

Key Achievements

Jurisdiction	Type of work	Key Activities	Outcomes
South Australia (SA) Flinders Medical Centre (FMC)	Outpatient redesign	Rapid Improvement events. Mentoring and coaching staff	Reduced wait times. Improved clinic flow Visibility of service
FMC	AMU development	Assisted with Model of Care Defined measurements Assisted with flow and visual management processes	Improved NEAT performance. Reduction in LOS
FMC	Theatre redesign	5s and visual management processes. Realignment of services to meet demand. Separating emergency from planned work	Improved flow and access
FMC	5s and visual management in store rooms	Standardised storerooms across FMC	Improved access for all staff. Reduced waste in “ looking for”
FMC	Nursing Works	Audited high volume activities: handover, medication and work organisation	Increased nursing at the bedside substantially. Reduced medication errors.
FMC Repatriation General Hospital	Medical Patient journey	Ward round redesign Multi-Disciplinary rounding	Improved communication between clinicians. Reduction in LOS
Repatriation General Hospital	Allied Health Redesign	Service requirements review Realignment of resources Visibility of each service What is our core business?	Improved access for patients to Allied health services. Improved discharge flow.
Repatriation General Hospital	Theatre redesign Urology	Visibility of service Realignment of services to meet demand. Separating emergency from planned work	Improved flow and access. Reduction in Registrar overtime. Reduction in surgical cancellations.
Lyell McEwin SA	Coaching and mentoring	Building capability within the health service improvement team	Improved skill set of staff.
Royal Adelaide Hospital	Bespoke Applied Lean thinking in health care short course	Co facilitator	Delivering didactic and interactive learning to a core group of staff.
Tasmania <ul style="list-style-type: none"> • South • North • North West 	Medical Patient journey	Ward round redesign Multi-Disciplinary rounding	Improved communication between clinicians. Reduction in LOS
Tasmania <ul style="list-style-type: none"> • South 	Emergency Access	Team based care One-way referral	Improved NEAT performance

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<ul style="list-style-type: none"> North West 		Revised Flow roles. Fast track review Staff and patient surveys	
Tasmania <ul style="list-style-type: none"> South North North West 	Patient Flow	Patient flow committee Key performance measures Escalation policy Interim management plans Bed occupancy audit tools: defining latent capacity. Admissions and transfer polices reviewed. Bed requirements per division. Patient journey board implementation.	Improved NEAT performance Decreased LOS. Improved communication.
Tasmania <ul style="list-style-type: none"> South North 	Specialist Outpatient Redesign. Rapid Improvement methodology	14 Units engaged <ul style="list-style-type: none"> Defined core business Focus groups with Gp's Defined discharge criteria Promoted DNA policy Referral guidelines on website. Instigated "non acceptance " letters Clerical and clinical audits 	Decreased wait lists Improved access to clinics Increased discharge rate Decreased cancellation of clinics by clinicians Improved quality of referrals.
Tasmania <ul style="list-style-type: none"> South North North West 	Surgical stream	Theatre productivity and Planning Hips and Knees journey Standardising process	Improved start on time Improved communication Standardising services across Tasmania
Tasmania State-wide approach	Mental Health	Four key areas of focus <ul style="list-style-type: none"> Define role and scope of public mental health services Streamlining admission and discharge processes between community and impatient settings Development of consistent assessment processes, practices and documentation across the THS Develop alternative triage and intake models state wide 	Transitioned to operational roles