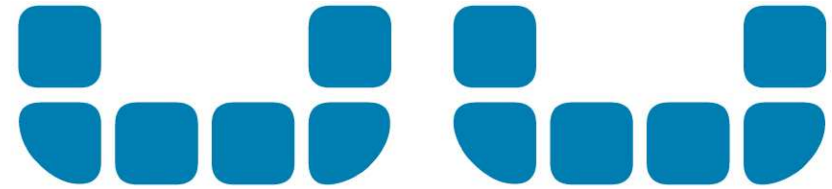




Government of **Western Australia**
Department of **Health**
Institute for Health Leadership



Medical Service Improvement Program

Good outcomes from good medical engagement

5 June 2015

Dr Alexius Taylor Julian

Medical Leadership Advisor, IHL

Clinical Lead ICT Commissioning, FSH

The Methodology



Training in Service Improvement Methods

- Define
 - Measure
 - Analyse
 - Improve
 - Control
- LEAN



Case Study: Improving Gynaecology Community Handover at Discharge



Dr Claire Sutton, L Gannon, M Epee, V Westoby, E Dawkins

Rationale:

- Backlog of DC summaries on ward 6
- Poor quality of DC summaries
- Regular GP Complaints

Measure:

- **9.5 days** - completion post-DC
- **30%** - DC of inadequate quality
- **56%** - inadequate medication lists

Issue Themes:

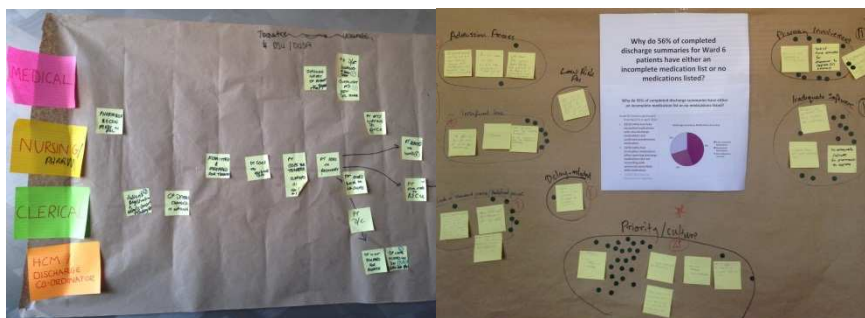
- Incorrect GP details – **23%**
- DC summaries time-consuming – **21%**
- Software/IT issues – **14%**
- Medication issues – **9%**
- Mode of delivery – **9%**

Root Cause Analysis:

- No benchmarks or goals
- RMO training
- Software/IT
- Planning of RMO time
- Lack of standard process
- Medications not seen as a priority

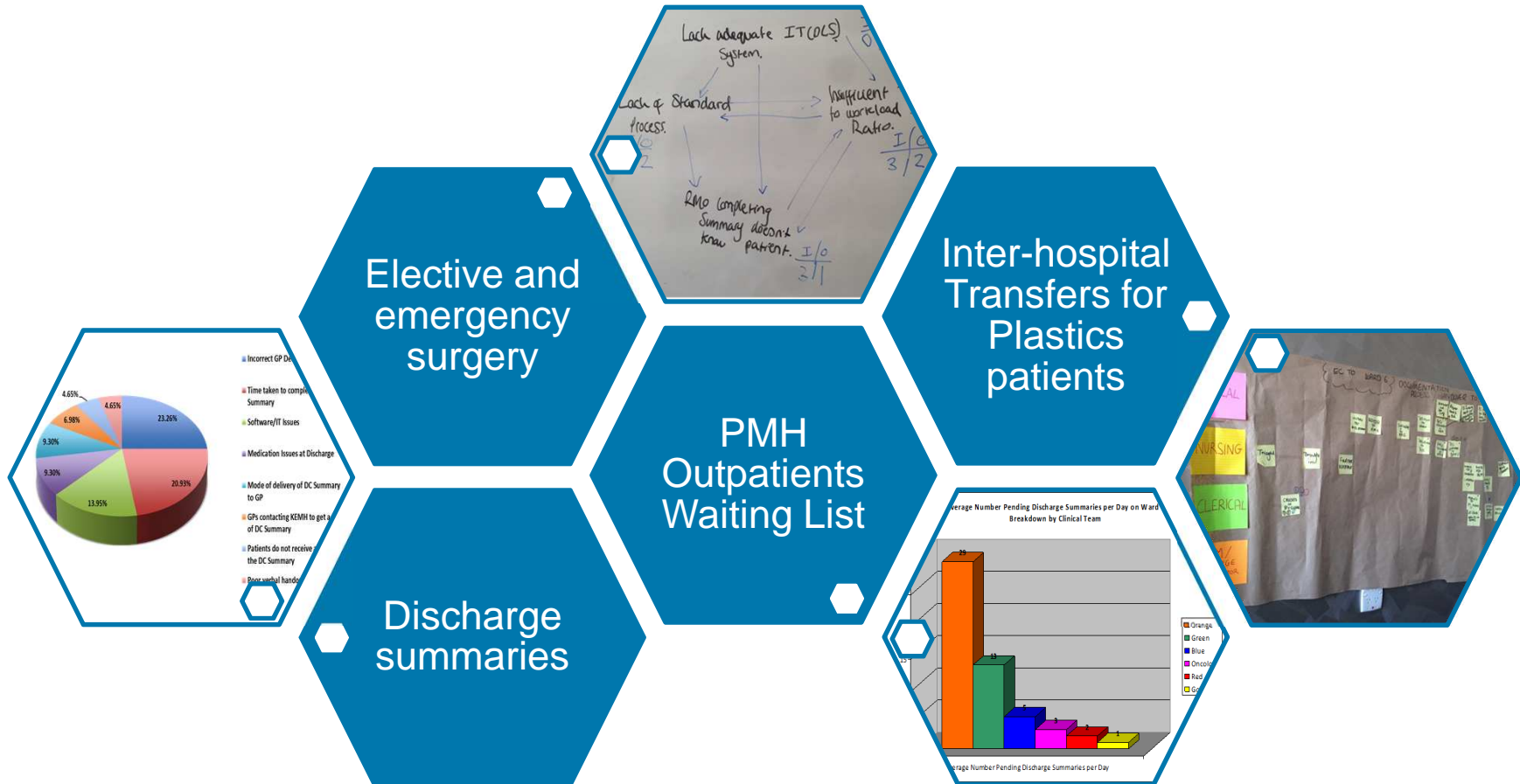
Solutions:

- Updated DC summary policy
- RMO education
- Business case for new DC program



Delivering a Healthy WA

Other Projects



Take Home Messages



The most dangerous phrase in the language is, "We've always done it this way."
Rear-Admiral Grace Hopper

Dr Alexius Taylor Julian
Alexius.Julian@health.wa.gov.au