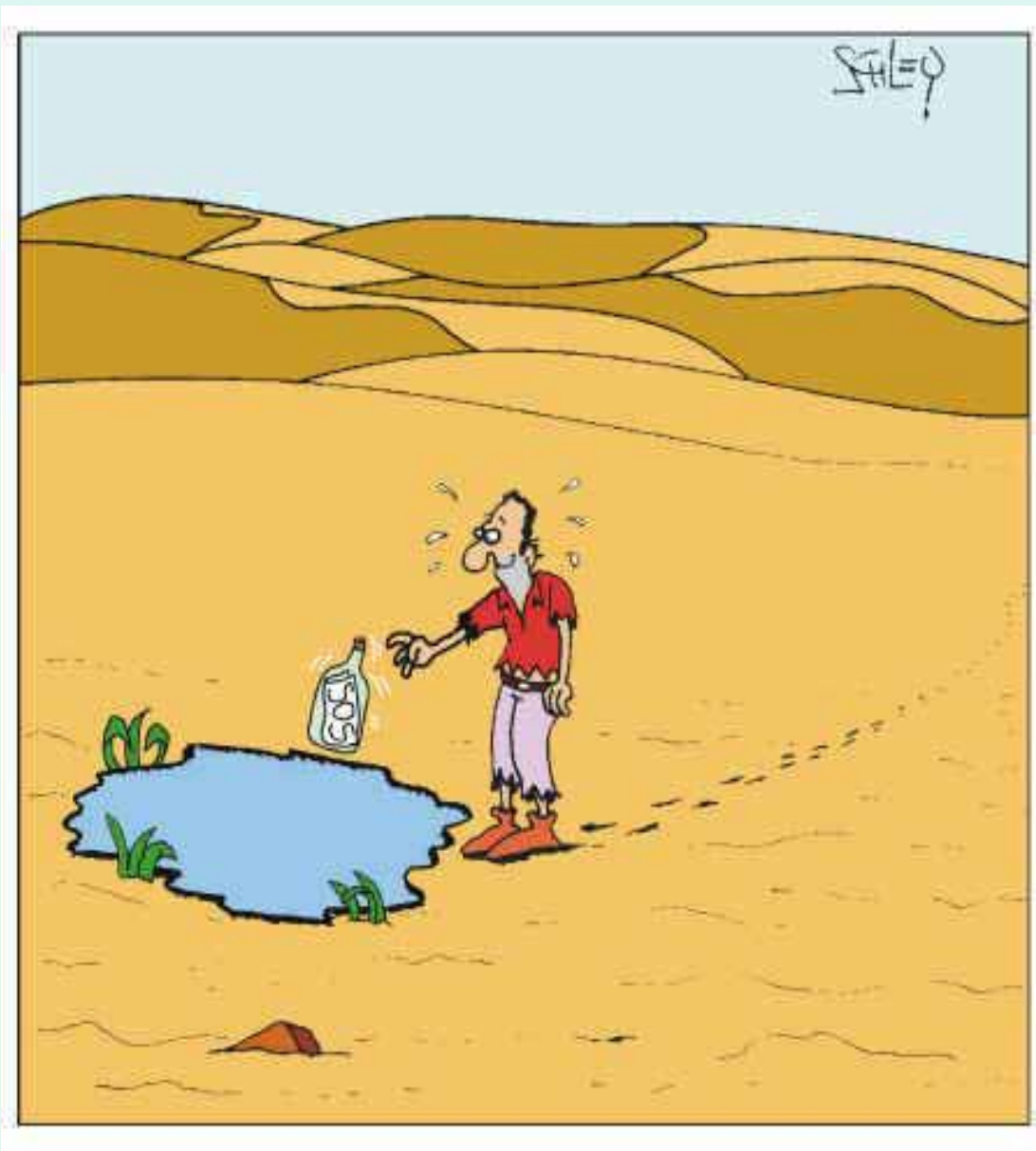


S.O.S. – Do you get the message?

Michelle Bruckner,
Team Leader, Clinical Services
and

John Stibbard,
Principal Project Officer

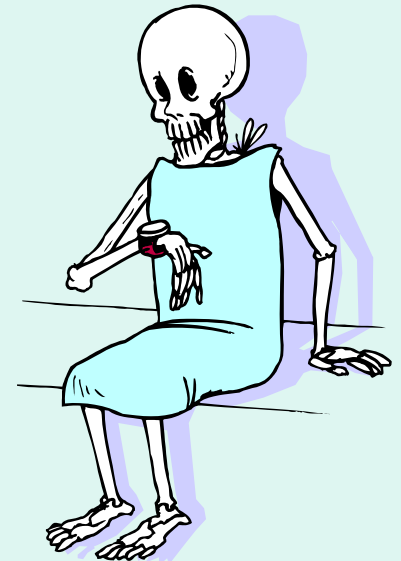
Health Systems Development Unit – Reform and Development Division
Queensland Health





Specialist outpatient services history

- Free specialist care for 'the poor'
- Area of low priority
- Customer perceptions





- **1999** – Guidelines for the Management of Specialist Outpatient Clinic Waiting Lists
- **2001** – Government election commitment. Guidelines reviewed and reformulated.
- **2004** – new *Policy Framework for Specialist Outpatient Services* approved by Queensland Health Executive
- **2005** – roll out of Policy Framework to 32 reporting hospitals



Events in the recent past

- Morris/Davies Enquiry and Report
- Forster Report
- Implications for specialist outpatient services
- 2005 – Legislation to publish specialist outpatient waiting list information
- SORC (Specialist Outpatient Review Committee)
- Donald Report
- Qld Government Response



Increasing demand on services

(Queensland Health Reporting Hospitals)

	Waiting (New patients)	Seen (New and Review patients)
2006	122,120	2,518,310
2007	143,940	2,767,457 (estimated)

- 9.9% increase in OOS
- 17.9% increase in numbers waiting for access



Reasons ...

- Population growth
- Ageing population
- Policy non-compliance
- Medicare 'gap'
- Specialisation and technology development



Specialist Outpatient Services Review Committee

- Chaired by Professor Ken Donald
- Review of SOS in 5 major hospitals
- 11 recommendations
- Favourable government response



Challenges ahead

- Equitable access
- Accurate categorisation
- Delivery according to clinical priority
- Balanced relationships
- Challenging existing culture
- Changing behaviour
- Coping with change

... - - - ...

“Never tell people how to do things. Tell them what you want them to achieve and they will surprise you with their ingenuity”

General George S. Patton



Initiatives

- Complementary service models
 - Patient Access Coordinators
 - Advanced Nurse Specialists
 - Nurse Practitioners
 - Primary Referral Clinic
 - GP Clinics
 - Upskilling/Mentorship programmes for General Practitioners
 - Allied Health Professionals (eg. OPSC, Audiology)



Initiatives (cont)

- Referral pathways
- New & reinforced policy – overarching governance and operational
- Development of Key Performance Indicators
- State-wide information system review, enhancement and upgrade
- Website development
- Partners in Health – public/private enterprise
- QH/GP collaboratives
- Telehealth



Plan

- Patient centric service
- Governance compliance
- Increased new case throughput
- Maximum wait 12 months (cat 3) with a view to 3 months as the ultimate goal
- Effective utilisation of our health workforce

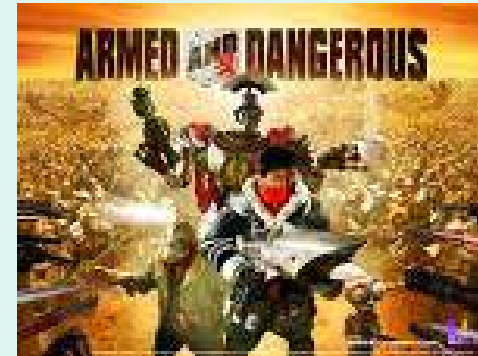


A – access

R – referral

M – management

ED – executive direction





Thank you