

Streamlining Allied Health led outpatient clinics in preparation for centralised access

Lucy Whelan¹

¹Monash Health, Melbourne, Victoria, Australia lucy.whelan@monashhealth.org

Background: The Department of Health (DoH) published a Specialist Clinic Access Policy in August 2013. An Allied Health project lead was recruited to identify the key gaps for Allied Health and align with the DoH processes ahead of June 2015 when these processes are set to become Key Performance Indicators (KPIs).

Aims: To map and streamline processes for all Allied Health led outpatient clinics to comply with DoH policy and provide a clear and consistent picture of activity; to design a streamlined and sustainable process for audit of compliance with the DoH processes.

Methodology: All Allied Health led outpatient clinic processes were mapped and one standardised process was designed. A twelve week trial of this standardised process took place from November 2014 to February 2015. The multipronged approach to evaluation included; administration data entry over the course of a twelve week trial; a medical record audit of 182 patient files; a staff survey; Business Intelligence Unit (MBI) KPI reports; GP feedback; an issues log.

Results: Key deliverables achieved included one streamlined process for pre-referral information, registration of referrals, acceptance and rejection of referrals and initial appointment bookings; a successful trial of a single point of access for each site; standard referral form and letter templates; medical record audit establishing 100% compliance with all administrative based KPIs and 60% compliance with two clinical based KPIs around initial and discharge findings letters; Allied Health inclusion in MBI generated KPI reports; a business case for ongoing administrative resources required to meet DoH KPIs.

Discussion: In order for the Allied Health led outpatient clinics to meet the DoH KPIs, an increase in administrative resource is required. There is an option as to whether this additional resource is kept internally or placed in a centralised access unit as per medicine and nursing led clinics.