Presented by:
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What is Leading Better Value Care?

LBVC is a NSW Health State-wide Initiative, commenced in 2017/2018

Analysis of value [from volume based measures] is to be based on:
- Health outcomes
- Experience of care
- Efficient & effective care [safety and quality]

Focus areas:
1. Management of Osteoporosis [OACCP]
2. Osteoporotic Refracture Prevention [ORP]
3. Diabetes High Risk Foot Services [HRFS]
4. Inpatient Management of Diabetes [DM – IP]
5. Management of Chronic Heart Failure
6. Management of Chronic Obstructive Pulmonary Disease
7. Renal Supportive Care
8. Falls in Hospitals
The MLHD LBVC Approach?

Program Management Office

- Nominated Executive sponsors for each initiative
- Steering Committee role is provided by Senior Executive Committee
- Project Management approach
- Centralised Reporting – A3 reports monthly, & Roadmaps quarterly
- LBVC Resources – provided by ACI and CEC
- Current state analysis – wide range of approaches
- Localised solution development
- Implementation planning
- AIM – Accelerated Implementation Methodology
- Ongoing measurement – supporting transition to business as usual
In Scope Site: Corowa

Approach: Collaborative Teams [Multidisciplinary]

Status: Current state analysis, supported by clinical audits
Planning for improvements

Developing skills: Clinical Audits
Stakeholder engagement
Root cause analysis
Data analysis and presentation

In Scope Site: Gundagai MPS
WW Orthopaedic Ward

Approach: Redesign [Multidisciplinary]

Status: Implementation planning
Planning for improvements

Developing skills: Clinical Audits
Stakeholder engagement
Root cause analysis
Data analysis and presentation
Project management tools and resources
The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.
What is Patient & Carer Experience?

“A “Patient Journey” refers to the process or progressive steps taken by a patient as they received health care.

Journeys can be short and sharp, in the event of a one-off acute illness or surgical procedure; or protracted for people with a chronic illness that requires management over a period of years.

- Patient and carer perceptions of the journey comprise the “Patient Experience”.

Research from the NRC+ Picker says patients and carers value:

- Access to Care
- Respect for Patient values, preferences, and expressed needs
- Coordination and integration of care
- Information and education
- Transition and continuity
- Physical comfort
- Emotional support and alleviation of fear and anxiety
- Involvement of family and friends

- Not identified [alias]
- Consented
- Review of stories
- Constructive
- Story + data

- Valuable change management tool
Further information?

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