



**Burnie NW Tasmania**

# **Managing Physio Outpatients Waiting Lists in NW Tasmania**

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North West Area Health Service, Tasmania



# **OUTLINE**

**1. Problems identified**

**2. Goals**

**3. The project**

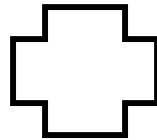
**4. Evaluation**

**5. How it can help you**

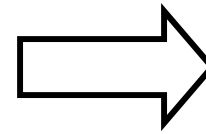
# I. Problems Identified

## North West Tasmania

Staff  
recruitment  
and  
retention



Aging  
population  
with chronic  
disease



High demand with  
supply strain

Two Centres  
approx 1000 oos  
per month \*\*

**\*\*Excluding groups like hydrotherapy, post-hab, pre-admission clinic and cardiac rehab**

# I. Problems Identified

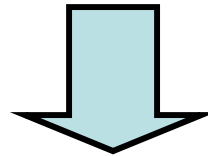
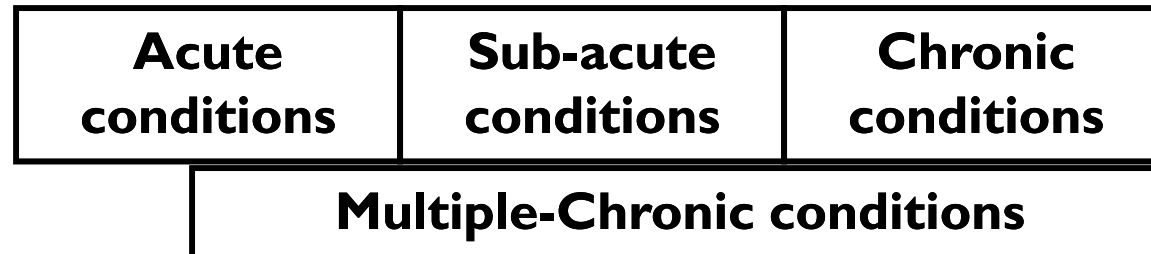
## **Above the surface**

Patients present with acute and sub-acute problems

## **Below the surface**

Underlying chronic condition(s) mitigates against recovery

# I. Problems Identified



**Acute/sub-acute episodes + multiple chronic conditions = high-cost**

# I. Problems Identified

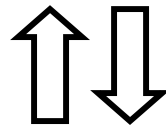


**Time is of the essence**

## 2.Goals

### Goal 1

Reduce and maintain low waiting list to average  
20 to 30 for both OP M\skel centres



### Goal 2

Clinical examination and treatment within 7  
days of receipt of referral

## 3.The project

Focus on endogenous  
factors e.g.

Clinical and admin  
efficiency

Strategic management plan

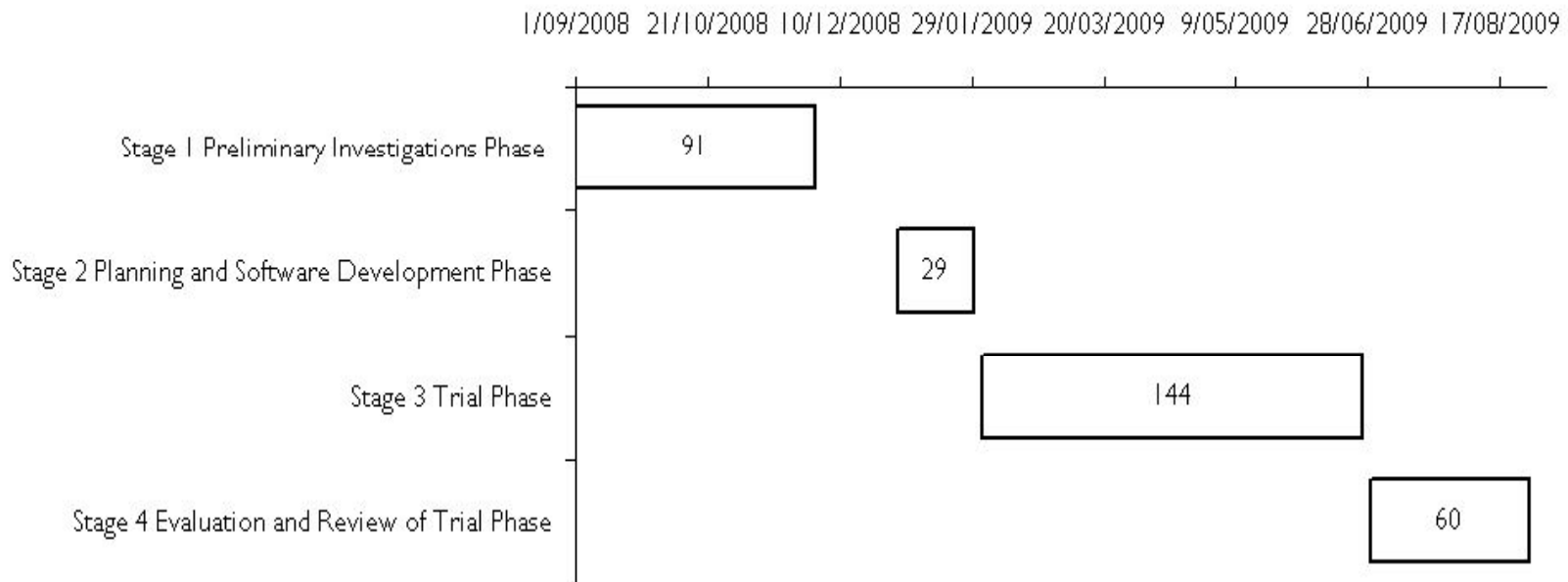
Uses qualitative research methodology

Practical outcome

Long-term tactics

# 3. The project

Phases of the Project in Calendar Days



## 3.The project

The first step:

Value-chain analysis

Procedures are assessed on whether they or not they add to the “ultimate service transaction”

## 3.The project

### WARNING

M

Recommended  
for mature  
audiences

**The following slide contains an  
image that may be disturbing to  
owners of small pets**

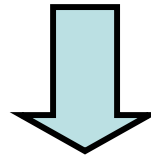
## 3.The project



# 3. The project

Which led to .....

**The early intervention strategy**



~~Initial consultation and course of treatment~~

Initial  
consultation

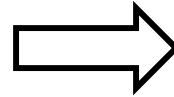
course of treatment



# 3. The project

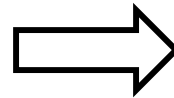
## Things we changed

Electronic Appt diary\database



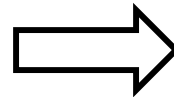
Filter and prioritize  
Admin efficiency gains  
Auto collection of stats  
Flexible no IT required  
Easily modified for for data-mining  
and workforce planning

Change of protocols



D\C summaries  
Misc

**The early intervention  
strategy**



**Improved case management**

# 4.Evaluation

A – Qualitative = Immediate + Anecdotal + Common Sense

B - Quantitative = Comparative analysis

## 4.Evaluation

A – Qualitative = Positive case studies (clinical)



Fast access to important markers

Consensus by stakeholders

Improved filtering and prioritisation of cases

Admin and clinical time savings

## 4.Evaluation

B - Quantitative Comparative analysis March – July 2007 cf 2009

Consistently adjusted lowest levels of the size of waiting list

Improved waiting list size to OOS ratio 25% Burnie and 10% Devonport



OOS to Workforce hours ratio improved for Burnie 1.12 to 1.22 and .55 to .95 Dev

## 5. How it can help you

The most important thing

**The early intervention consultation**

**A proper consultation**

**Directed to self management**

**Holistic**

**Multidisciplinary**

# 5. How it can help you

## B – Efficiency Markers

Size and aging of Waiting list

OOS to workforce hours ratio

Waiting list to OOS ratio

New patient to OOS ratio

DNA rates

An aerial photograph of a mountain range. In the foreground, a dark blue lake is nestled in a valley, surrounded by rocky terrain and sparse vegetation. The middle ground shows rolling hills and valleys covered in dense green forests. The background features more distant mountain peaks under a clear sky. Three lines of white text are overlaid on the image, centered horizontally.

**Early intervention consultations work**

**Unlocking capacity is the place to start**

**Transparent and simple markers make it  
easier for team ownership**

# Supplementary slide



## North West Tasmania

### Population:

No. %

**106,000**

65+

14,585 14.4

### Disadvantage score<sup>1</sup>:

940 (relatively disadvantaged)

### Premature Death Rate<sup>2</sup>:

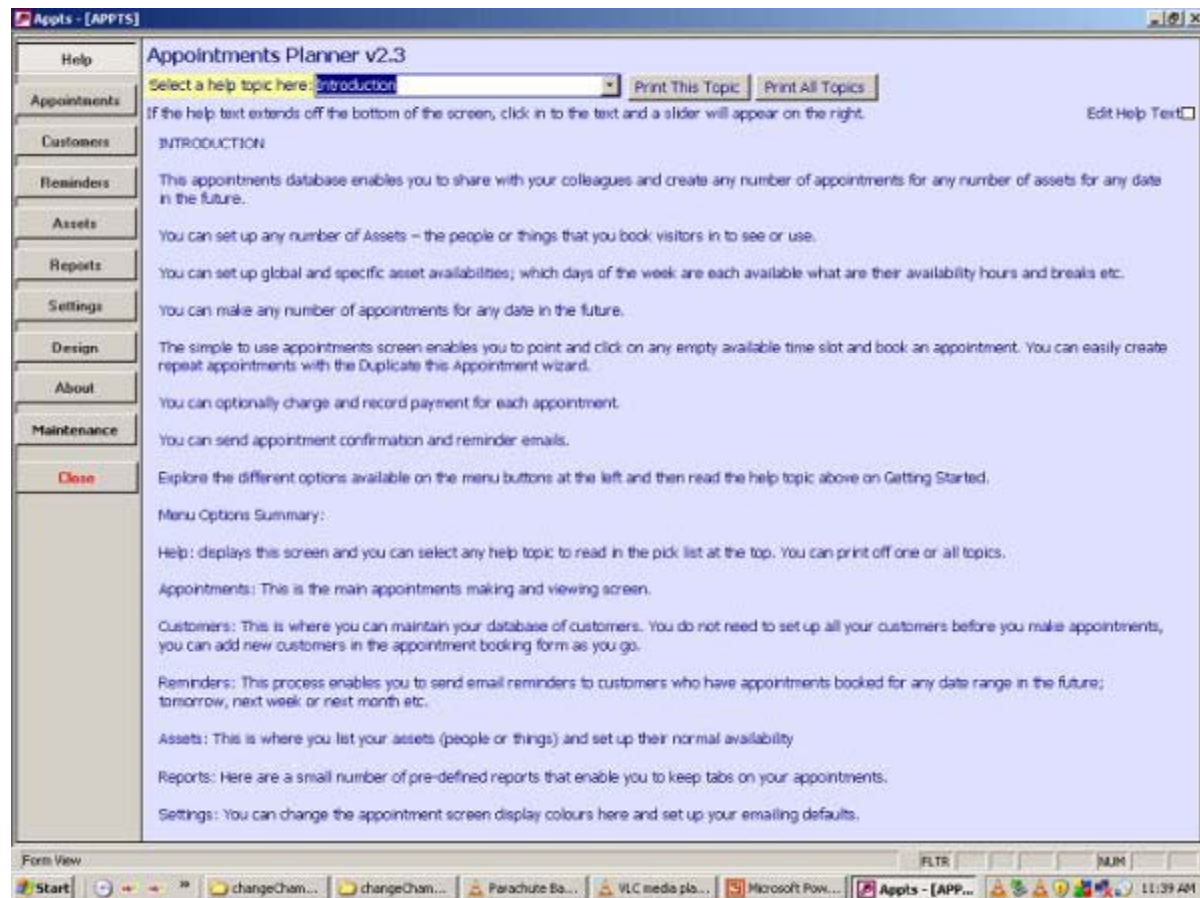
North West Tasmania 360.1

Australia 290.1

<sup>1</sup> Numbers below 1000 (the index score for Australia) indicate that the NW Tas is relatively disadvantaged

<sup>2</sup> Deaths at ages 0-74 years per 100,000 population

# Supplementary slide



# Supplementary slide

The screenshot displays the APPTS (Appointment and Patient Tracking System) interface. The window title is "Appts - [APPTS]". The main view is a calendar for "Thursday September 17, 2009". The calendar grid has columns for "Peter Watson", "student", "Steve Shanahan", "Ali Macrae", and "Waiting List". The rows represent time slots from 08:00 AM to 03:45 PM in 15-minute increments. A tooltip is visible over the 08:45 AM slot in the "Waiting List" column, with the text: "Click to book Waiting List: 08:45 AM Thursday, 17 September 2009". The Windows taskbar at the bottom shows the Start button, system tray, and the time 12:03 PM.

# Supplementary slide

Appts - [qryWaitingList]

## WAITING LIST

sort A to Z    recent to latest

Patient	On Date	Aging
W. Tonga	8/09/2009	1

Close Form

Total No of patients on waiting list: 1  
Average wait in days: 1  
Maximum wait (in days): 1  
Minimum wait (in days): 1

Record: 1 of 1

Form View

Start    LOCAL DISK (E:)    changeChampions    APPTS    maintenance    qryWaitingList    NUM    12:01 PM

# Supplementary slide

***Appointment Planner V 2.3***

**Available from**

**[www.AccessToGo.org.uk](http://www.AccessToGo.org.uk)**



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